

Smart-**X** Software Solutions

# **Terminal Server Monitor User guide**

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## Welcome

Welcome to Smart-X.

Thank you for choosing Terminal Server Monitor, one of the top tools developed by Smart-X Software Solution's expert team in an effort to optimize your everyday work. Terminal Server Monitor helps you manage your system efficiently, effortlessly and productively.

This chapter describes the features and capabilities of Terminal Server Monitor, and lists additional tools in the same field that can help optimize your work environment.

For more tools, click on the link below to visit our website:

[www.Smart-X.com](http://www.Smart-X.com).

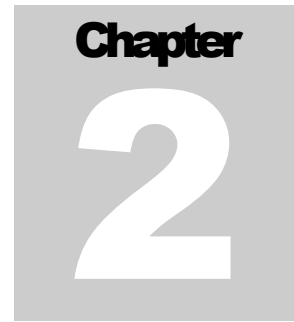
### **This Chapter Contains:**

- Features and Capabilities.

## Features and Capabilities

### Why use Terminal Server Monitor?

- Report farm-wide performance counters to Windows Perfmon for integration with MS SCOM, HPOV, CA Unicenter and other systems management solutions.
- Monitor the **real** total of open sessions in your Terminal farm
- Get a list of top used applications
- See the status of each server in your farm
- Get in real-time the most and least loaded servers
- No installation required, just open and start monitoring...



## **Working with Terminal Server Monitor**

This chapter provides explicit instructions on how to apply Terminal Server Monitor.

After reading the content carefully and following the prescribed steps you will find that Terminal Server Monitor is simple and very useful to operate.

### **This Chapter Contains:**

I: Requirements.

II: Installation and Licensing.

II: Working with Terminal Server Monitor.

## Requirements

- Dot Net 2 SP1
- Admin privileges on the monitored servers
- Open connection to the monitored servers
- Operating System: Windows XP and above.

## Installation

### Evaluation version limitation

A full Terminal Server Monitor version is free to use for a period of 30 days with an unlimited number of servers.

After 30 days you may keep using the full version for up to 3 Terminal Servers. A license is required in order to monitor the entire farm.

### Licensing

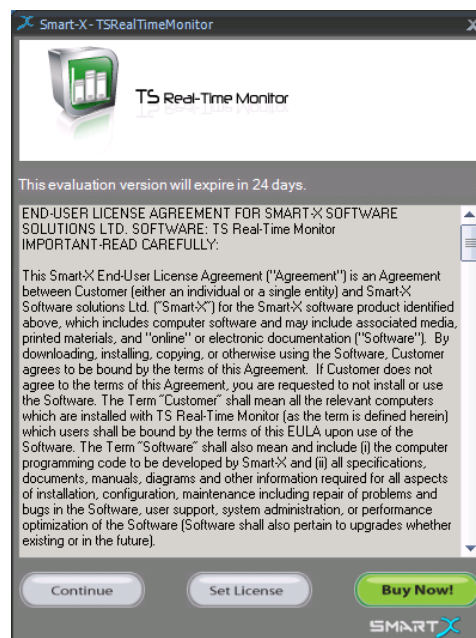
Terminal Server Monitor requires license for each monitored server.

A license can be purchased at Smart-X online store at

<http://www.smart-x.com/?CategoryID=169&ArticleID=88&sng=1>

After launching the application, you will see a license window from which you can either open the program or add the license file.

- Click on '**Continue**' to run the unregistered version of the application.
- Choose the '**Set License**' option to add the license file received after purchasing the product. Browse to choose the license file, and complete the process.
- The '**Buy Now**' button will open the product page at the Smart-X web site.



## Installation

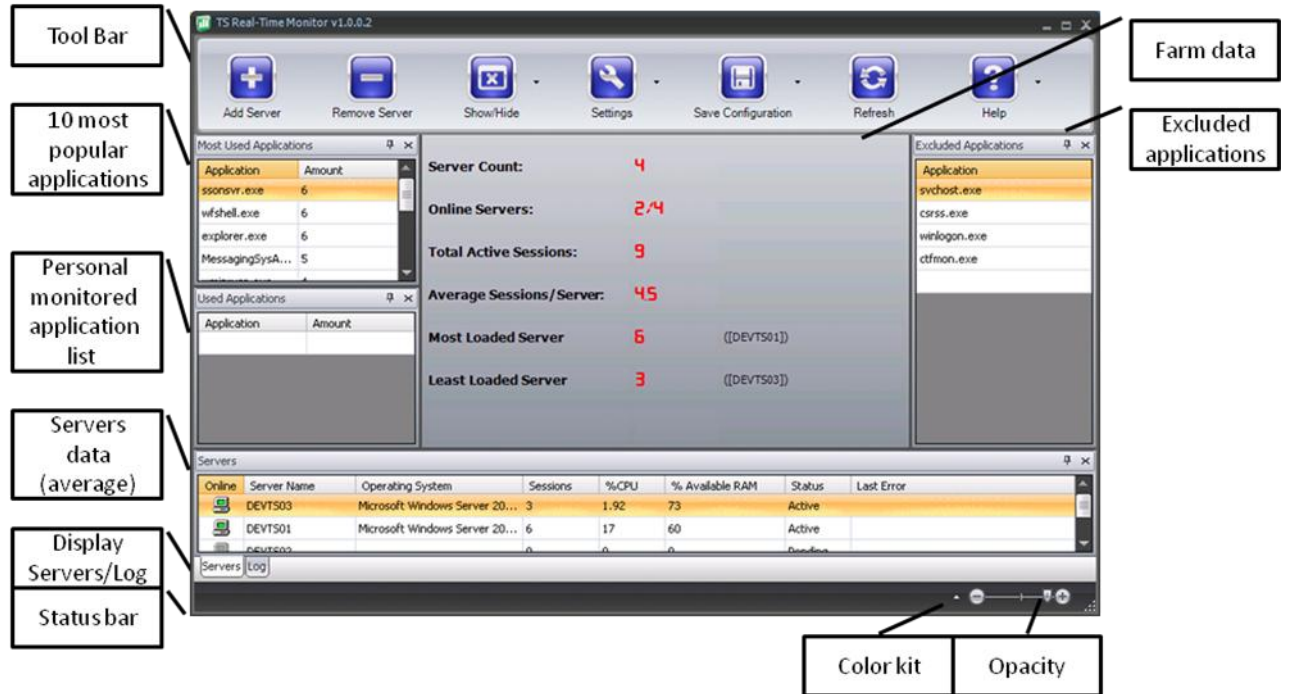
It is recommended to install the program on the System Administrator's computer.

To install Terminal Server Monitor from a downloaded file:

- Double click the installation file.
- Read the program license conditions carefully.
- Follow the Setup program instructions displayed on the screen until installation is completed.
- A desktop icon of the Terminal Server Monitor will be placed on the desktop and in the start menu.

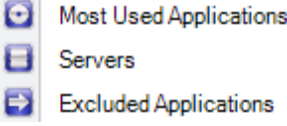




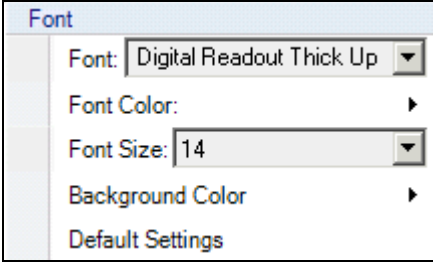
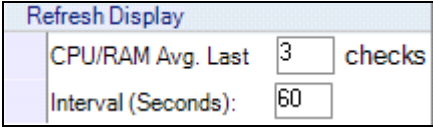

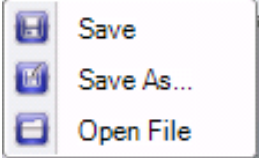
Alternatively, you can download the Standalone version; extract the "Terminal Server Monitor.exe" to a directory and open it.


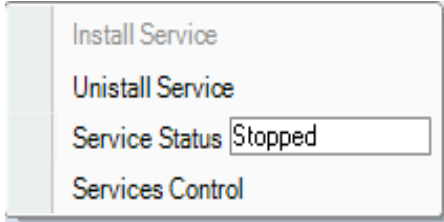


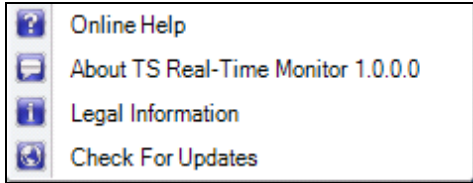
## Working with Terminal Server Monitor



### Tool Bar

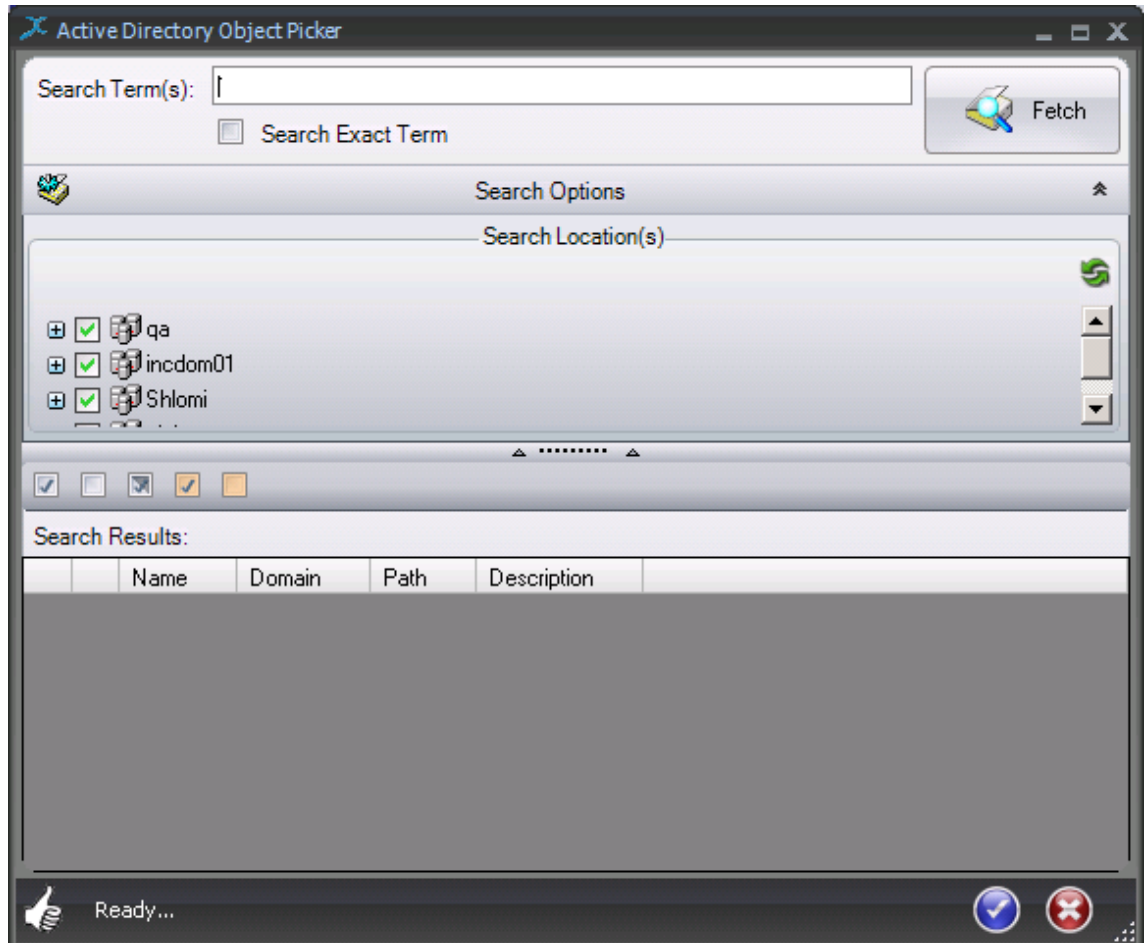
Icon	Name	Functionality
	Add Server	Adds server/s to monitor.
	Remove Server	Removes servers/s.
	Show / Hide	Displays or Hides the following sections:


Icon	Name	Functionality
		 <ul style="list-style-type: none"> <li> Most Used Applications</li> <li> Servers</li> <li> Excluded Applications</li> </ul>
	Setting	Set the console appearance or behavior
	Set Appearance	
	Set servers average sampling	
	Save Configuration	Choose the saving option of your choice.
	Saving options	 <ul style="list-style-type: none"> <li>• Save – Saves the configuration file in the application's folder.</li> <li>• Save As... - saves the configuration file in a chosen destination.</li> </ul>

Icon	Name	Functionality
		<ul style="list-style-type: none"> <li>• Open file – allows you to open a saved configuration file from a chosen folder.</li> </ul>
	Service Control	<p>Contains the following options:</p> 
	Refresh	Collects and displays the updated data.
	Help	<p>Contains the following options:</p> 

## Basic Configuration

1. Click on 'Add server'  to open the 'Object Picker' window.



- Choose the server/s you want to monitor and click  to approve.
2. Click on 'Refresh'  to start an update cycle of the farm.
  3. Click on 'Save configurations'  .

## More Options

### Most Used Applications

The Most Used Applications section displays and monitors the ten most used applications in the farm.

To remove an application from the 'Most Used Applications' list:

1. Simply right click on an application from the list and click on 'Exclude application'.
2. The application will be removed from the 'Most Used applications' list and will appear on the 'Excluded applications' list.



3. Click on 'Save configurations'.

### Used applications

Terminal Server Monitor enables you to choose specific applications you want to monitor.

- Simply double click on an empty line in the 'Used applications' section and type the executable name (e.g, winword.exe).



- Click on 'Save configurations'.

To remove an application from the 'Used applications' list:

- Simply right click on the chosen application and click on 'Remove application'.




- Click on 'Save configurations'.

## Excluded Applications

Terminal Server Monitor comes with a list of pre-defined excluded applications.


- To remove an application from this list:  
right click on the chosen application and click on 'Remove Excluded Application'.
- The applications will return to the 'Most Used Applications' list.

- Click on 'Save configurations'  .

## Servers

The server's section displays the average data for the last 3 samples made every 60 seconds (default settings).


- **Changing average settings**

- Click on 'Settings' .
- Set your chosen parameters in the context window.

Refresh Display	
CPU/RAM Avg. Last	<input type="text" value="3"/> checks
Interval (Seconds):	<input type="text" value="60"/>

- **Remove server**


- To stop monitoring a certain server right click on the server and click on 'Remove server'

- Click on 'Save configurations' .

## **Monitoring Terminal Server Monitor counters in Windows 'Perfmon'**

TERMINAL SERVER MONITOR can monitor farm-wide statistics and report the information to Windows Performance Monitor.

When TERMINAL SERVER MONITOR is open, it reports the statistics to Windows Performance Monitor. In order to view the statistics, follow these steps:

1. Start → Run → Perfmon
2. Click on  to add counter
3. Open 'Performance Object' list, and choose 'TERMINAL SERVER MONITOR' from the list.
4. Select the required counter/s from the Counters List and click 'Add'

## **Interfacing Terminal Server Monitor with System Management Solutions**

TERMINAL SERVER MONITOR is useful in situation where you want to monitor farm behavior over time, or when you want to interface TERMINAL SERVER MONITOR with your system management software (Such as MS SCOM, HPOV, CA Unicenter, IBM Tivoli, etc.)

In order to interface with your System Management Solution, perform the following steps:

1. Open TERMINAL SERVER MONITOR
2. From the 'Services' menu, click 'Install Service'
3. From the 'Services' menu, click 'Service Control'  
The 'Services' MSC is launched.
4. Double click 'Smart-X.Terminal Server Monitor'

5. Switch to 'Log on' tab
6. Configure a user that has administrative permissions over the remote Terminal / Citrix servers.
7. Click 'OK' and run the service.
8. Configure the System Management software to sample the TERMINAL SERVER MONITOR performance counters that are sampled by the server.

### **Terminal Server Monitor Command Line Switches**

Terminal Server Monitor can be launched with the following command line parameters:

/InstallService -                      Installs TERMINAL SERVER MONITOR  
service

/UninstallService -                    Removes TERMINAL SERVER MONITOR  
service

/RemovePerfCounters -                Remove performance counters.