

# Introducing the *The Sentry-go Monitoring System* Monitoring made quick & easy!

Last Updated Monday, 09 November 2009

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*Be Proactive, Not Reactive!*

## Welcome to Sentry-go® ...

... an easy to use monitoring solution that allows you to monitor what you want, when you want. Whether you've got a single server, you wish to monitor a specific task, or maybe you provide 3<sup>rd</sup> party support to an end customer, or you're a corporate organisation hosting many systems and you want enterprise coverage, Sentry-go is for you.

The Sentry-go monitoring system is an extremely flexible, yet very affordable solution which allows you to pick and choose the monitoring components you wish to use. You can install & purchase Sentry-go in one of two ways - either as one or more pre-configured *Quick Monitors*, or for ultimate flexibility, you can customise your own solution with *Sentry-go Plus!*

## Quick Monitors

Quick Monitors allow you to install the Sentry-go Monitor system on your servers as one or more dedicated solutions. They are available for monitoring either specific aspects of your server (e.g. files & directories), or for complete software environments such as SQL Server, Microsoft Exchange, IIS etc.

For dedicated software environments, Quick Monitors come pre-configured to get you up & monitoring within minutes. These can be fully customise using the utilities provided. Quick Monitors can also be expanded further by adding other Plus! components to fine tune your monitoring capabilities.



## Sentry-go Plus!



Sentry-go Plus! allows you to install one or more individual components of the monitoring system to produce a totally flexible & tailored solution.

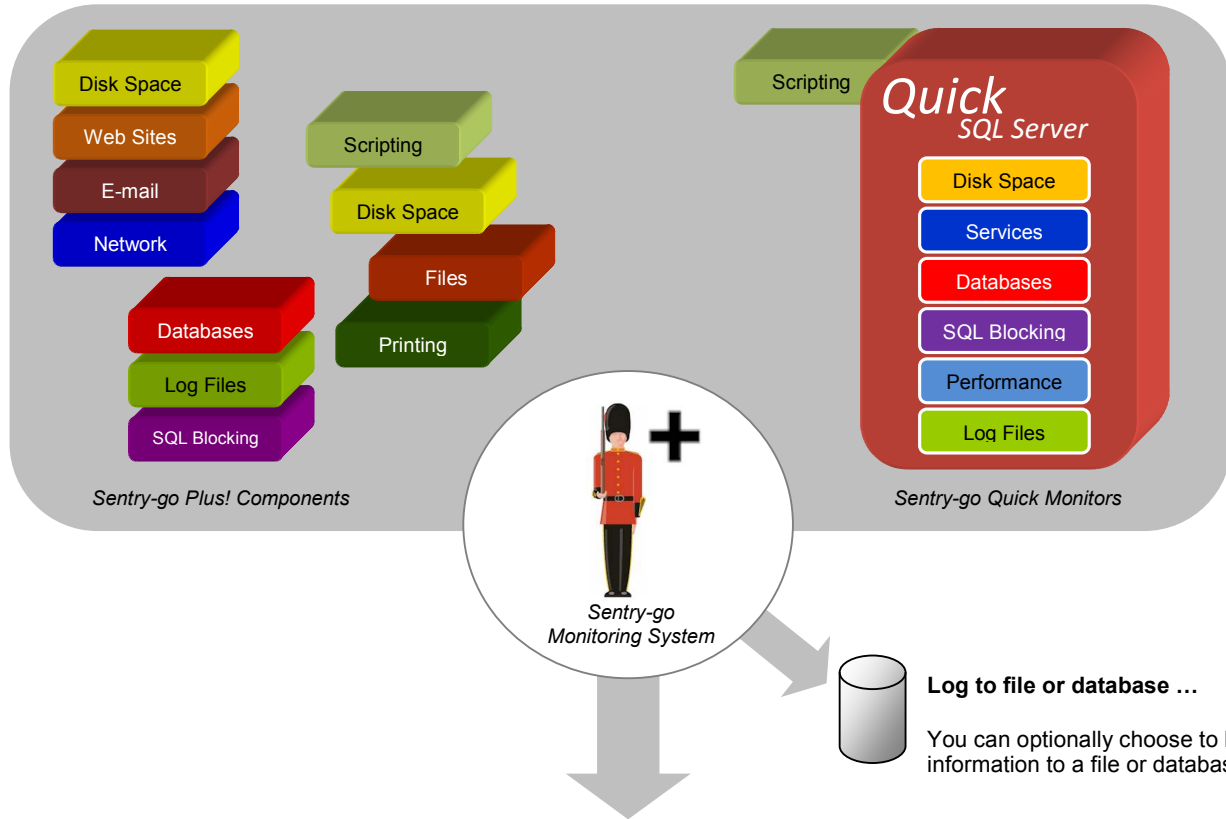
Simply select the individual Plus! monitoring components your particular server requires & you'll have an extremely efficient & very flexible solution, where you only need to purchase the components that you're going to use – either for your company or on a per server basis.

Of course the flexibility doesn't stop there. As your server grows, so can your Sentry-go monitoring system – simply move the monitoring components to where they're needed, or add new ones.



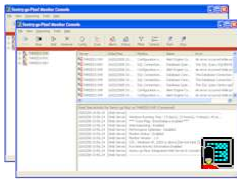
## How it works

The Sentry-go monitoring system is designed to be flexible, efficient & easy to use. Here's how it works ...



### Automatic Response & Alerting ...

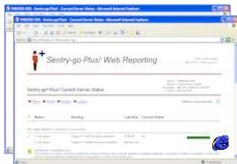
If a fault is detected, Sentry-go can be configured to take automatic action itself, thus freeing you up to investigate the cause more fully. Alerts can be triggered to inform you of failures using a variety of built-in as well as scripted/custom methods.



### Desktop Client Console ...

The Sentry-go Console allows you to access, control & configure all Sentry-go monitors within your environment either locally or remotely. Settings can be copied & web reports accessed.

When an alert is raised from a monitor, it is listed as it occurs in chronological order. From here you can easily view full information as well as link to Sentry-go Solutions!



### Web Reporting ...

Web reporting is built-in to the Sentry-go monitoring system. Simply enter the monitor's URL into your web browser (or connect through the Console) to access web reports in real-time.

Alert & status reports are available as well as various other reports that allow aspects of your server to be controlled from you're the browser.



### Sentry-go Solutions!

Unlike some monitors, we don't just tell you there's a problem – we try to help you fix it too! Sentry-go Solutions is a web site aimed at providing you with technical help & assistance on a wide variety of monitored errors.

With direct links from Sentry-go alerts, accessing information & solutions is quick & easy.

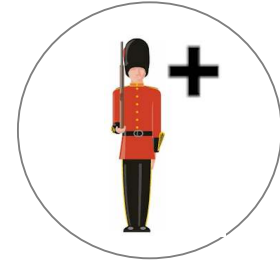


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## Key Features & Components

As you can see on the previous diagram, both Sentry-go Plus! components and Quick Monitors utilise the same process and are broadly speaking split into a number of primary components, each responsible for an aspect of the monitoring system.

These are monitoring & detection, automatic response & repair, alerting & an integrated web server providing dynamic reports.



### **Monitoring & Detection**

The monitoring & detection component is built around a multithreaded engine – making it both efficient and more scalable. Each thread monitors a specific aspect of the system, depending on the monitoring components installed.

When issues are detected, the response engine is called, along with error-specific details relating to the fault. If a response is taken, the check is then re-run (depending on the type of failure) in order to determine whether the action taken resolved the problem.

Depending on the outcome, details may also be passed to the alert engine in order to inform Administrators or to log information etc.

### **Automatic Response & Repair**

The Response Engine is used to take action when known events occur – an event that has a known resolution that can be taken automatically without the need to manual intervention. It is called by the monitoring component in response to detected faults.

Responses might include ...

- Restart a failed service
- Run a batch file to perform a custom action – e.g. clear down temporary files
- Run a VB Script (many examples are available on-line in the Script Library)
- Run a 3<sup>rd</sup> party application
- Control printers & jobs
- Control SQL connections
- Restart the Windows installation (reboot)

## Alerting

Alerting is a key part of any monitoring tool – after all, you often want to know when something has gone wrong – or that it failed and has now been corrected.

When an error is detected, you can send one or more alerts depending on your specific requirements, the check that failed and even the time and day the failure occurs. For example you could send a network message during office hours, and an SMS to your mobile phone outside of these times etc.

Alerting methods include ...

- Sending a network message
- Sending an e-mail
- Sending an SMS via a gateway provider
- Running a file through the Alert Engine

## Alert Engine

The Alert Engine is an integrated part of the alerting system. Put simply, it allows files & scripts to be compiled in order to include & expand special Sentry-go place-markers. These allow error-specific information to be included within the script at run time.

## Logging

In addition to alerting, you may also wish to log errors – maybe for reporting or exporting to 3<sup>rd</sup> party applications for further analysis.

With Sentry-go you can log alerts to both text (CSV) files as well as ODBC databases such as Microsoft SQL Server, Oracle & MS-Access. In addition, depending on the monitoring components installed, you can also log other information including ...

- **Log Performance Information.**

If performance monitoring is installed, you can choose to log a configurable no. of hour's worth of data to a file, allowing trend analysis and fault diagnosis to be made.

- **File Access Information.**

If file monitoring is installed, you can log file auditing information, allowing you to see who accessed your monitored files etc.

## Web-based Reporting

In addition to monitoring & alerting, Sentry-go also allow you to access monitored information, alerts & dynamic reports direct from your desktop using a normal web browser, or the Sentry-go Console Browser & the built-in web server.

To do this, you can simply connect to Sentry-go using the appropriate URL and the fully-integrated web server will display the appropriate report.

**External Web Publication**

Another feature of the web server is the ability to publish reports. This means that you can periodically publish reports to your external web server (such as Microsoft's Internet Information Services), allowing access to Sentry-go Web reports from there.

This is particularly useful if you want access to these reports from outside your organisation, yet Sentry-go is running inside a firewall or on a local domain which you can't normally reach.

**Dial-up Support**

In most cases, your server or PC will permanently be connected to the network. However, if you use dial-up networking to connect via an ISP etc., then Sentry-go can be configured to use it.

**Client Console**

Sentry-go monitors run locally on each server in order to provide efficient monitoring and minimise network usage. However, they can be controlled, accessed & configured centrally using the Client Console - a client tool that can run on both the server & desktop PCs.

The Console provides a powerful way of centrally managing & accessing your monitored environment locally & remotely. With it you can view the status of each monitor, view alerts as they occur, access web reports and view/edit configuration values across the environment.

The Console also allows monitoring options to be configured, copied from one monitor to another, new components to be added to provide additional monitoring etc.

**Client Console Browser**

The Console Browser allows key Sentry-go web reports to be accessed & displayed on your desktop.

**System Health Indicator**

The System Health Indicator is displayed at the top of most Sentry-go web reports and is designed to show the overall performance of all checks being performed and based on these, whether the monitored server's overall "health" is stable, deteriorating or improving.

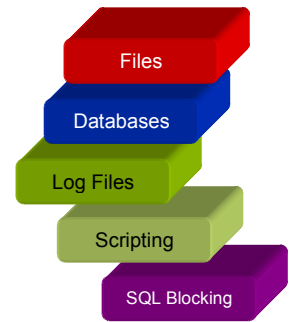
It provides "at a glance" confirmation on the status of all checks being performed and whether not this performance is improving or worsening.

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## What would you like to monitor ?

The Sentry-go monitoring system gives you the ability to monitor many aspects of your Windows servers, or PCs. Whether you purchase an off the shelf Quick Monitor, customise your own Sentry-go Plus! solution, you'll have access to the powerful features you need, 24 hours a day.

The following monitoring options are available with Sentry-go. You can either choose them as part of one or more Quick Monitors, select the individually with Sentry-go Plus!, or combine the two. As your server grows, so can your monitoring solution.



### **Network Availability**

Verify the availability of remote servers, desktops and/or devices across the network.

Auto-scan options allow you to monitor all servers and/or desktops in the domain, including new ones when they are added automatically, without the need to manually enter each one.

### **Windows Services**

Monitor any Windows service running on the local server. If it fails or stops, you can be notified, have the monitor attempt to restart it automatically, or both.

Key services are defined automatically for you; any other installed service can easily be added.

### **Windows Processes**

Monitor any process running on the local server ...

- Ensure that all required applications are running - e.g. anti-virus software
- Ensure banned programs are not running- e.g. unauthorized Setup programs.

Monitored processes can also be started or terminated automatically by Sentry-go.

### **Server & software performance**

Monitor the runtime performance of software and hardware to continually ensure they're within expected limits - e.g. CPU usage, % registry in-use, no. logons, server errors etc.

Key performance thresholds are defined automatically; custom performance counters can also be added and monitored, depending on the software installed & running on the machine.

### **Windows Event Logs**

Monitor & report on messages written to the Windows Event Logs based on message type, event ID, source or keywords & phrases within the text.

A great way of centrally monitoring errors written to disparate log files across your enterprise servers.

### **Messages written to text-based log files**

Monitor entries written to text-based log files such as those used for your own custom applications or systems such as SQL Server & IIS, based on keywords or phrases within the text.



<b>Available disk space</b>	Monitor local hard disks for available disk space – either a given threshold or as a percentage of the total disk size.
<b>Web site access, URL availability &amp; responses</b>	<p>Monitor the availability of key web pages on your server, checking that the correct page is delivered and returned in a timely manner.</p> <p>In effect, it acts like an automated web browser, alerting you to failures should they occur. For example, check your key web pages are correctly delivered without error and in a timely manner, spot faults before your users or customers do!</p>
<b>FTP site &amp; remote file access</b>	Monitor the ability to access the server via FTP, effectively automating an FTP client, allowing you to check that FTP access & operations are available in a timely manner. For example, verify files can be uploaded or downloaded from your site, files exist etc.
<b>Ability to send/receive e-mail</b>	Verify that e-mails can be sent & received automatically via your Exchange, network infrastructure and potentially external suppliers. SMTP, POP3 and/or IMAP protocols are all supported.
<b>TCP/IP Port Availability</b>	Verify the ability to connect to one or more ports on one or more local or remote servers, optionally sending a message and waiting for (and verifying) a response – e.g. for an SMTP server, HTTP or other TCP/IP connection.
<b>Database connectivity &amp; SQL query results</b>	Monitor the ability to connect to one or more ODBC database connections and optionally run SQL queries and verify results, ideal when you wish to check key database systems are functioning correctly.
<b>SQL Server locking/blocking</b>	<p>Monitor your SQL Server locking system to check for queries that are being blocked and being prevented from completing. Details of both blocking &amp; blocked queries can be alerted, logged to a file or both.</p> <p>Blocking connections/queries can also be terminated automatically by the monitor as required.</p>
<b>Local printer &amp; print queue status</b>	<p>Monitors local printers for error conditions such as paper jams, out of paper errors, attention required etc.</p> <p>It also monitors local print queues, checking for error conditions such as an excessively high queue length, print job size (higher than expected no. pages or job size) etc.</p>

## Monitor files & directories

Monitor files and/or directories for a wide variety of conditions, including ...

- The accessibility of local or remote files or directories
- The overall size of a file or files in a directory/subdirectories
- The total number of files in a directory/subdirectories
- Changes made to files – e.g. if the file changed or not changed within a given timeframe
- Folder & directory changes, checks for changes to the underlying file system & directory structure - new files being added to or files being removed from a directory, folder or subdirectories.
- File or directory is accessed.

For many checks, details of the users and/or processes accessing the files/directories that triggered the alert can also be captured.

## Script-based monitoring

Run your own monitoring logic & have Sentry-go verify the results! If errors are detected, the system's built-in alerting features can then take over as per other monitoring components.

Results can be interpreted via numeric result code, or the text-based output from the script itself.

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## Monitoring options at a glance

Monitoring components can be purchased pre-configured as Quick Monitor groups, individually as Sentry-go Plus! components, or as a combination of the two.

Monitoring	Plus! Comp.	Sentry-go Quick Monitor							
		Windows Server	IIS Web	Microsoft Exchange	SQL Server	File & Print	Print Server	Service/ Process	File/ Directory
Network Availability	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Windows Service	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Windows Process	Yes	Yes						Yes	
Performance	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Event Logs	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Text-based log files	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes
Available disk space	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Web/URL access	Yes		Yes						
FTP access	Yes		Yes						
E-mail send/receive	Yes			Yes					
TCP/IP Port access	Yes	Yes	Yes						
SQL Conn & query	Yes				Yes				
SQL Server blocking	Yes				Yes				
Print queue	Yes					Yes	Yes		
Files & directories	Yes					Yes			Yes
Scripted monitoring	Yes	Yes							

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## Other Features

With the Sentry-go Monitoring system, you access to the many key features, all designed to be quick & easy to use ...



- Simple installation on the server you wish to monitor.
- “Out of the box” or “plug & play”, or a combination of the two.
- Easy to configure & easy to understand.
- Plug & play monitoring - simply purchase & configure the features you want!
- Flexible monitoring ... keep pace with your server & environment’s ever changing feature list. Simply, move your existing options around or purchase the new ones you require and within minutes Sentry-go will be monitoring it.
- Built-in and custom script-based monitoring solutions.
- Shadow Events for faster detection & resolution.
- Automatic responses to detected problems.
- Flexible alerting features – including e-mail, network message, SMS, 3<sup>rd</sup> party application, scripting.
- Easy access to all monitors in your environment direct from your desktop.
- Wizards to help you configure monitoring tasks as well as generate custom scripts.
- Download new scripts from the on-line scripting library.
- Log alerts to CSV and ODBC database such as MS Access or SQL Server.
- Built-in web server for dedicated web reports.
- Integration with Sentry-go Solutions for help and assistance in resolving detected problems.

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## System Requirements

Sentry-go will run on the following platforms. Some may require additional software (e.g. SQL Server or Microsoft Exchange, Internet Explorer) depending on what they monitor and alerting requirements ...

- Windows 2000
- Windows XP
- Windows 2003
- Windows Vista
- Windows 2008

For web reporting, we recommend the following browsers ...

- Microsoft Internet Explorer v6.x or above.
- Netscape Navigator v6.x or above.
- Mozilla FireFox

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## Evaluating Sentry-go

The best way to see the monitor's features in action is to try it for yourself.

You are welcome to download any Sentry-go Quick Monitor or Sentry-go Plus!, free of charge for 21 days. Simply download the Setup Wizard & associated files from our web site – <http://www.Sentry-go.com/software-downloads.aspx>.

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## Purchasing Sentry-go

When you purchase Sentry-go, either one or more Quick Monitors, or Sentry-go Plus! components, you effectively purchase the monitoring components. Other options, such as the Client Console, desktop browser, alerting & web engines are included in the price. Prices can be found on-line at <http://www.Sentry-go.com/pricing.aspx>.

You can purchase Sentry-go ...

- On-line at <http://www.Sentry-go.com/buy-now.aspx>.
- Using a Purchase Order (e-mail [Sales@Sentry-go.com](mailto:Sales@Sentry-go.com))
- Through your software reseller.

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## More Information, Help & Support

More information can be found in the guides that accompany the Sentry-go monitoring 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](mailto:Sales@Sentry-go.com)
- For technical support, please e-mail [Support@Sentry-go.com](mailto:Support@Sentry-go.com)



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