

*Be Proactive, Not Reactive!*

# Welcome to *The Sentry-go Monitoring System v6* Monitoring made quick & easy!

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<http://www.Sentry-go.com>

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## Welcome to Sentry-go®

Sentry-go is a quick & easy to use monitoring solution for the Windows platform, allowing you to monitor what you want, when you want!

Windows PCs & Servers are often the life-blood of your IT investment. Monitoring them is key, especially in today's 24 hour world!

- Do you have a single server you wish to monitor ?
- Do you wish to monitor one or more specific tasks on your servers ?
- Do you provide 3<sup>rd</sup> party support to an end customer & wish to monitor the server or servers ?
- Are you a larger corporate organisation hosting many systems and want enterprise-wide coverage ?

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- *Ensure your systems are up & running*
  - *Ensure they're working within expected limits*
  - *Ensure your users or customers aren't receiving errors*
  - *Automatically respond ASAP to known faults*
  - *Get on with your own job, safe in the knowledge you'll be informed if issues do arise*

***Welcome to the world of Sentry-go monitoring!***

Sentry-go is an extremely flexible, yet very affordable range of monitoring solutions. These allow you to choose the monitoring components you wish to use and can be purchased as dedicated *Quick Monitors*, or for ultimate flexibility, you can build your own solution with *Sentry-go Plus!*.

Larger organisations can also take advantage of the *Sentry-go Enterprise Option*, which provides enterprise-wide reporting to both the Quick Monitor & Plus! monitors.

*Let Sentry-go do the monitoring, while you run your business! **Be proactive, not reactive!***

## Sentry-go Software Options

Sentry-go offers a range of solutions to meet the needs of smaller, medium or enterprise environments. The option you choose will depend on a number of factors, typically the type of monitoring you wish to run on your server(s) but falls into one of two categories, or a combination of them both.

### Sentry-go Quick Monitors

- Quick & easy to use & configure
- Available for key software environments
- Available for targeted “out of the box” monitoring.

#### **Available for these Environments**

- IIS Web Server
- SQL Server
- Exchange
- File & Print Server
- Print Server
- Application Server

#### **Available for Targeted Monitoring**

- File & Directory size, count, changes, access etc.
- Available disk space.

#### **Quick Monitors includes these for free**

- The base monitoring service
- Alerting options
- Fully integrated web based reporting
- Client tools
- Quick start configuration wizards

#### **Additional Options**

- Ability to add other Plus! monitoring components to further enhance monitoring
- Sentry-go Enterprise Option

### Sentry-go Plus! Quick Monitor

- For the ultimate in flexibility.
- Gives you the ability to configure your own monitoring solution tailored to your server's specific needs.
- Simply include the monitoring components you need.
- Further enhance a Quick Monitor with additional monitoring options.
- As your servers grow, so will your monitoring solution!

#### **The Sentry-go Plus! Quick Monitor includes these for free**

- The base monitoring service
- Alerting options
- Fully integrated web based reporting
- Client tools
- Quick start configuration wizards

#### **Additional options**

- Sentry-go Enterprise Option



## How Sentry-go can help you

From the outset, Sentry-go was designed for those wishing to benefit from & utilise first class solutions in the support of Windows-based systems. Today it provides a complete range of very affordable solutions that can save you both time and money, whether you're a small business with one or two servers or a large organisation wishing to make the most from your IT investment.

Sentry-go is designed to be flexible and allows you to implement the monitoring that suits you. How you choose to run it will depend on the size & setup of your organisation and how you utilise your IT systems.



### ***For the small or medium sized business***

Sentry-go offers a number of solutions ideally suited to the small/medium-sized business, typically in the form of our popular Quick Monitor range.

Quick Monitors provide pre-configured, "out of the box" solutions for specific environments as well as targeted monitoring to get you up and monitoring quickly.

Sentry-go Plus! provides individual Plus! monitoring components that can be combined in any sequence. They can also be added to further extend Quick Monitor.

For those who don't have huge IT resources, easy-to-use automated solutions such as Sentry-go provide an ideal way to keep on top of the job. By allowing you to concentrate on your own job, you can be safe in the knowledge that if a problem does arise, it will either be handled for you automatically, or you'll know at the earliest opportunity. And with Sentry-go Solutions, help is also at hand when faults you're not quite sure about do arise.



### ***For the larger organisation***

Unlike some solutions which work great on a couple of machines but less well when pushed, Sentry-go also scales well across your enterprise. Using the Enterprise Option along with a Quick Monitor, Plus! components or both, you can monitor the status of checks & alerts from all your monitors in dedicated enterprise-wide web reports.

The Client Console also provides an easy, all in one view of your entire monitoring environment as well as giving easy access to the status & configuration of each monitor. In addition, built-in Wizards help provide fast configuration and the ability to copy configurations between monitors, centralised alerting & much, much more.

Plug and play monitoring means you can easily configure and move components to not only provide coverage today, but also tomorrow. As your server roles change, so can your Sentry-go monitoring solution. Simply add new licences, or move existing ones to your new server locations when required.



### ***For targeted monitoring***

Maybe you have a monitoring solution already, or maybe one that you've invested a lot of time and money in, yet it still doesn't quite cover all the areas you want ? Or maybe it's simply too expensive or complex to set up for a particular task you have in mind, requiring consultants to visit or additional features to be purchased ?

No problem - with Sentry-go you simply purchase the solution that's right for you, or the monitoring options you need! Whether you run it on its own or alongside your existing solution, you'll still benefit from all the standard features we've made quick & easy to use!

For specific tailored monitoring, you can even plug in your own monitoring script which Sentry-go runs, analyses and alerts as required.



### ***For remote support or outsourced operations***

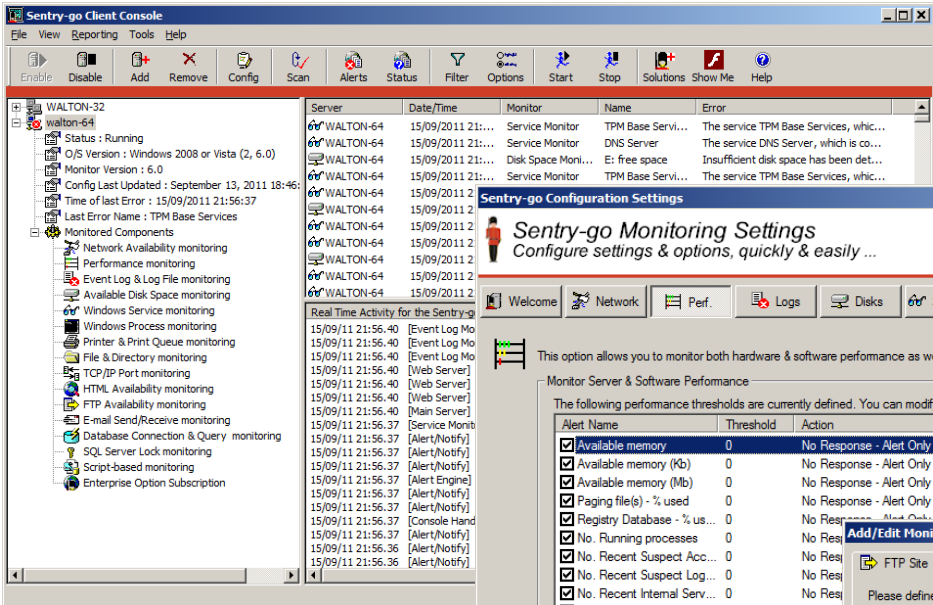
Today many organisations perform a lot of their support remotely, either by providing out of hours cover themselves, or 24/7 using a 3rd party support or outsourcing company. These environments bring with them a number of different challenges and with Sentry-go we've also targeted these with built-in features.

For example ...

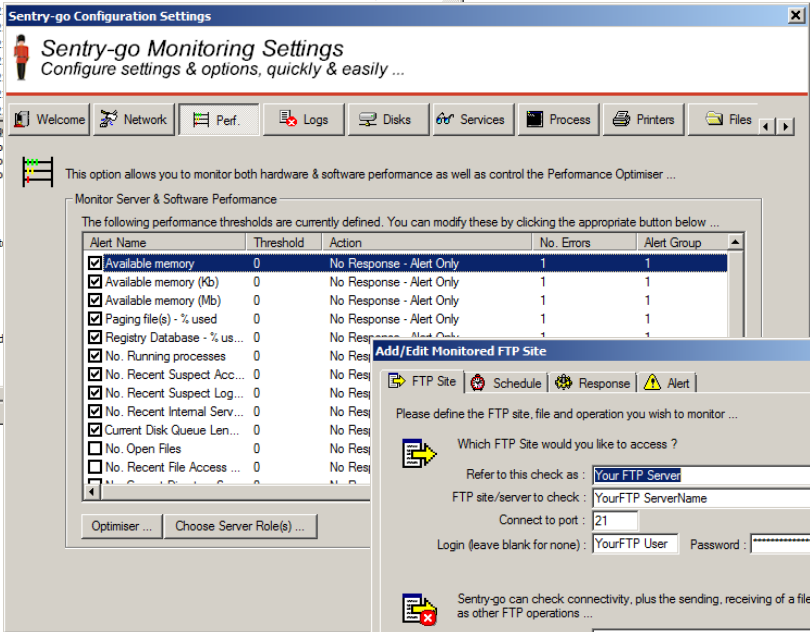
- Local monitoring reduces network overhead and increases monitoring efficiency & speed.
- Automatic responses allow the monitor to take action to rectify the fault even though you're not on-site.
- E-mail alerting allows information on issues to be sent from remote sites.
- The Enterprise Option provides global reporting from across the enterprise.
- Flexible alerts allow you to tailor & customise alerting to suit your needs.
- Script-based monitoring allows you to provide your own custom monitoring checks whilst still benefiting from built-in results analysis, automatic responses & alerting.
- Dial-up support, allows the appropriate monitoring functions & alerts to call on dial up networking when needed. Even if you're not permanently connected to the site via LAN or WAN, information can still get through.
- Web publishing allows key reports to be published to an external web server, giving you access to the information even if you're outside a firewall with no immediate access to the monitor.
- Sentry-go Solutions provides help & assistance from just your web browser, with technical articles & advice on common alerts as well as search access to web resources.

## Low cost server monitoring – quick, easy, affordable!

Whichever Sentry-go solution you install, its aim is the same. To provide you with the monitoring capability and information you need, quickly & easily and at an affordable price.

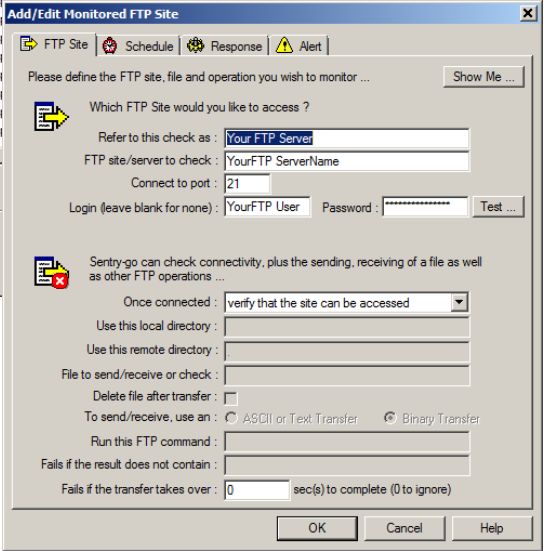


The Sentry-go Client Console displays a list of monitored components on the left, including Network Availability, Performance, Event Log, Disk Space, Windows Service, Printer, File & Directory, TCP/IP Port, HTML Availability, FTP Availability, E-mail Send/Receive, Database Connection, SQL Server Lock, Script-based, and Enterprise Option Subscription. The main pane shows real-time activity for the Sentry-go monitor, listing various monitored items and their status.

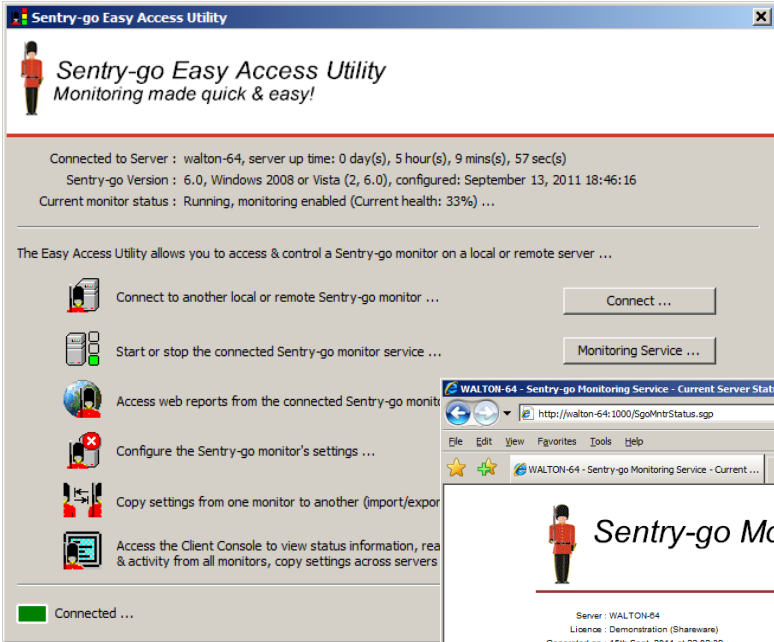


The Sentry-go Configuration Settings dialog box allows users to configure monitoring settings. It includes tabs for Welcome, Network, Perf, Logs, Disks, Services, Process, Printers, and Files. The Perf tab is active, showing a table of performance thresholds and actions.

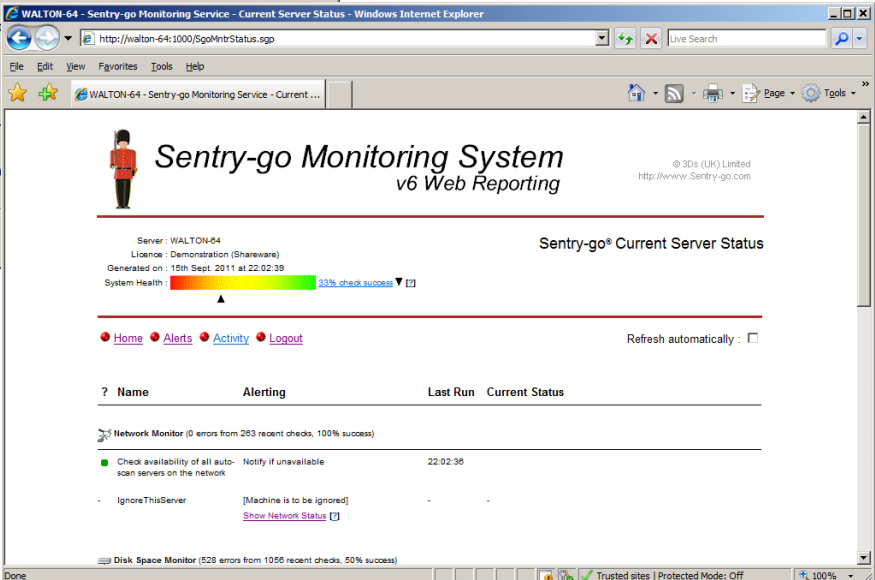
Alert Name	Threshold	Action	No. Errors	Alert Group
<input checked="" type="checkbox"/> Available memory	0	No Response - Alert Only	1	1
<input checked="" type="checkbox"/> Available memory (Kb)	0	No Response - Alert Only	1	1
<input checked="" type="checkbox"/> Available memory (Mb)	0	No Response - Alert Only	1	1
<input checked="" type="checkbox"/> Paging file(s) - % used	0	No Response - Alert Only	1	1
<input checked="" type="checkbox"/> Registry Database - % us...	0	No Response - Alert Only	1	1
<input checked="" type="checkbox"/> No. Running processes	0	No Res		
<input checked="" type="checkbox"/> No. Recent Suspect Acc...	0	No Res		
<input checked="" type="checkbox"/> No. Recent Internal Serv...	0	No Res		
<input checked="" type="checkbox"/> Current Disk Queue Len...	0	No Res		
<input checked="" type="checkbox"/> No. Open Files	0	No Res		
<input checked="" type="checkbox"/> No. Recent File Access ...	0	No Res		



The Add/Edit Monitored FTP Site dialog box allows users to define the FTP site, file, and operation to monitor. It includes fields for FTP Site, Schedule, Response, and Alert. The FTP Site tab is active, showing fields for FTP site/ServerName, Connect to port, Login, Password, and Test.



The Sentry-go Easy Access Utility dialog box provides a simple interface for connecting to a Sentry-go monitor. It includes buttons for Connect, Monitoring Service, and Access web reports. The status bar shows "Connected ...".



The Sentry-go Monitoring Service - Current Server Status - Windows Internet Explorer window displays the current server status. It includes a header for Sentry-go Monitoring System v6 Web Reporting, a status bar showing "Sentry-go® Current Server Status", and a table of monitored items.

Name	Alerting	Last Run	Current Status
Network Monitor (0 errors from 283 recent checks, 100% success)			
Check availability of all auto-scan servers on the network	Notify if unavailable	22:02:39	
IgnoreThisServer	[Machine is to be ignored]		

## Accessing & Configuring

Monitoring information is accessible in a number of different ways to meet your needs. The Quick Monitor Easy Access Utility gives you easy access to local or remote Quick Monitor.

For more advanced features & real-time information, use the Sentry-go Client Console. With it you can access all alerts, monitoring status, web reports as well as configuration information, all from your server or desktop.

The image shows two overlapping windows from the Sentry-go software suite. The background window is the 'Sentry-go Easy Access Utility' and the foreground window is the 'Sentry-go Client Console'.

**Sentry-go Easy Access Utility**

Monitoring made quick & easy!

Connected to Server : walton-64, server up time: 0 day(s), 5 hour(s), 9 mins(s), 57 sec(s)  
Sentry-go Version : 6.0, Windows 2008 or Vista (2, 6.0), configured: September 13, 2011 18:46:16  
Current monitor status : Running, monitoring enabled (Current health: 33%) ...

The Easy Access Utility allows you to access & control a Sentry-go monitor on a local or remote server ...

- Connect to another local...
- Start or stop the connect...
- Access web reports from...
- Configure the Sentry-go r...
- Copy settings from one m...
- Access the Client Console & activity from all monitor...

Connected ...

**Sentry-go Client Console**

File View Reporting Tools Help

Enable Disable Add Remove Config Scan Alerts Status Filter Options Start Stop Solutions Show Me

Server	Date/Time	Monitor	Name	Error
WALTON-64	16/05/2011 20:...	TCP/IP Port Mo...	E-mail Receive (...)	The port 110 (E-mail Receive (POP3))...
WALTON-64	16/05/2011 20:...	Service Monitor	DNS Server	The service DNS Server, which is co..
WALTON-64	16/05/2011 20:...	File Monitor	Example: Work ...	No file(s) exist matching the entered.
WALTON-64	16/05/2011 20:...	TCP/IP Port Mo...	E-mail Send (SM...	The port 25 (E-mail Send (SMTP) Ser.
WALTON-64	16/05/2011 20:...	Service Monitor	Application Man...	The service Application Management.
WALTON-64	16/05/2011 20:...	Service Monitor	Application Info...	The service Application Information, .
WALTON-64	16/05/2011 20:...	Service Monitor	Application Lay...	The service Application Layer Gatew.
WALTON-64	16/05/2011 20:...	TCP/IP Port Mo...	FTP Server	The port 21 (FTP Server) cannot be .

Monitored Components

- Network Availability monit...
- Performance monitoring
- Event Log & Log File moni...
- Available Disk Space moni...
- Windows Service monitori...
- Windows Process monitor
- Printer & Print Queue mor...
- File & Directory monitoring
- TCP/IP Port monitoring
- HTML Availability monitori...
- FTP Availability monitoring
- E-mail Send/Receive moni...
- Database Connection & C...
- SQL Server Lock monitori...
- Script-based monitoring
- Enterprise Option Subscri...

Real Time Activity for the Sentry-go monitoring service on WALTON-64 (Connected)

Date/Time	Component	Activity
16/05/11 20:42:53	[Alert Engine]	Checking & processing HTTP actions
16/05/11 20:42:53	[Alert Engine]	Checking & processing SMTP actions
16/05/11 20:42:53	[Alert Engine]	Checking & processing SysLog requests
16/05/11 20:42:53	[Alert Engine]	Checking & processing scripts
16/05/11 20:42:53	[Alert Engine]	Checking & processing commands & files
16/05/11 20:42:53	[Alert Engine]	Checking & processing direct commands
16/05/11 20:42:53	[Alert/Notify]	Processing configured e-mail alerts
16/05/11 20:42:53	[Alert/Notify]	Triggering alert E-mail Receive (POP3) Server
16/05/11 20:42:53	[Port Monitor]	Checking connection to port 143 (E-mail Receive (IMAP) Server)
16/05/11 20:42:53	[Console Handler]	Notifying all connected Consoles of event
16/05/11 20:42:53	[Alert/Notify]	Recording alert information for check E-mail Receive (POP3) Server
16/05/11 20:42:53	[Performance Monitor]	Waiting for next check time in 1 seconds
16/05/11 20:42:53	[Print Server Monitor]	Verifying printer/print queue status
16/05/11 20:42:53	[Print Server Monitor]	Performing periodic scan
16/05/11 20:42:53	[File Monitor]	Waiting for next check time in 1 second(s)
16/05/11 20:42:53	[Performance Monitor]	Verifying performance data
16/05/11 20:42:53	[Performance Monitor]	Retrieving performance data from Windows
16/05/11 20:42:53	[Performance Monitor]	Flushing the performance optimiser cache
16/05/11 20:42:53	[Alert/Notify]	Waiting for notification

Both the Easy Access Utility and Client Console provide direct access to web reports, served by the monitor's integrated web server ...

The screenshots illustrate the Sentry-go Monitoring System's web interface, showing various reports and configuration options.

**Sentry-go v5.6 - Reporting Menu**

- Enterprise Option Reports:
  - Current Enterprise Summary
  - Current Enterprise Status
  - Recent Enterprise Alerts
  - Enterprise Configuration Errors
  - Enterprise Configuration Settings
  - Current Enterprise Statistics
- Standard Monitor Reports:
  - Current Monitoring Status

**Enterprise Monitoring Status**

Powered by Sentry-go®  
Last updated: 16th May 2011 at 20:49:13

Errors only: ☐   
Sequence by: **Server & Origin**   
Auto-refresh: ☐   
Refresh Clear

Total active servers: 1      Total checks: 53      Total Check Errors: 31

Server	Monitoring Component	Check	Last Checked	Alerting	Current Status
WALTON-64	Disk Space Monitor	C: free space	20:47:59	Trigger if < 20% free space available	OK, sufficient disk space is available (80% free)
		D: free space	20:47:59	Trigger if < 20% free space available	OK, sufficient disk space is available (77% free)
		E: free space	20:47:59	Trigger if < 20% free space available	Insufficient disk space detected. Only 1567Mb of 11982Mb (13%) remains
WALTON-64	E-mail Send/Receive Monitor	Redipient@YourDomain.com	20:48:58	Trigger if cannot send/receive email in 30 secs.	Unable to connect to the SMTP server. Please check the server is running, available and configured correctly. Unable to send SMTP message as a connection to the target server YourSMTPServer could not be established. Error -20 - The target host name could not

**Performance Trend Analysis** (Check CPU Usage (> 80 %) from D:\ProgramData\Sentry-go Monitoring System\Logs\PerfData.csv)

Totals for entire file (cache) ...  
Min Value: 10  
Average Value: 35  
Max Value: 50

Date/Time	0	80 (Threshold)	90	Actual Value
16/05/2011 20:37:57				47
16/05/2011 20:37:58				28
16/05/2011 20:38:00				37
16/05/2011 20:38:02				31
16/05/2011 20:38:03				35
16/05/2011 20:38:04				39
16/05/2011 20:38:05				28
16/05/2011 20:38:06				29
16/05/2011 20:38:08				49
16/05/2011 20:38:09				44

**Copy/Synchronize Sentry-go Settings - Step 1. Select Settings**

Sentry-go - Copy Configuration Settings

Configuration, monitoring & alert options are stored locally on the server running the Sentry-go monitor. However, you can copy some or all of these between one or more monitors in order to synchronize settings, using the option below.

The Sentry-go monitors must be registered with this Client Console in order to synchronize settings between them.

Please tick the setting(s) you wish to copy from this server, then click Next ...

- ☒ Alerting Settings, including e-mail, network message, alert scripts etc.
- ☐ Performance monitoring
- ☐ Database Connectivity & Query monitoring
- ☐ Printer & Print Queue monitoring
- ☐ Available Disk space monitoring
- ☐ Event Log & Log File monitoring
- ☐ Email Send/Receive monitoring
- ☐ Windows Service monitoring
- ☐ Windows Process monitoring
- ☐ HTML Content monitoring
- ☐ Windows Firewall & TCP/IP Port monitoring
- ☐ FTP Availability monitoring
- ☐ SQL Server Lock monitoring
- ☐ File & Directory monitoring

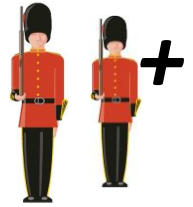
Help ... Cancel < Back Next >

Configuring is quick & easy, again using the Easy Access Utility or the Sentry-go Client Console, locally or remotely.

Settings can also be exported or synchronised across multiple monitors.



## Key Features & Components



Both Sentry-go Quick Monitors and Plus! monitoring components utilise the same base components and are compatible within version.

Components can even be added to Quick Monitors to further enhance their versatility if required. The primary components 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 scalable. Each thread monitors a specific aspect of the system, depending on the monitoring components installed & active.

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 can be 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
- Delete temporary files to reclaim disk space
- 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
- Writing information to a text file, database or Event Log
- Printing/faxing alert information



## **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 & 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, or access reports through client tools.

## **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 when Sentry-go itself is running inside a firewall, within a DMZ 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.

**Quick Monitor  
Easy Access Utility**

Sentry-go Quick 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 Easy Access Utility.

As its name suggests, the Easy Access Utility provides an easy way of accessing a Quick Monitor's primary functions. Simply select the monitor & connect to it to access primary functions such as service control, configuration settings & web access. You can also export & import settings using this utility.

**Sentry-go Client  
Console**

The Client Console provides a more advanced & powerful way of controlling, accessing & configuring each monitor, direct from the server or your desktop PC.

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. Real-time activity reporting & component management is also available.

Simply register the monitor to access & control it from within the Client Console.

**System Health  
Indicator**

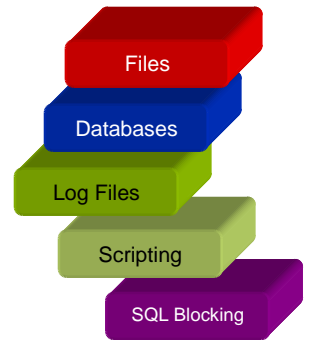
The System Health Indicator is displayed at the top of most individual Sentry-go web reports. It is designed to show the overall performance of all checks being performed and based on these, whether the monitored server's overall "health" is stable, deteriorating or improving.

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

## What would you like to monitor ?

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

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.

### **Available disk space**

Monitor local hard disks for available disk space – either a given threshold or as a percentage of the total disk size.

**Web site access, URL availability & responses**

Monitor the availability of key web pages on your server, checking that the correct page is delivered and returned in a timely manner.

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!

**FTP site & remote file access**

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.

**Ability to send/receive e-mail**

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.

**Firewall Monitoring & TCP/IP Port Availability**

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.

Additionally monitor the status of your Windows firewall, optionally restarting/enabling it if found not to be running.

**Database connectivity & SQL query results**

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.

**SQL Server locking/blocking**

Monitor your SQL Server locking system to check for queries that are being blocked and being prevented from completing. Details of both blocking & blocked queries can be alerted, logged to a file or both.

Blocking connections/queries can also be terminated automatically by the monitor as required.

**Local printer & print queue status**

Monitors local printers for error conditions such as paper jams, out of paper errors, attention required etc.

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.

## 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, client PCs 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.

## Monitoring options at a glance

Monitoring components can be purchased pre-configured as dedicated Quick Monitors, individually as Sentry-go Plus! components (Sentry-go Plus!), or as a combination of the two.

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## Sentry-go Enterprise Option

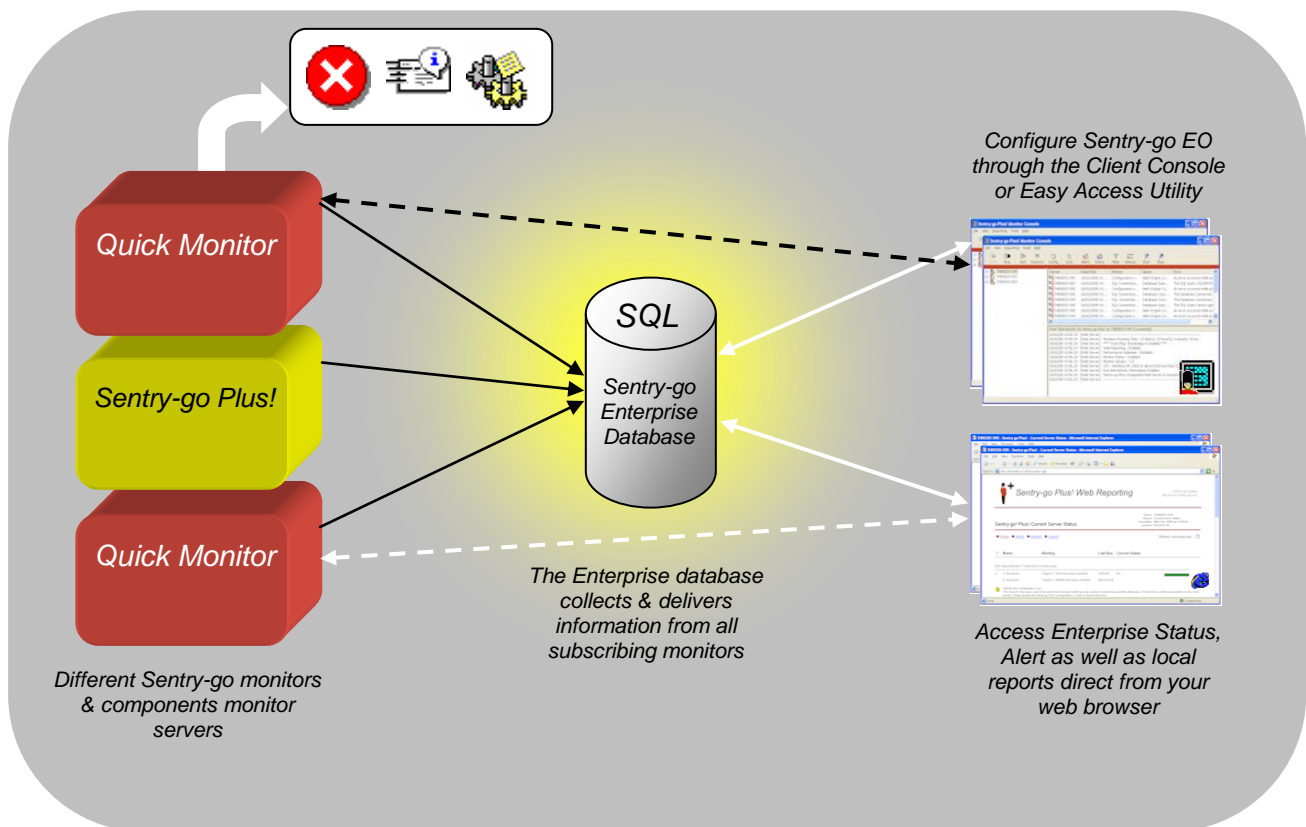


The Sentry-go "Enterprise Option" is a self-contained system which uses a central SQL Server database to collect & collate monitored information from around the Sentry-go environment. As the name suggests, it's an optional component that can be used in conjunction with Quick Monitors or Sentry-go Plus! monitoring components and requires no additional hardware or software above the database itself.

In brief, each Sentry-go monitoring server subscribes to the Enterprise Option by way of a licence key. Once activated, it feeds information to the system in order to ...

- Indicate the monitor's current status
- Indicate when an alert has been triggered
- Indicate the current value of a monitored check.

Monitors continue to work as before and can be accessed in the normal way. However, with the Sentry-go Enterprise Option, monitoring information can additionally be accessed in a more global, enterprise way.



Sentry-go Enterprise Option

Depending on the information being stored, information is either updated or stored for a configured amount of time, giving customers instant access via Enterprise-based web reports. In particular the following information can be displayed directly using the Enterprise Option ...

- *System Summary.* The current status & health of all monitored servers.
- *Alerts.* The latest alerts from all monitored servers, in chronological order. Information can be further filtered on server, monitoring component etc.
- *Current Status.* The current status of all checks being performed by monitored servers, either grouped by server or monitoring component.
- *Configuration Error Summary.* Details of any configuration issues being encountered by monitors within the enterprise.
- *Statistics.* Totals & statistics from each monitored server.

These reports can also be published to an external server for external web access etc.

## Other Features

With the Sentry-go Monitoring system, you have 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.



## Licencing

Sentry-go provides a number of flexible licencing options that allow you to purchase only the monitoring features you need or will use. Whether you're looking at a Quick Monitor or Sentry-go Plus! components, the base monitor, alerting & web reporting features are included at no cost. With Sentry-go there's also no annual maintenance charge.

- **Individual Quick Monitor Licences**

For lower volume sales, Quick Monitors can be purchased individually, with discounts available for every 5 copies of the same monitor purchased.

- **Individual Monitoring Components**

For the ultimate in flexibility, individual Plus! monitoring components can be purchased. Depending on your requirements, these can be grouped together to customise your own monitoring solution, or added to an existing Quick Monitor.

Discounts available for every 5 copies of the same monitor purchased.

- **Site Licences**

Site licences are available for the majority of Quick Monitors & components. A site licence covers an individual company, including all physical locations owned by the company. It allows the respective Sentry-go Plus! monitoring component or Quick Monitor to be installed on any number of PCs or servers owned by that company at one of these physical locations.

- **Global Licence**

A global licence provides any number of copies of all available monitoring components (or Quick Monitors) to an individual company.

For pricing information - including bundle discount, latest offers, upgrades & site licences, please visit <http://www.Sentry-go.com/pricing.aspx>.

## System Requirements

Sentry-go Quick Monitors & Plus! components 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 Server 2008 and 2008 R2
- Windows 7

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

- Microsoft Internet Explorer v8.x or later
- Mozilla FireFox v4.x or later
- Google Chrome v11.x or later

If the Enterprise Option is installed, the server will need access to a database located on a SQL Server, version 2005 or later.

## How we got here (a brief history)

Sentry-go was originally released back in 2001. At that time, it specifically targeted the Windows desktop – including 16-bit applications running on Windows 95! Soon after, a server agent was released and it was this product that ultimately became our popular “Quick Monitor” solutions.

### Quick Monitors v3.x & v4.x

Originally there were four primary Quick Monitors, with a fifth, generic Quick Server monitor being added later. The popularity of these led ultimately to a second group of Quick Monitors – this time targeting specific software areas such as performance, file/directory & print queue monitoring. A client-based Console was also added, predominantly to aid customers with the configuration & management of multiple Quick Monitors running in their environment.



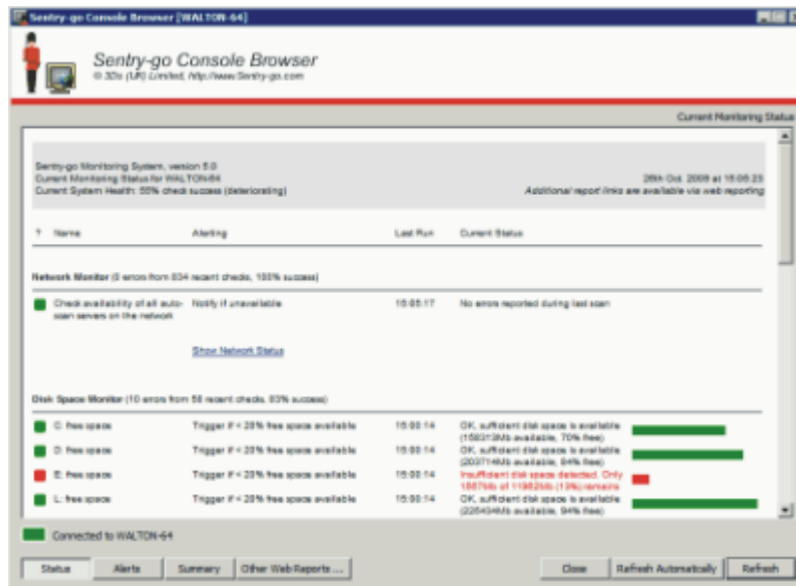
### Sentry-go Plus! v1.x & 2.x

Built-on the same easy to use concept of the Quick Monitors, Sentry-go Plus! took the solution to a new dimension by placing each monitoring task into its own plug and play component. New components were also added – such as the script monitor which allowed fully customised monitoring while other components were further enhanced (user access tracking for file monitoring & event-based monitoring).

Sentry-go Plus! provided the management framework, alerting and web reporting, whilst allowing the customer to add only the monitoring components they needed. It also allowed a single tailored monitor to be run on each server rather than needing to install multiple Quick Monitor services. This reduced the monitoring footprint, the overall cost (customers only purchased the monitoring components they would use) and allowed Sentry-go to adjust as the environment itself adjusted as components could be added or moved at any time to meet the business need.

## The Sentry-go Monitoring System v5.x

In version 5.x, the technology found in the Quick Monitors and Sentry-go Plus! came together in the Sentry-go Monitoring System. With this version, new & improved monitoring capabilities were added as were changes to client tools. In came the new Desktop Browser, additional reporting as well many more options to help the Administrator configure & maintain the system.



New monitoring options added to the File/Directory monitor allowed details of users/processes accessing files & directories to be captured. The new scripting monitor allowed users to plug in their own monitoring tasks, whilst continuing to make use of Sentry-go's management framework, alerting & reporting. And for those who didn't want to write scripts, the new Scripting Wizard was added to help you generate them from on-line templates.

Shadow Events were also added, allowing the monitor to respond in near real-time for file, printer & process monitoring, providing faster & improved monitoring & automatic responses that run in between standard checks - when you need them most!

## The Sentry-go Monitoring System v6.x

Today the technology continues to be enhanced and shared across the Sentry-go Monitoring System's range of Quick Monitor & Sentry-go Plus! solutions. The aim, as it's always been remains the same – *to provide low cost, fully featured monitoring solutions that are quick and easy to use.*



Quick Monitors continue to provide Sentry-go monitoring functionality as a pre-configured group of components, designed to monitor standard environments such as SQL Servers, Microsoft Exchange, Print servers, IIS or a generic Windows application server. The new Quick Monitor Easy Access Utility provides an easy to use client component that helps manage & maintain these systems, whilst working seamlessly with a updated Client Console.

Plus! components can also be used individually or combined together to provide the ultimate in customised monitoring solution. As with Sentry-go Plus!, the monitor provides the management framework, alerting and web reporting – you simply add the monitoring components you wish to use.

As before, you can continue to combine both server-based approaches by basing your monitoring solution on a Quick Monitor, and further extending it by including additional monitoring components. This is often the quickest & easiest way to configure the monitoring tasks you need – get close with a Quick Monitor and add additional options with other Plus! components.



Version 6.x also adds components specifically designed for larger organisations wishing to make use of an easy to use monitoring system. The Sentry-go Enterprise Option is a self-contained system which uses a central SQL Server database to collect & collate monitored information from around the Sentry-go environment. As the name suggests, it's an optional component that can be used in conjunction with Quick Monitors or Sentry-go Plus! to provide information, via additional web-based reports, on a more global, or enterprise-wide scale.

## Evaluating Sentry-go

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

You are welcome to download any available Sentry-go solution 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>.

## Purchasing & pricing

When you purchase any Sentry-go monitor, the following options are provided at no extra cost ...

- The Client Console
- Easy Access Utility
- Integrated alerting & auto-response features
- Integrated web server

So you only purchase the monitoring options that are either applicable to the monitor or, for Sentry-go Plus! components, applicable for your server(s).

- For pricing information - including bundle discount, latest offers, upgrades & site licences, please visit <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.

## More information, help & support

More information on the Sentry-go monitoring software range is available.

- For more information on a particular monitor type or component, please refer to the appropriate document, available on-line at <http://www.Sentry-go.com/papers.aspx>.
- Alternatively, see Sentry-go in action with our demonstration & walkthrough videos, available on-line at <http://www.Sentry-go.com/sentry-go-viewer-home.aspx>.
- 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).

