



The Sentry-go Monitoring System

Running the Printer Monitor Wizard

Last Updated Thursday, 19 April 2012

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Symbols

Thank you for choosing Sentry-go® as your monitoring solution for Windows. In this guide, the following symbols are used to denote specific items ...



Important information which should be noted – it may affect what you are trying to do.



Additional information relating to the operation being described is shown.

Background

This guide gives full details of how you can use the Printer Monitor Wizard to quickly & easily configure settings for Sentry-go on your local or remote server.

Running the Wizard

You can access the Wizard either when prompted by Setup, or from the Printer monitoring configuration tab.



The Wizard will save details to the monitor's configuration file directly. Any unsaved work will be lost when you run the Wizard. Always save any configured updates before running the Wizard.

Selecting Monitoring Options

The Wizard's first screen allows you to select the checks you wish to configure against one or more printers on the server being configured. Simply tick the monitoring options you wish to perform and enter any associated values.



Check for error conditions on the printer

Select this option to be alerted to errors reported by the printer or print queue - e.g. paper jam, no paper, manual intervention required etc.

Check that the printer is not paused

Select this option to be alerted when the printer's status is paused.

Check that the printer is not offline

Select this option to be alerted when the printer is off-line.



Printers running under Windows 2000 and above can be taken off-line/brought on-line. It is not available under Windows NT.

Check the print queue length does not exceed

Select this option to be alerted in the event the printer's queue length exceeds the associated threshold value. This can be used to highlight high wait times for the printer, a sudden large number of prints being submitted or other problems preventing documents from being printed.

The threshold entered is the queue length you wish to monitor for.

Check for the printing of documents over (Kb) size

Select this option to allow Sentry-go to monitor individual documents being spooled and/or printed. With this test, you can be alerted when documents that are larger than a given size are submitted to be printed.

The value entered is the maximum allowable size of a document queued (in Kb). If a larger document is submitted, an alert will be triggered.

Check for the printing of documents over pages in length

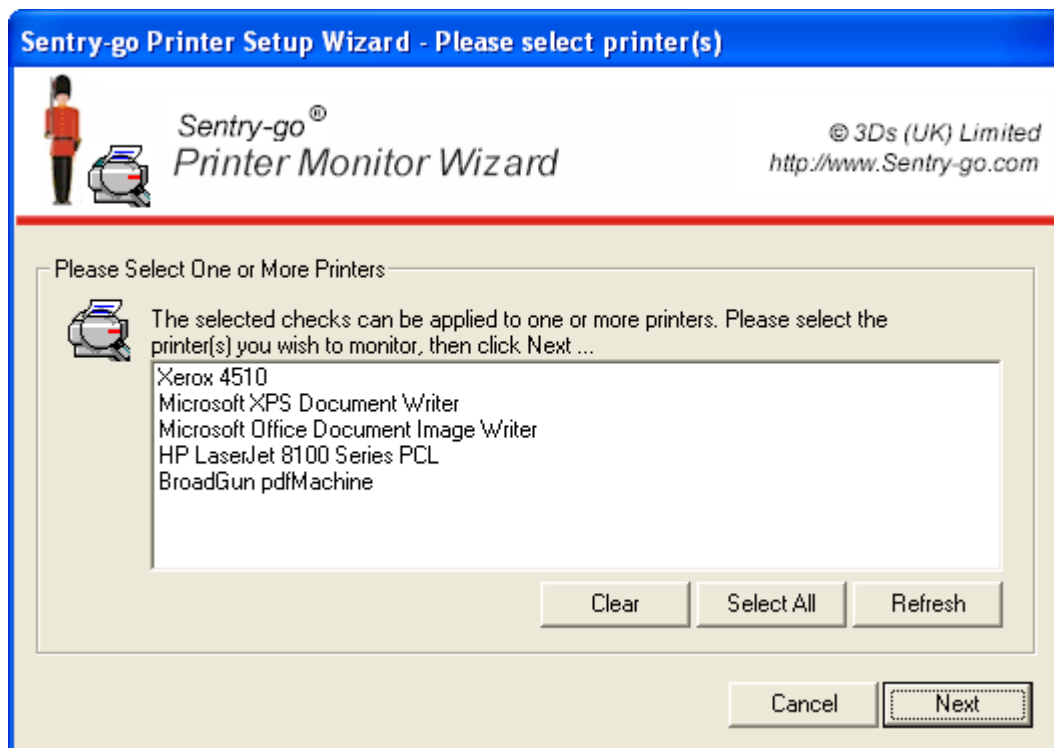
Select this option to allow Sentry-go to monitor individual documents being spooled and/or printed - in particular, documents larger than a specified number of pages that are queued.

The value entered is the maximum allowable size of a document queued (in terms of total pages). If a larger document is submitted, an alert will be triggered.

Click Next to continue.

Selecting Printers to Monitor

The next screen will list all detected printers/print queues on the server being configured.



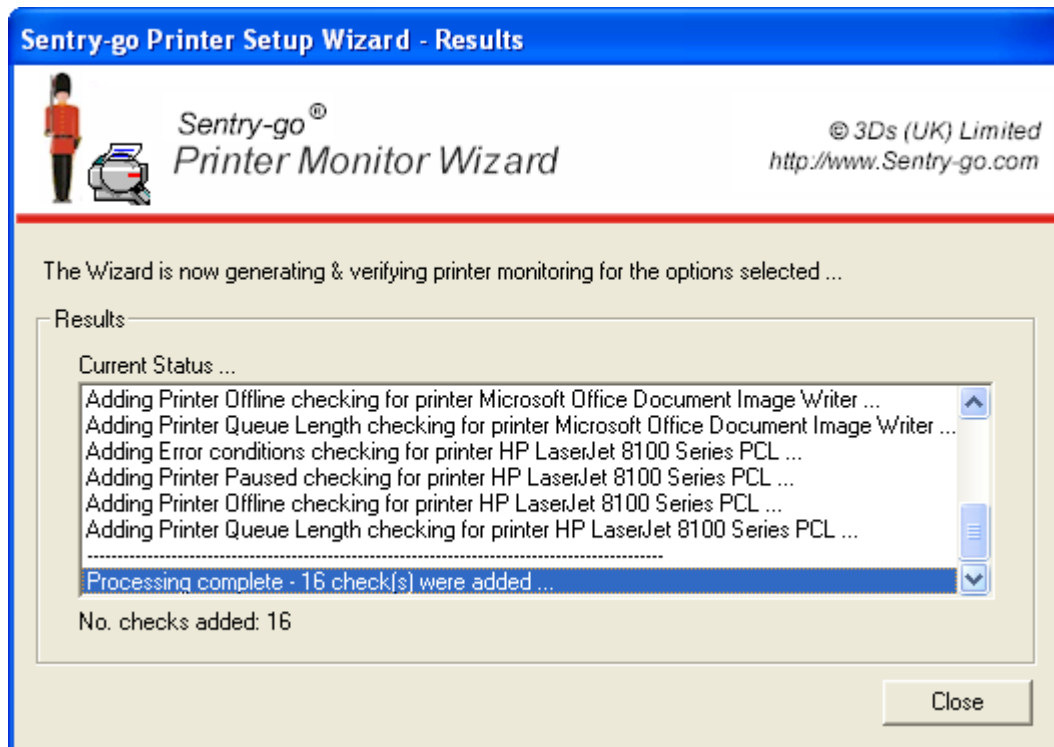
Selection

Simply select the printer(s) you wish to configure – either one, many or all from the list.

Click Next to continue.

Results

The Wizard will now configure the appropriate values, updating its current status as the process continues. Once complete, a message will indicate how many checks were added.



Click Close to close the Wizard and return to the Configuration window.

Next Steps

The Wizard will automatically generate the appropriate checks as outlined above. It will also ...

- Set default values for thresholds (in some cases)
- Set default values for alerts
- Enable/disable checks as appropriate

Once complete, it is recommended that you review the new checks within the Client Console and further refine alerts, actions and thresholds as appropriate.

More Information, Help & Support

More information can be found in the guides that accompany the Sentry-go software. You can also access the following resources ...

- For the very latest information & product updates, please visit <http://www.Sentry-go.com>
- For sales advice, please e-mail Sales@Sentry-go.com
- For technical support, please e-mail Support@Sentry-go.com



3Ds (UK) Limited
Design, Develop, Deliver Solutions!

69, Esher Road,
East Molesey,
Surrey.
KT8 0AQ

<http://www.3Ds.co.uk>