

AWS Availability and Maintenance

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Availability

How do I ensure maximum uptime and reliability for the SentryOne AWS solution?

- Ensure you are following the recommended SentryOne database [maintenance](#) .
- Follow [Best Practices for Amazon EC2](#) .
- Include the SentryOne database in your existing disaster recovery plans.
- Consider installing an [additional monitoring service](#) .
 - See the [Monitoring Service Load Balancing](#) article for additional information.
- Consider using availability groups.
 - Monitor the SentryOne database server and other replica(s).
- You should monitor the SentryOne database server with SentryOne.
 - The first SentryOne database is included for free.
 - Refer to our documentation on [License Management](#) and [Installation Recommendations](#) for more information.
- The SentryOne software is not Region and Availability Zone aware.
 - Refer to AWS documentation on [Regions and Availability Zones](#) for additional information on these topics.

Additional Information:

- [Hosting the SentryOne Database on an Availability Group](#)
- [Configure a SQL Server Always On Availability Group \(AWS documentation\)](#)
- [Test the Cluster and Availability Group \(AWS documentation\)](#)
- [Amazon RDS for SQL Server Now Supports Always On Availability Groups](#)

(AWS documentation)

- [Using Windows Server Failover Clustering \(WSFC\) and SQL Server Always On Availability Groups](#) (AWS documentation)

Health Checks

How do I know if the SentryOne monitoring system has an issue?

- There are Failsafe Error Conditions which check for errors related to the SentryOne monitoring service.
 - There are many Failsafe Conditions available for the monitoring service including SentryOne Database Offline, Performance Collection Failed, Send Heartbeat Error, Synchronization Error, and more.
 - See the [Failsafe Conditions](#) article for details and a complete list of available conditions.
- Check the [Monitoring Services List](#) to view the status of a SentryOne monitoring service.

How do I detect server security certificate expiration?

- While we do not create certificates by default, you have the option to use them in the Connection screen. Please see the [Connecting to an Installation](#) article for additional information on this [option](#) .
- For AWS-specific information, please see the [Working with Server Certificates](#) topic which includes a command to retrieve the expiration date.


How do I detect storage capacity issues?

- SentryOne contains storage-related Advisory Conditions (SQL File Auto-growth Disabled, SQL File Auto-growth Exceeds Free Space, Windows Volume Exhaustion Date Changed, and Windows Volume Forecasted Exhaustion Within

- 90 Days [included out-of-box](#)) to create [Alerts](#) for storage-related conditions.
- The [Disk Space](#) tab in [Performance Analysis](#) contains information about disk space utilization within your environment.
 - The [Disk Forecasting](#) feature on the [Disk Space](#) tab provides advanced insights into future storage capacity needs.
 - See the [Introducing Storage Forecasting with SQL Server Machine Learning Services](#) blog post for additional details.

How do I integrate CloudWatch with SentryOne?


- CloudWatch may be used to monitor the *EC2 instance*; however, we do not directly integrate with CloudWatch at this time.

 **Additional Information:** See the [Amazon CloudWatch documentation](#) for details on monitoring your AWS resources and applications.

Backup and Recovery

What do I need to know about backing up the SentryOne database?

- You should follow a regular backup schedule of the SentryOne database.
- Incorporate the SentryOne database into your existing backup and recovery strategy to meet your business requirements.
- Refer to the Microsoft documentation for a complete overview of [SQL Server Backups](#) .

 **Additional Information:** When monitoring the SentryOne database with SentryOne, you should [build a custom event view to see all backup failures](#) .

Routine Maintenance

How do I know when a new build of SentryOne software is available?

- As noted in the [Upgrading SentryOne](#) article, the SentryOne client notifies you when an update is available, if the client has internet access.
- See the [Latest Builds of SentryOne Software](#) page for the Latest Version number as well as the [Change List](#) .

How do I upgrade the SentryOne software?

- See the [Upgrading SentryOne](#) article for step-by-step instructions.

What type of Maintenance is recommended for SentryOne?

- See the [SentryOne Database Maintenance](#) article for information on weekly and nightly maintenance recommendations concerning index rebuilds, database integrity checks, index defragmentation, and configuring the SentryOne database maintenance window.
- For information about SentryOne database growth, see the [Data Capacity Planning](#) article.

Emergency Maintenance

There is a possibility of data loss in the SentryOne database if the system goes down. Follow best practices for backups and recovery to minimize potential data loss in an emergency situation.

- Remember to check the current AWS status through the [Service Health Dashboard](#) .
- Use the [AWS Personal Health Dashboard](#) for a personalized view of service health, events, proactive notifications, detailed troubleshooting guidance, and more.

- The SentryOne AWS solution uses EBS storage and EC2 — check the status page for those items.
- Follow [Amazon EC2 Best Practices](#) to prepare for successful failover if you need to replace an EC2 instance.
 - [Amazon EBS Snapshots](#)
 - [Amazon Machine Images \(AMI\)](#)

Additional Information:

- [Troubleshooting Amazon Relational Database Services \(RDS\) \(AWS documentation\)](#)
- [Amazon EC2 Troubleshooting Windows Instances \(AWS documentation\)](#)
- [Amazon EC2 Troubleshooting Linux Instances \(AWS documentation\)](#)

⚠ Important: Should the system go down, it's important to ensure all services are running correctly once it is back up. SQL Server may have stopped, ensure it has restarted on the SentryOne database server. Different components may come back online in an unexpected order. You should restart all SentryOne monitoring services to confirm that there are good connections and everything is running fully.