Terminal Services Manager

## Getting Started

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Introduction

Using Terminal Services Manager, you can see the details of users connected to a remote host, their sessions, and their active processes. For several hosts simultaneously, you can monitor each user, session, and process's usage of remote host resources (CPU, memory, etc.) in real-time. Using Terminal Services Manager, you can easily perform various administrative tasks to manage resources and users on a remote host, for example, disconnecting all inactive users, closing inactive users' sessions, or terminating a remote host process.
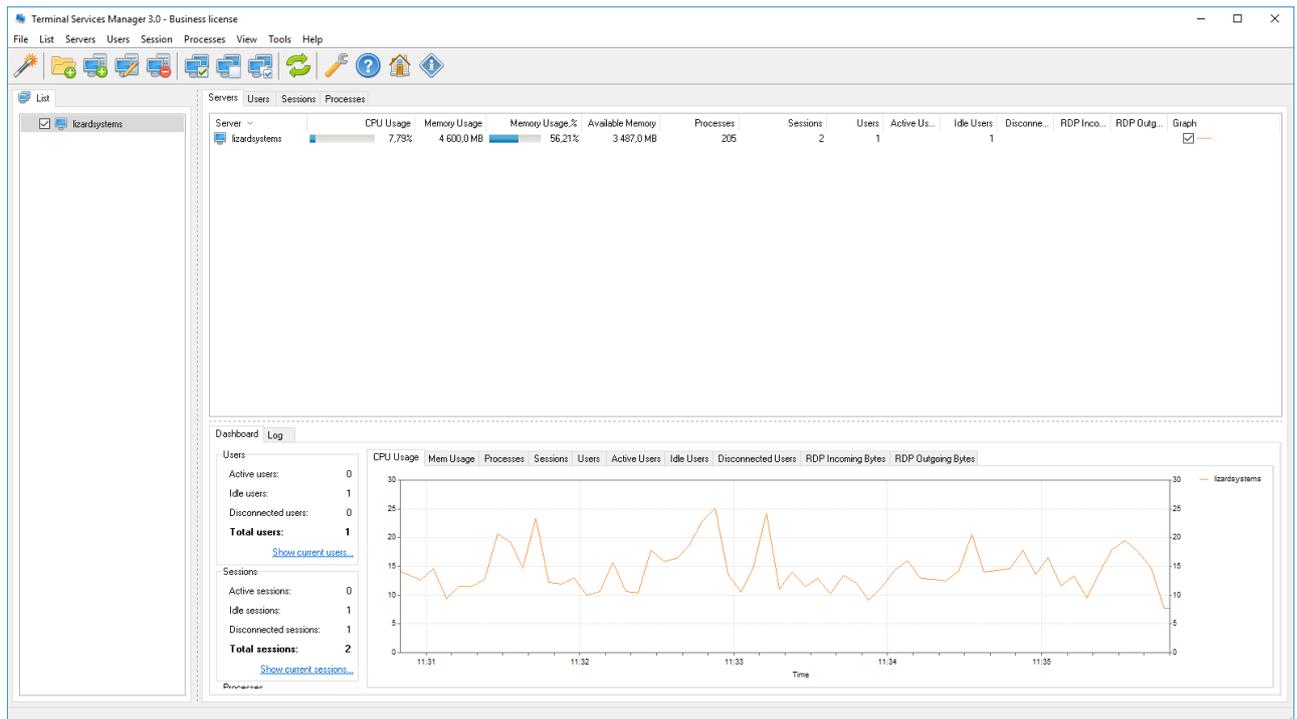
You may use Terminal Services Manager to view information and monitor servers, users, sessions, and processes on servers running Windows Server. You can also perform certain administrative tasks; for example, you can disconnect or log off users from their Remote Desktop Services sessions.

Installing Terminal Services Manager

- You can install **Terminal Services Manager** after downloading it from the Download page.
- Click the Save button to save the installation file. You will see the window showing the progress of downloading of installation file to your computer.
- Run the installation file after it is downloaded.
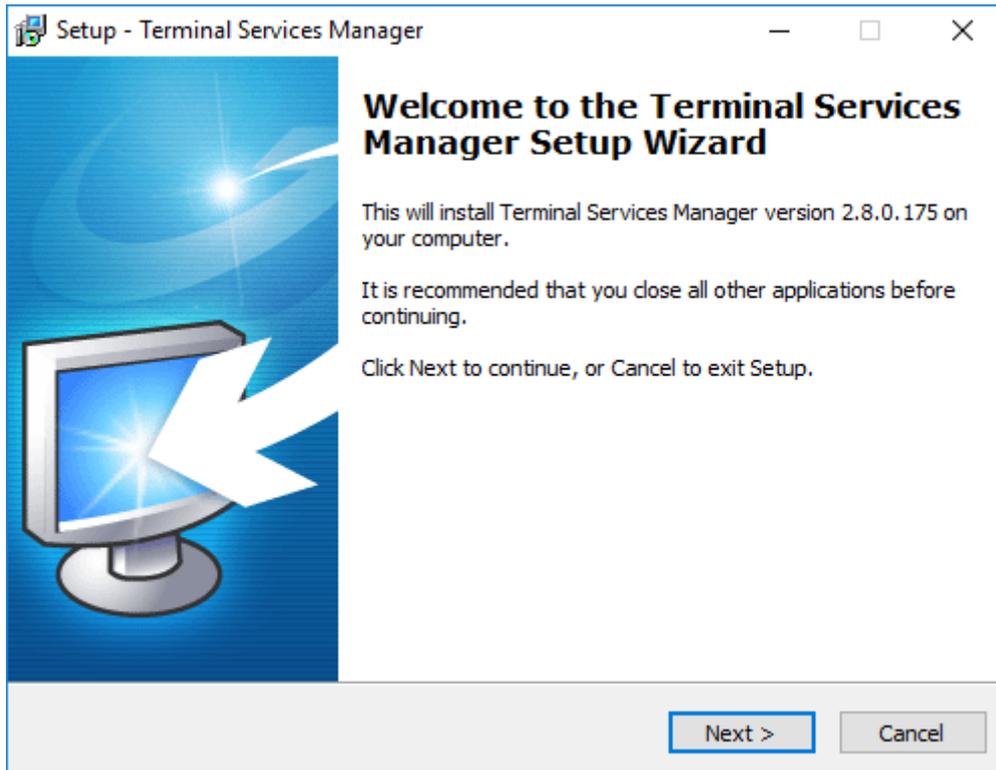
- Follow the Installation Wizard instructions after you run the installation file. After the installation is over, you can start working with the application.

Before starting the application

Software doesn't work with Windows Home editions because remote administrating is disabled in these versions. Software works with Windows 7, 2008R2, 8, 8.1, 2012, 2012R2, 10, 2016.

You must have administrative privileges to connect to the remote computer.

1. Make sure the administrator account has a password. Blank password will NOT work. Go to Control Panel → User Accounts → Create a password for the admin user.
2. Make sure simple file sharing is disabled. - Go to Control Panel → Folder Options → View tab → Scroll right to the bottom at Advanced Settings → Uncheck Use simple file sharing.
3. Make sure file and printer sharing exception is allowed in the firewall or simply turn off the Windows Firewall. - Go to Start → Run → type netsh firewall set service type = FILEANDPRINT mode = ENABLE and click OK.
4. Start → Settings → Control Panel → Administrative Tools → Local Security Policy → Network access: Sharing and security model for local accounts option → Set Classic: Local users authenticate as themselves.
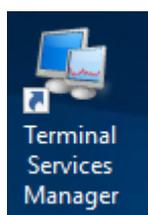
As a rule these parameters are set by default in corporate network because it is impossible to provide remote administrating without these settings.

Starting the application

You can start **Terminal Services Manager** either from the Start menu
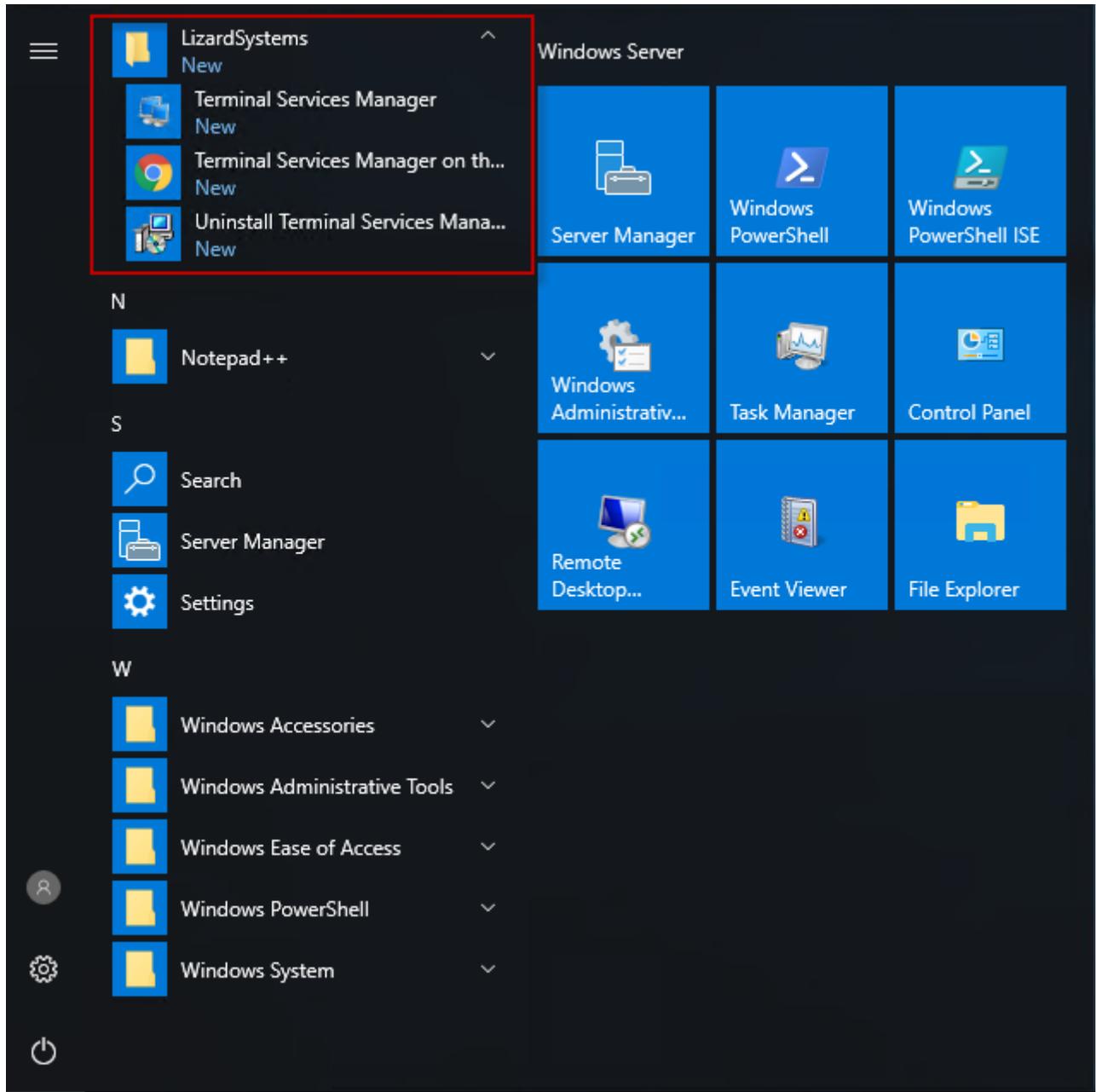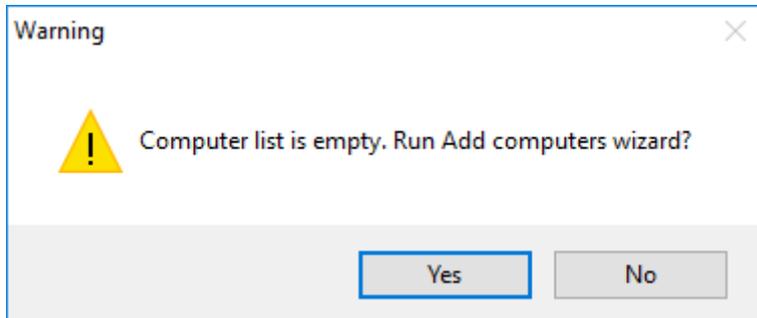

or by clicking its desktop shortcut.

After you start the application, you will see the **main window** of the program.

Connect to a Remote Desktop Services Servers

When you install and open **Terminal Services Manager** for the first time, there will be no data on the reports. The first thing you should do is add servers for monitoring.

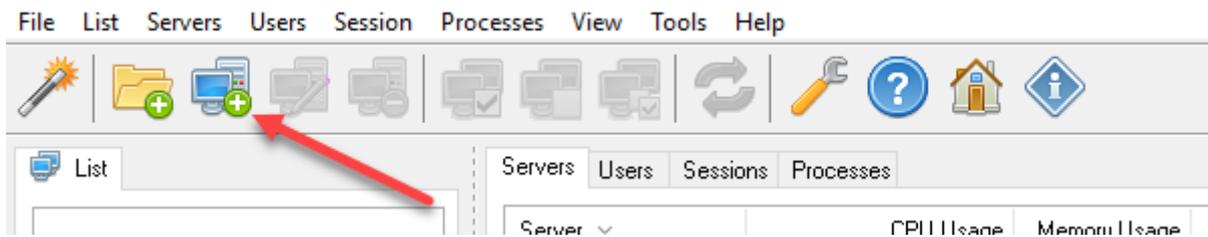When you are running the program at the first time a warning message appears informing the computer list is empty. Just click **Yes** and search on the computers with wizard.
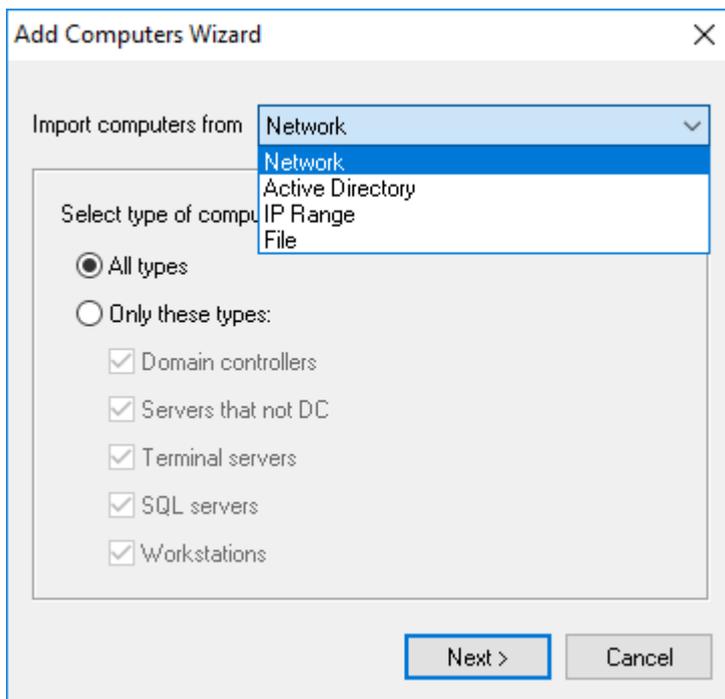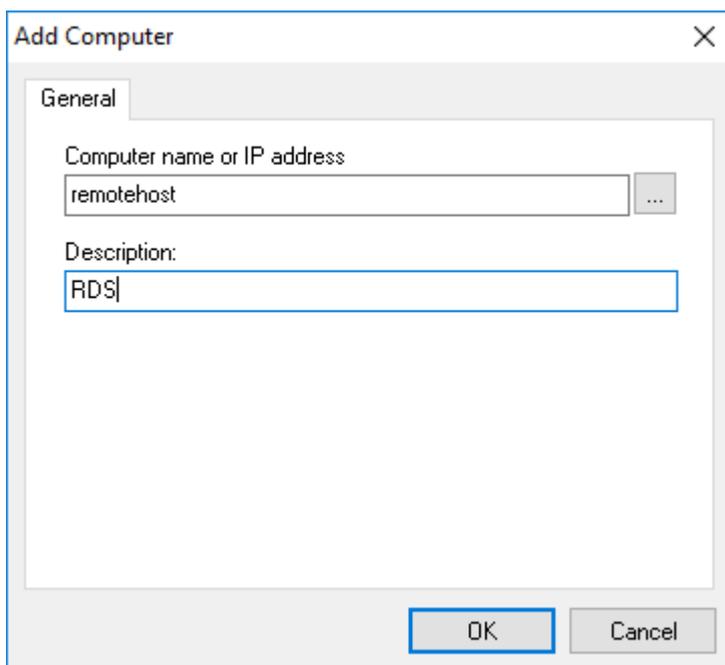

Computers can also be added from the List menu by selecting the Add computer menu item
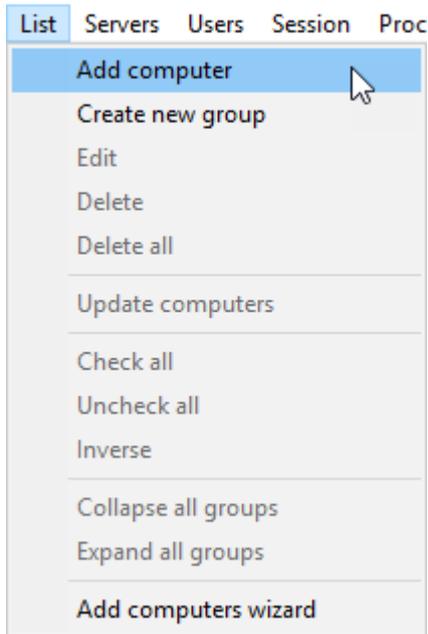
or **Add computer** button from the toolbar.

Enter server name and description

Click **OK** and a new server will be added to address list.

Also, you may import address list from a file. It could be an usual text file, that has IP address or computer name in each line. For example:

192.168.1.2

server1

server2.corp.local

To load file select List item in main menu and select Import computers list in drop-down menu.
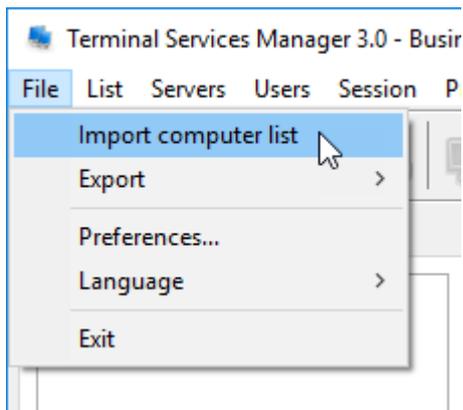
Select the file you need in opened window.

Click **Open**, and addresses will be loaded and added to address list.

To connect to server, click checkbox near to server name in server list.
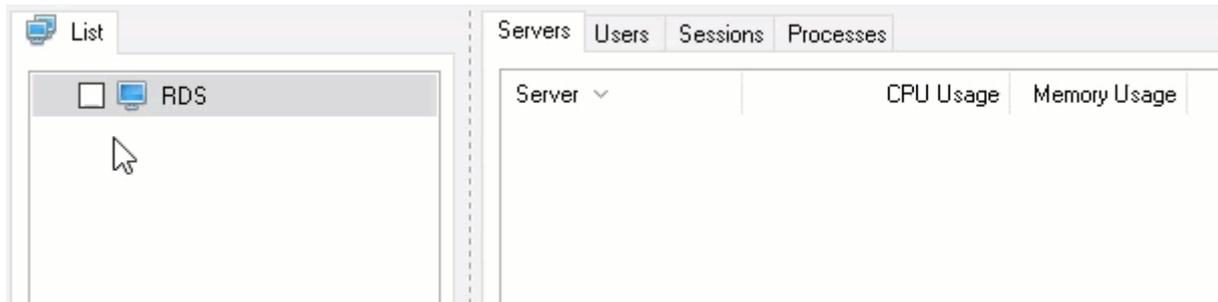
After checkbox is set the application will connect to remote server to get information about connected users, sessions and processes run on the remote server. This information will be shown on **Servers, Users, Sessions, Processes** tabs, and time variation of gotten parameters will be shown on graphics at the bottom of the page.
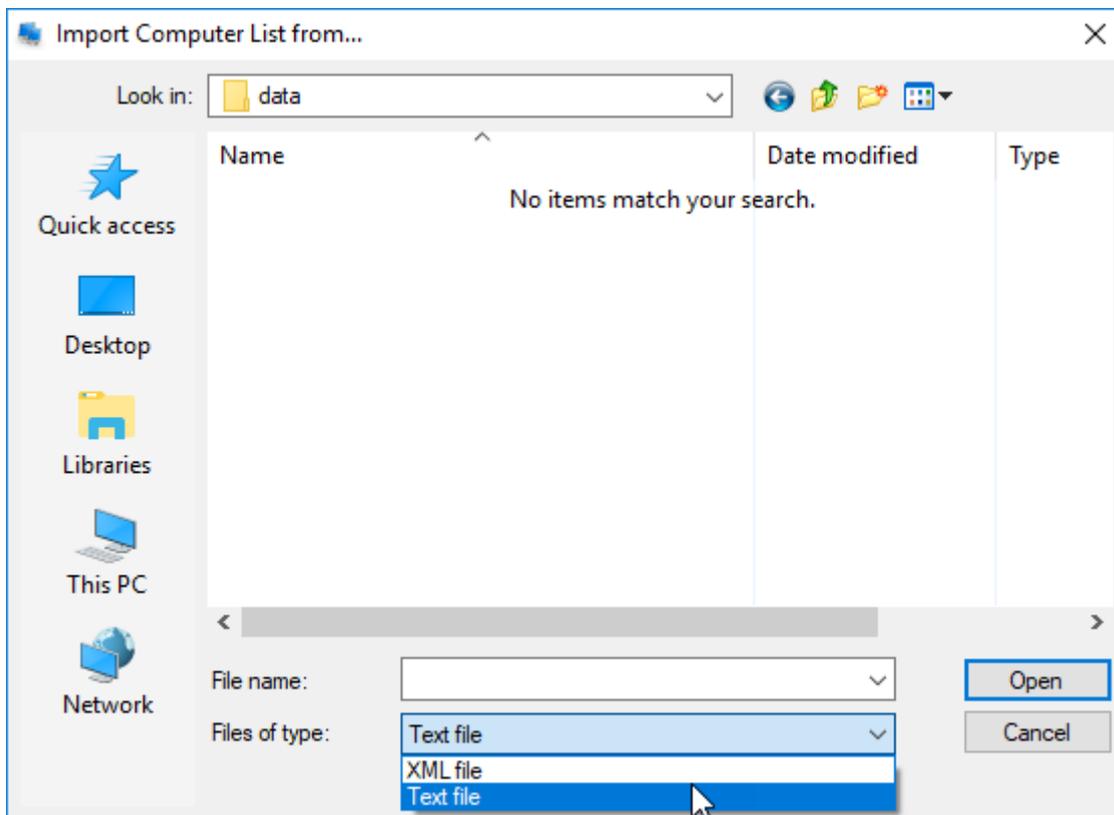
Terminal Services Manager will remember the connection state of terminal servers when you exit **Terminal Services Manager**.

To get access to commands of monitoring servers, sessions, users and processes, right click on the line you want and select the command you need in context menu.

User Interface

In this section you can find description of Main window elements and program settings window.

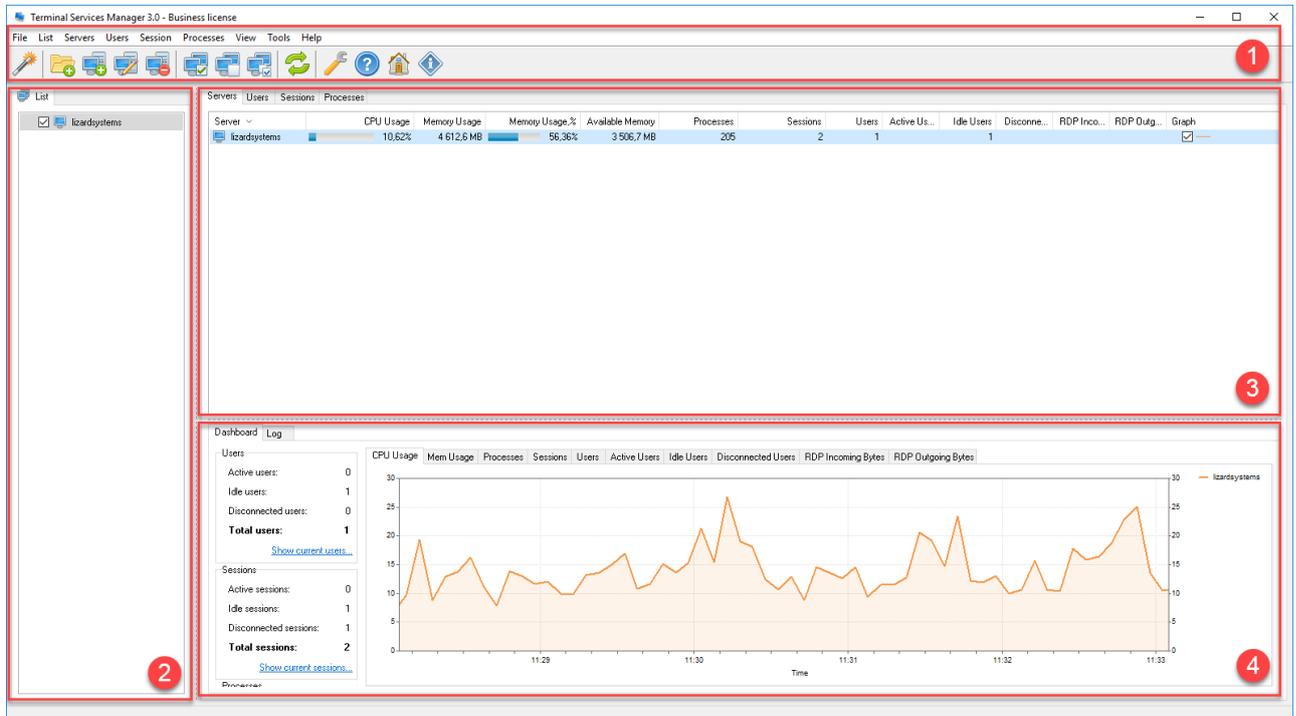## Main Window

The main window of the program consists of four areas.

1. **Menu** and **toolbar** provide access to program control commands.
2. **Computer list** – allows to create a structured computer list available for quick monitoring connection.
3. **Information panel** – shows lists of connected servers, users, sessions, processes. Also, the panel shows parameters for each object, such as CPU usage, Memory etc.
4. This section shows parameter summary information and graphics for objects selected in information panel.

When a user creates a session by connecting to a remote desktop from a client computer, the following information is available in Terminal Services Manager:

- On the **Servers** tab, information about terminal server, such as how much server resources (CPU and memory) they are using.
- On the **Users** tab, information about the users connected to the remote desktop services server, such as the name of the user account that is logged on to the session.
- On the **Sessions** tab, information about the sessions running on the remote desktop services server, such as whether the session is active.
- On the **Processes** tab, information about which programs are running in the user's session on the remote desktop services server.

Main menu

You can access any command available in the application from main menu of the program.
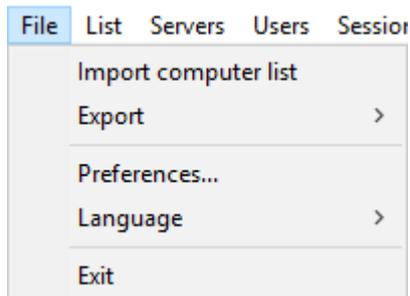
File   List   Servers   Users   Session   Processes   View   Tools   Help
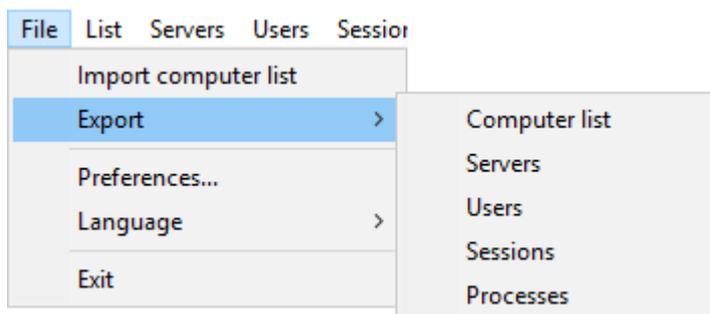
The main menu contains the following menus:

- **File** – contains commands for import od computer list, data export, program settings
- **List** – contains commands for computer list management
- **Servers** – contains commands for monitoring connected servers
- **Users** – contains commands for user management
- **Session** – contains commands for session control
- **Processes** – contains commands for process control
- **View** – contains commands for interface components settings
- **Tools** – contains commands for running Administrative tools or Network Tools
- **Help** – contains links to program site, documentation and program registration tools.

File menu

This menu provides functions for file and program settings management.

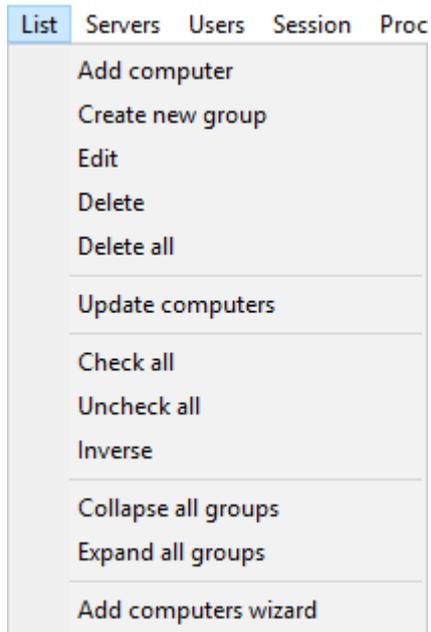| File	List	Servers	Users	Session
Import computer list				
Export			>	
Preferences...				
Language			>	
Exit				

- **Import computer list** - Importing computer list from file.
- **Export -** exporting data from computer list to file, or exporting monitoring data for servers, users, sessions and processes to file.

File	List	Servers	Users	Session		
Import computer list						
Export				>	Computer list	
Preferences...					Servers	
Language				>	Users	
Exit					Sessions	
					Processes	

- **Preferences…** - program settings.
- **Language** - you may choose program interface language

List menu

This menu provides computer list management functions

List	Servers	Users	Session	Proc
Add computer				
Create new group				
Edit				
Delete				
Delete all				
Update computers				
Check all				
Uncheck all				
Inverse				
Collapse all groups				
Expand all groups				
Add computers wizard				

- **Add computer** – opens Add computer window to add a computer to computer list
- **Create new group** – opens Add computer window to add a group to computer list
- **Edit** – opens Edit window to edit computer or group properties selected in computer list.
- **Delete** – deletes selected computer or group from computer list.
- **Delete all** – deletes all computers and groups from computer list
- **Update computers** – updates computer status (on/off) in computer list
- **Check all** – checks all computers in computer list and then they will be added to server list for monitoring on Servers tab
- **Uncheck all** – Unchecks all computers in computer list and then they will be deleted from server list for monitoring on Servers tab
- **Inverse** – inverts all checks in computer list to opposite ones, all checked computers will be unchecked and all unchecked computers will be checked. Then monitoring list will be cleared and checked computers will be added.
- **Collapse all groups** – collapses all groups in computer list
- **Expand all groups** – expands all groups in computer list
- **Add computers wizard** – opens wizard window for adding computers to computer list. After wizard finishes all found computers will be added to computer list.

Servers menu

This menu provides functions to monitor server that is connected for monitoring.
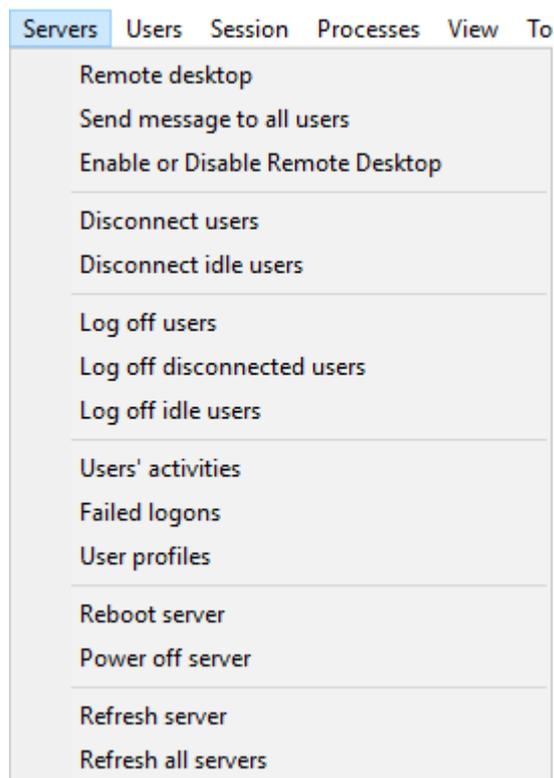
- **Remote desktop** – connects to remote desktop of the server selected on **Servers** tab.
- **Send message to all users** – opens window for sending message to all users logged in to server.
- **Enable or Disable Remote Desktop** – opens window for enabling/disabling the working with selected server via **Remote Desktop**.
- **Disconnect users** – disconnects all active users from the remote server.
- **Disconnect idle users** – disconnects all users who have been idle longer than given period.
- **Log off users** – finishes sessions of both active and inactive users.
- **Log off disconnected users** – finishes sessions of all disconnected users.
- **Log off idle users** – finishes sessions of all users who have been idle longer than given period.
- **Users' activities** – shows window with users' log: logging in, logging off, connecting and disconnecting to server.
- **Failed logons** – shows window with log of failed logons to server.
- **User profiles** – shows window with information about user profiles on selected server.
- **Power off server** – powers off the server.
- **Reboot server** – reboots the server.
- **Refresh server** – refreshes parameters values (CPU, Mem, Users etc.) of selected server.
- **Refresh all servers** – refreshes parameters values (CPU, Mem, Users etc.) of all servers on **Servers** tab.

Users menu

This menu provides functions for managing users connected to servers.
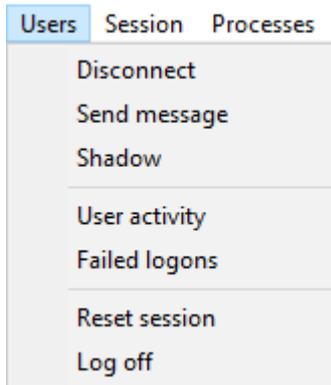
- **Disconnect** – disconnects a current session of selected user from server.
- **Send message** – sends message to selected user.
- **Shadow** – connects to selected active session of user. An administrator may use this command to view and monitor active terminal session of any user.
- **User activity** – shows window with logon/logoff and connection/disconnection log for selected user.
- **Failed logons** – shows window with log of failed logons for selected user.
- **Reset session** – resets sessions of selected users. **Attention! All unsaved user's data will be lost.**
- **Log off** – logs off session of selected user.

Sessions menu

This menu provides functions for session management.
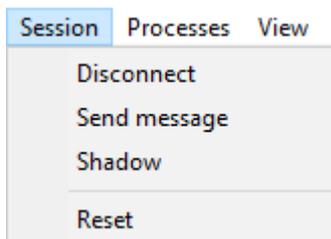
- **Disconnect** – disconnects selected session
- **Send message** – sends a message to selected session
- **Shadow** – connects to selected active session.
- **Reset** – resets a session. **Attention! All unsaved data will be lost.**
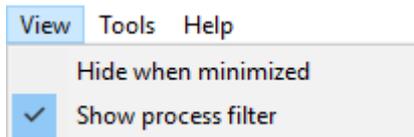
Processes menu

This menu provides functions to manage processes on servers.

Processes | View | Tools | Help
- Terminate process
- Remote desktop
- Shadow user
- Disconnect user
- Reset session
- Log off user
- Send message
- Shutdown server
- Reboot server
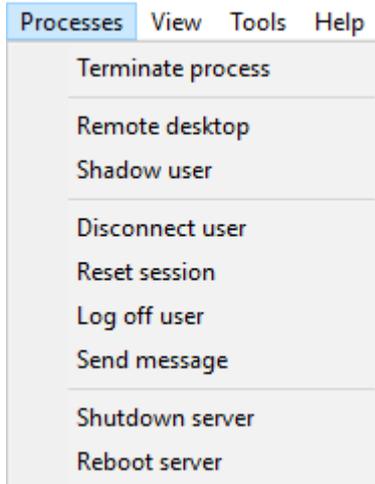
- **Terminate process** – terminates selected process.
- **Remote desktop** – connects to remote desktop of the server, where selected process is running.
- **Shadow user** – connects to desktop of the user, who has run selected process.
- **Disconnect user** – disconnects user, who has run selected process, from server.
- **Reset session** – resets session of the user who has run selected process.
- **Log off user** – on server logs off session of the user, who has run selected process.
- **Send message** – sends a message to user, who has run selected process.
- **Shutdown server** – shutdowns the server on which selected process is running.
- **Reboot server** – reboots server, on which selected process is running.

View menu

This menu provides access to functions to customize program interface elements.

View | Tools | Help
- Hide when minimized
- ✓ Show process filter

- Hide when minimized – when window is minimized the application icon will not be shown on taskbar. You may find the application in system tray.
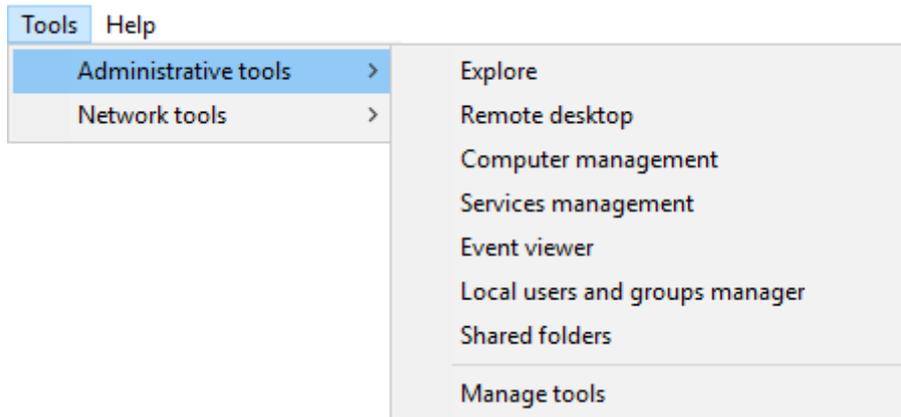- Show process filter – shows/hides panel with process filter settings.

Tools menu

This menu provides access to functions to monitor remote servers, and to network tools.

Tools | Help
- Administrative tools   >
- Network tools   >
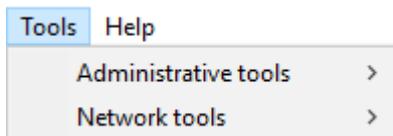
This menu provides access to administrative tools for monitoring selected server.

Administrative tools

- You may find in this menu: Explore, Remote desktop, Computer management, Services management, Event viewer, Local users and groups manager, Shared folders.

- **Manage tools** – shows customization window for administrative tools, here you may add/delete a tool to/from menu.

Network tools

This menu provides access to network tools which may help you to fix network issues.
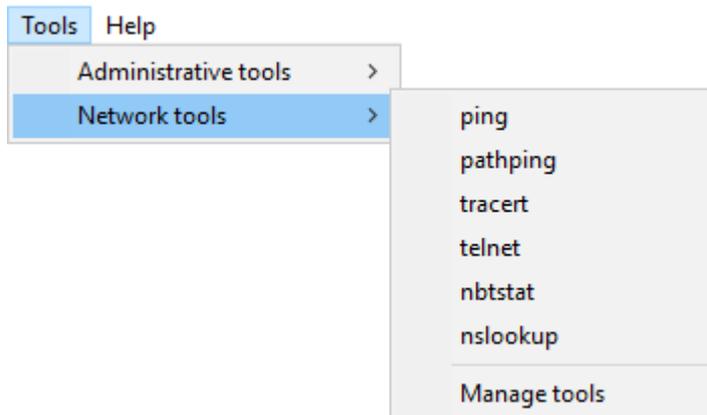
- In this menu you may find Ping, Pathping, Tracert, Nbtstat, nslookup.

- **Manage tools** - shows customization window for network tools, here you may add/delete a tool to/from menu.

Help menu

This menu contains links to additional information and program registration functions.
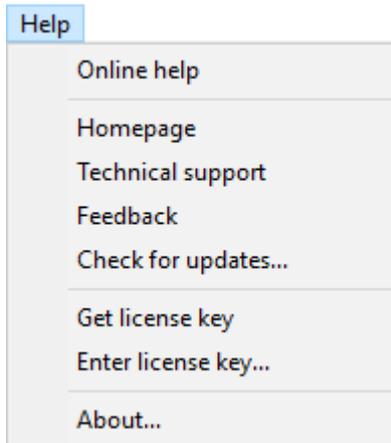
- **Online help** – shows page with online help on program site.
- **Homepage** – shows program page on company's site.
- **Technical support** – shows page with links to help and user manual.
- **Feedback** – shows page where you may write a comment or a request.
- **Check for updates** – checks for program update.
- **Get license key** – shows page with links to purchase or to register license.
- **Enter license key** – shows a window where you may enter registration information.
- **About** – shows a window with information about program and license .

Toolbar

 - Add Computers Wizard

 - Create New Group

 - Add Computer

 - Edit

 - Delete

 - Check All

 - Uncheck All

- Inverse

- Refresh all servers

- Preferences

- Online Help

- Home page

- About

Computer list

The computer list is on the left part of the application window.

The **Computer List** panel shows the list of computers as a tree where you can see computers and computer groups. Computer groups are used to group computers not only by their domain names, but also logically. You can create any number of groups and computers. It is possible to change the properties of whole computer group at once. The drag-and-drop technology is supported.

A right click on a group or on a computer opens a popup menu where you can access commands related to managing the entire list or the item.
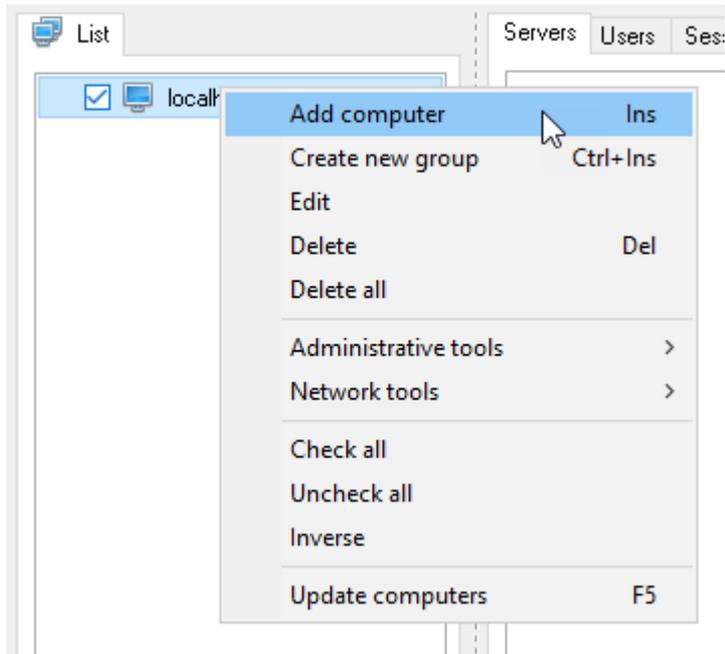
Servers tab

When you are connected to a Remote Desktop Services server in Terminal Services Manager, Terminal Services Manager actively queries the server for information about the users, sessions and processes running on that server.
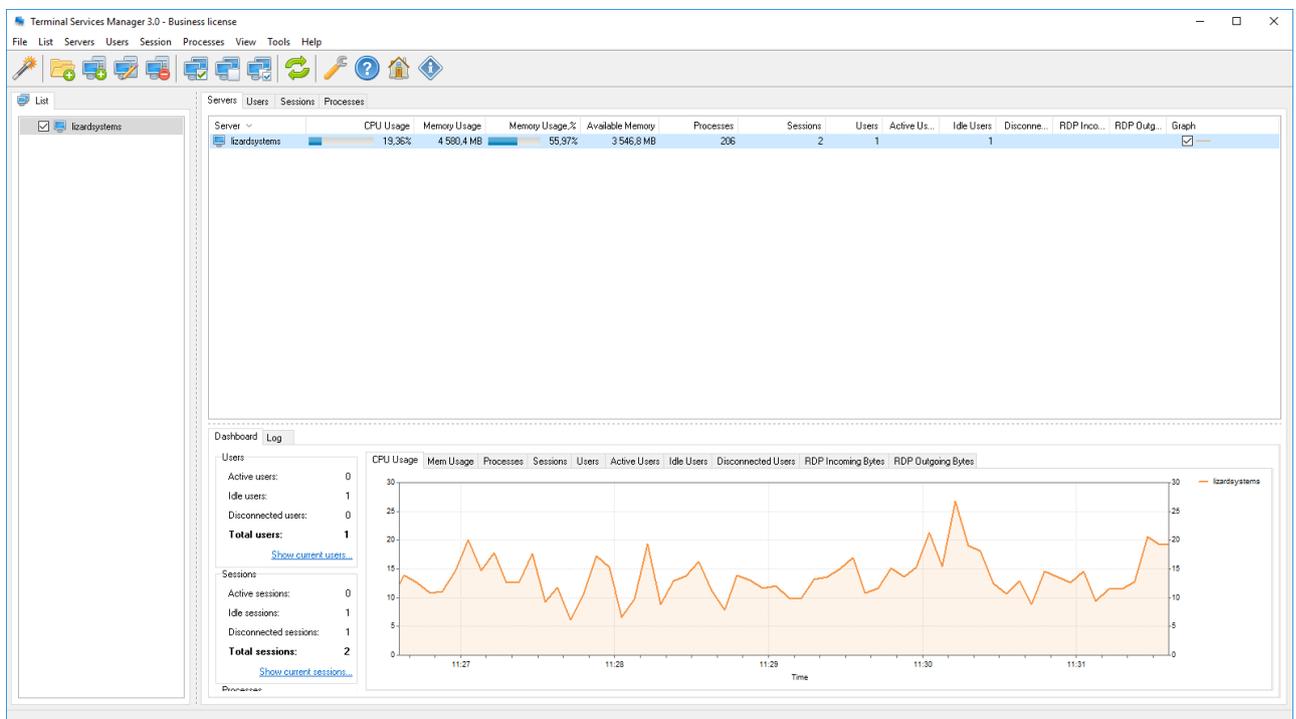
If you do not need to monitor the users, sessions, and processes on the Remote Desktop Services server actively, you may disconnect from the server, just simply uncheck checkbox in server list on the left panel.
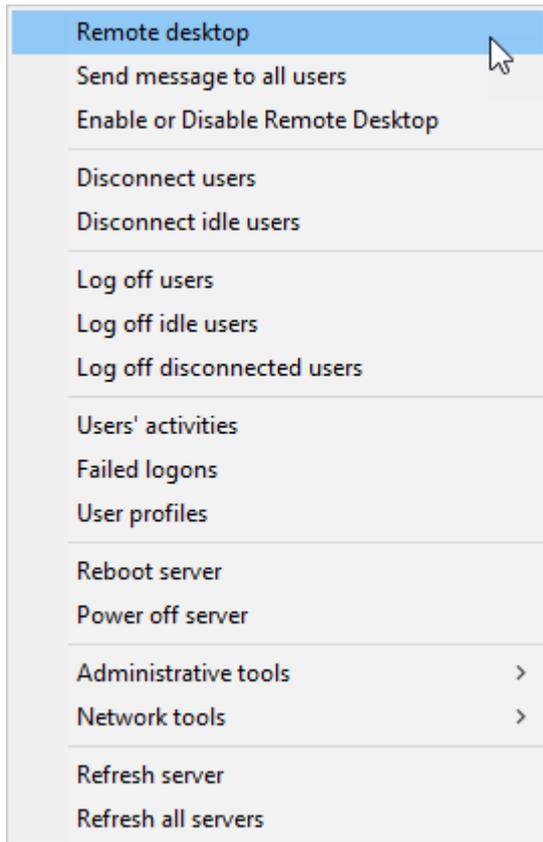
On the bottom part of the window there is a dashboard, where summary information about users, sessions, and processes is shown, also graphs by **CPU Usage, Memory Usage, Processes, Sessions, Users, Active users, Idle Users, Disconnected Users, RDP Incoming** and **Outgoing Bytes** for each server are shown.
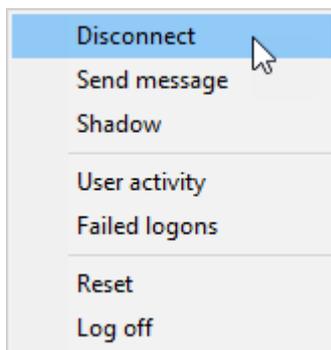

Choose a tab above graph to view a parameter.

Users tab

You can view information about users which are connected to a terminal server on the **Users** tab in **Terminal Services Manager**.
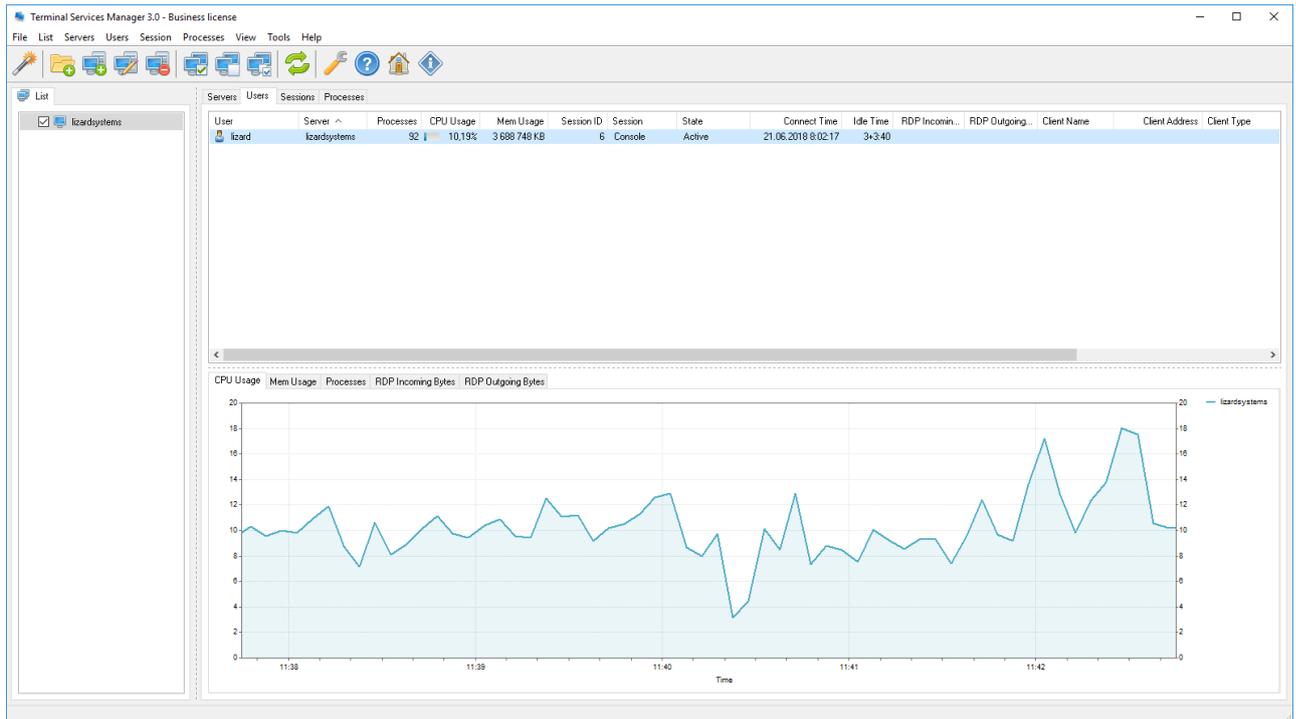
You can interact with any of the connected users you see simply by right clicking him.

You will call up a shortcut menu that contains several options which allow you to disconnect users, send a message to them, or even remotely control their sessions. The shortcut menu even allows you to view the user activity, failed logons of the user, to reset user session or to log off user.

There are graphs for each user on the bottom part of the window. Graphs by CPU Usage, Memory Usage, Processes, RDP Incoming and Outgoing Bytes are available.
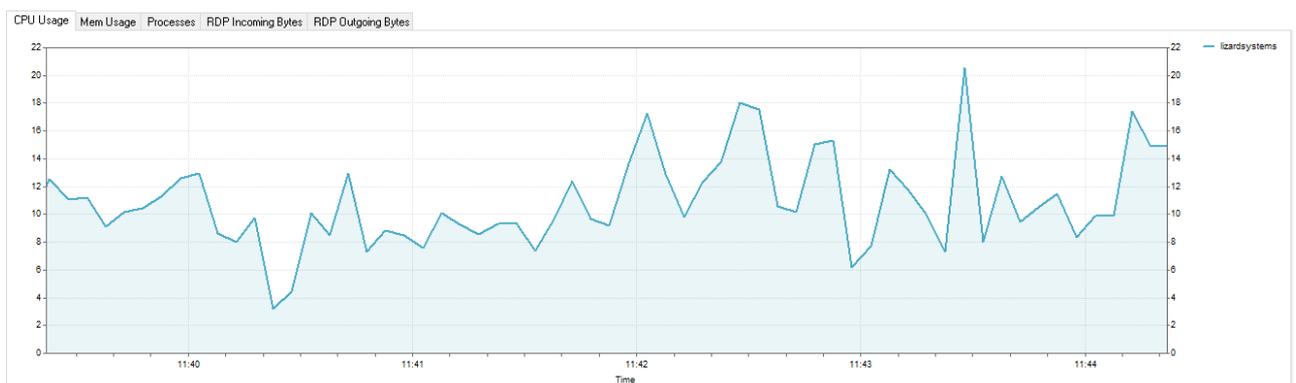
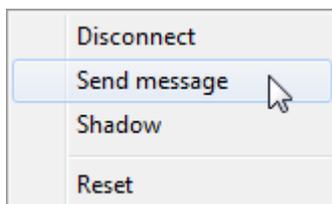Choose a tab above graphs to view a parameter.

Sessions tab

You can view information about sessions running on a terminal server on the Sessions tab in **Terminal Services Manager**.

The **Sessions** tab presents basically the same information as the **Users** tab, but the information is organized into sessions rather than users. This screen shows even sessions that wouldn't appear on the Users tab because they aren't related to users, such as the **Services** session.
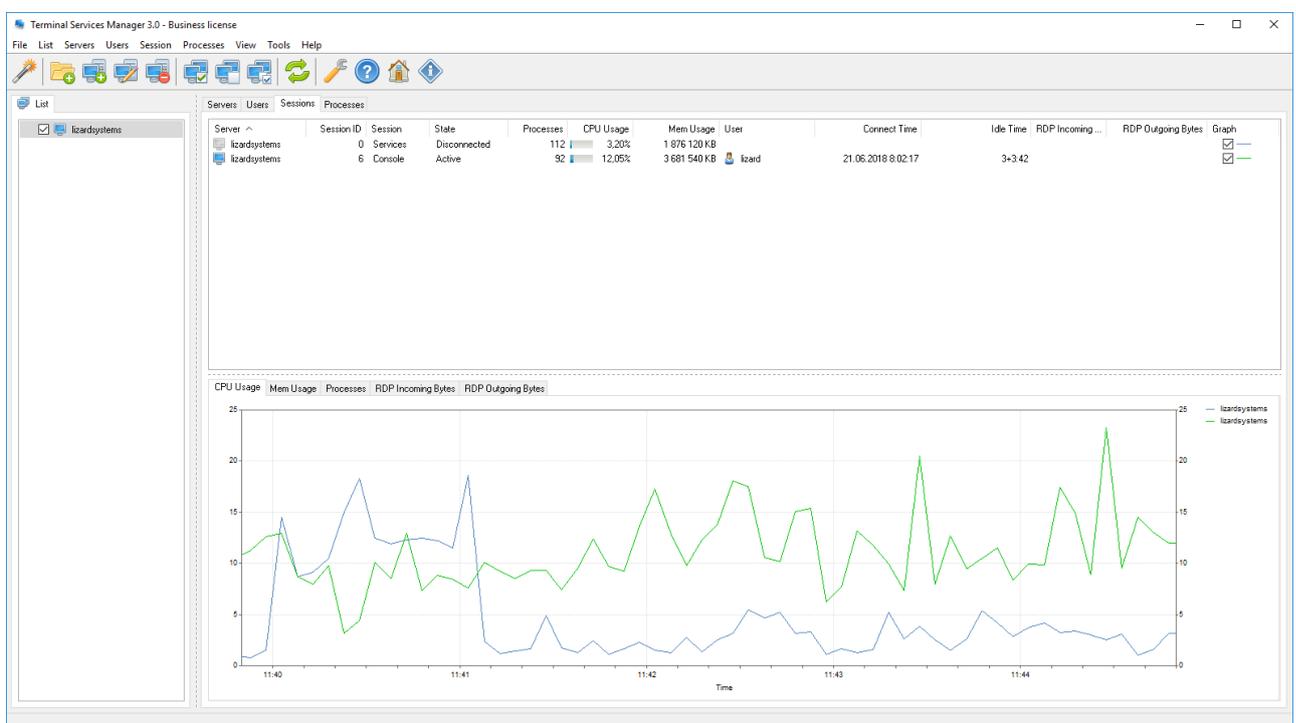

You can interact with any of the sessions you see simply by right clicking it.

You'll call up a menu that contains several options which allow you to disconnect session, send a message to them, shadow (remotely control) their sessions or even allow you to reset a session.

Graphs for each session are shown on the bottom part of the window. Graphs by **CPU Usage, Memory Usage, Processes, RDP Incoming** and **Outgoing Bytes** are available.
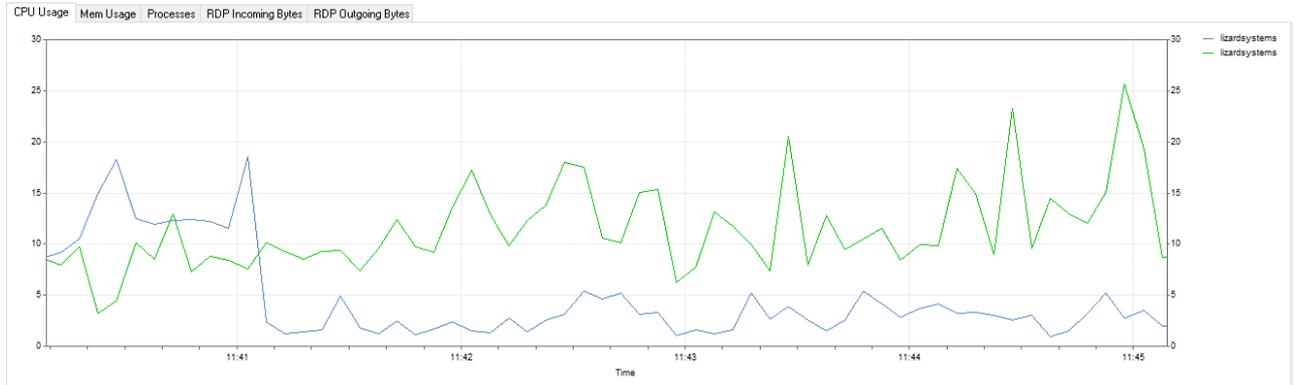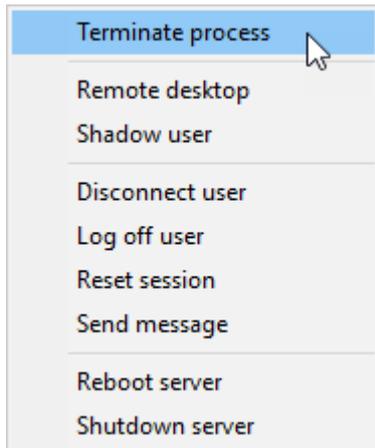
Choose a tab above graphs to view a parameter.

Processes tab

You can view information about processes that are running on a terminal server on the **Processes** tab in **Terminal Services Manager**.


You can interact with any of the process you see simply by right-clicking it.

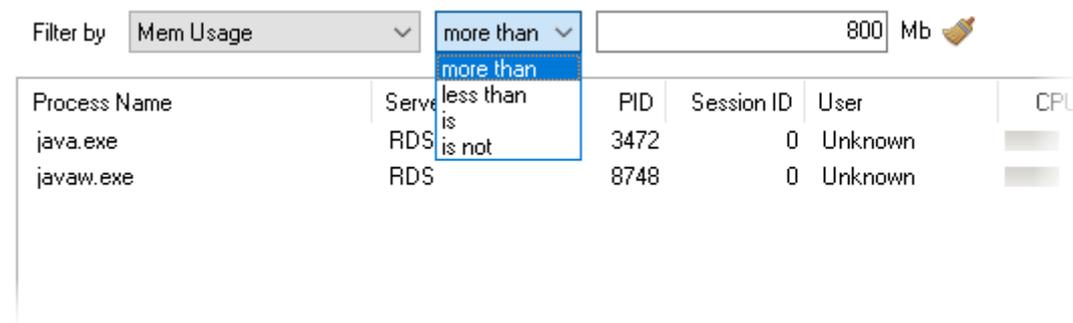| |
|---|
| Terminate process |
| Remote desktop |
| Shadow user |
| Disconnect user |
| Log off user |
| Reset session |
| Send message |
| Reboot server |
| Shutdown server |

You may terminate a process running in a user session by using the **Terminate** action in Terminal Services Manager.
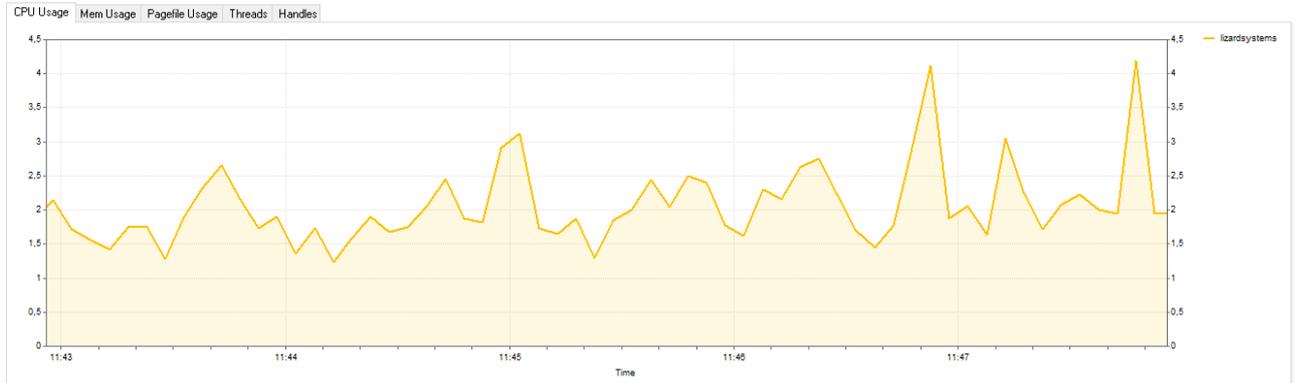
You may filter process list by some parameters.
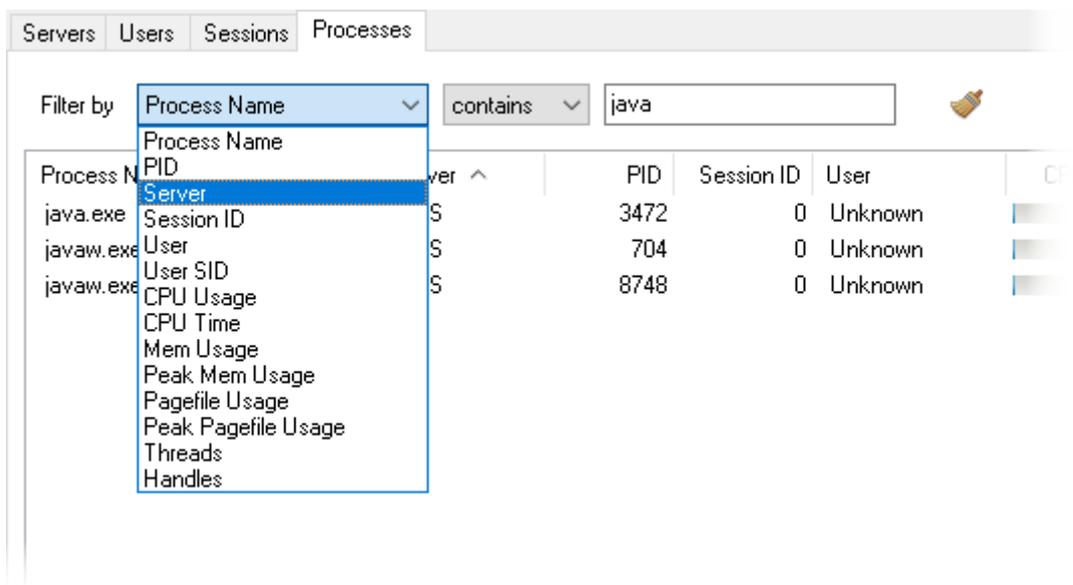
e.g. filter processes by memory used

Graphs for each selected process are shown on the bottom part of the window. Graphs by **CPU Usage, Memory Usage, Pagefile Usage, Threads** and **Handles** are available.

Choose a tab above graphs to view a parameter.

Dialog boxes

Add Computer

You can use **Add Computer** dialog box to specify a name or IP address of the computer that you want to add to the computer list.

Computer name or IP address

Type computer name or IP address. Also you may choose a computer from network neighborhood by pressing '…' button.

Description

Also, you may specify a friendly name of the computer as you like, for example «Backup Server #1»

Click ■■, and a new computer will be added to computer list.

Create New Group

You can specify the name of the new group in the computer list in the **Create New Group** dialog box. After you created the group, you can move computers to it or add new ones to it.
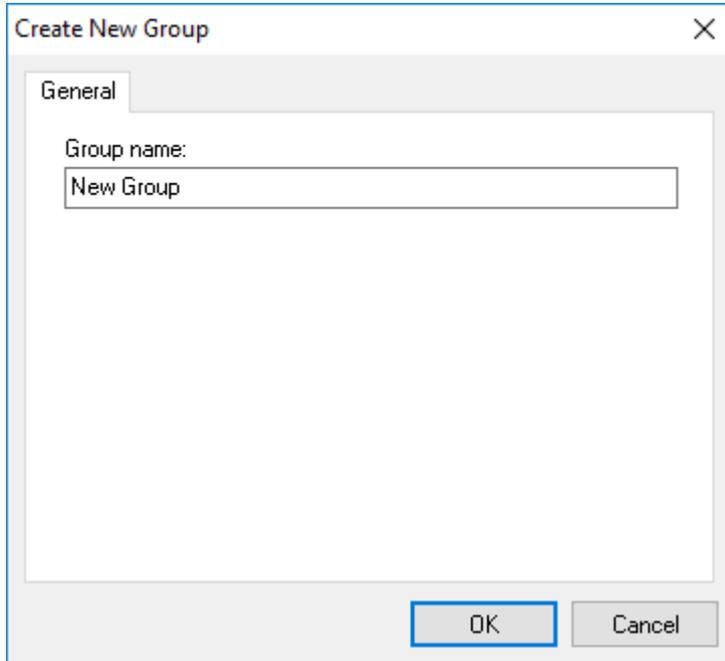
Group name

Type group name as you like, for example, «RDP servers»

Click ■■, and a new group will be added to computer list, then you may add new computers to this group or move existing ones to it.

Add Computers Wizard

The Add Computers Wizard will help you to add computers to the list.

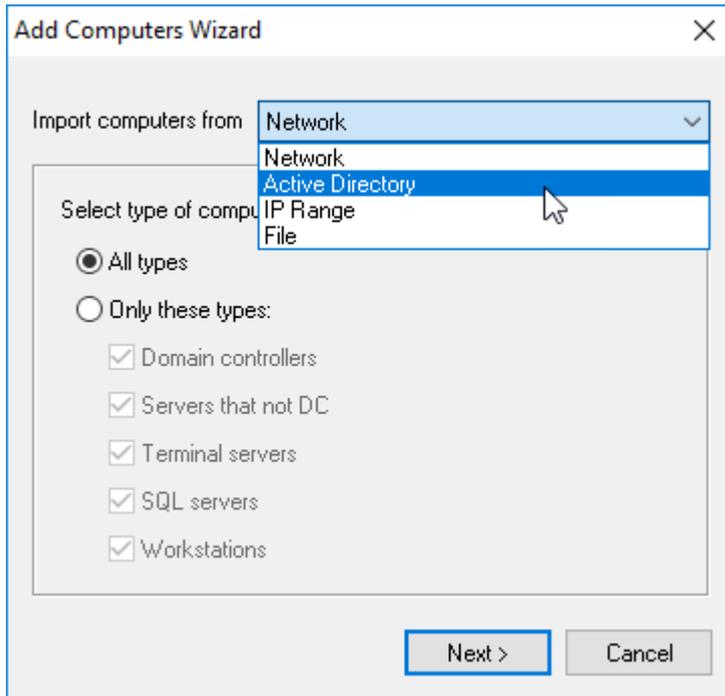**Import computers from network**

You may import all computers from your network.
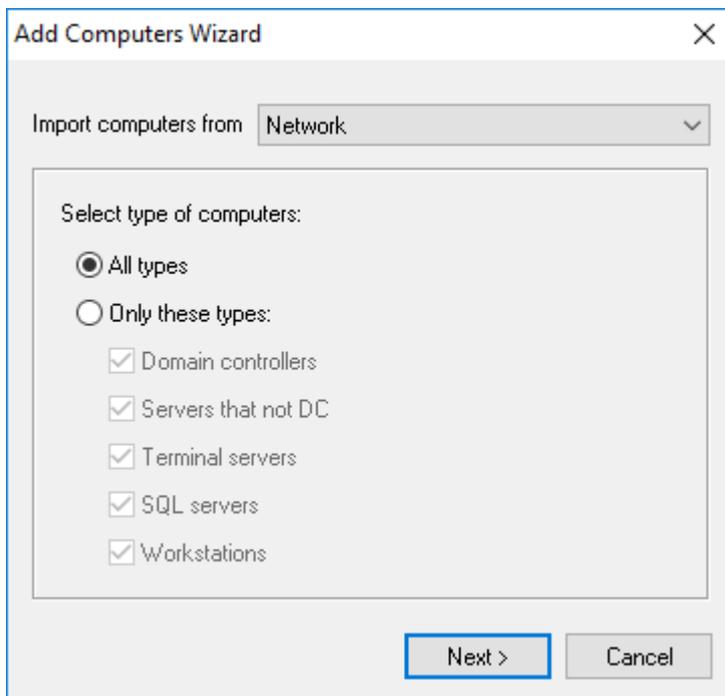
You can select the types of computers that will be added to the computer list on this page. For example: to add only workstations to the list, leave only the Workstation checkbox selected or you can select the Servers that not DC checkbox if you need only servers.

Click the **Next** button after the necessary options are specified.

Import computers from Active Directory

You may add all computers from your corporate Active Directory.
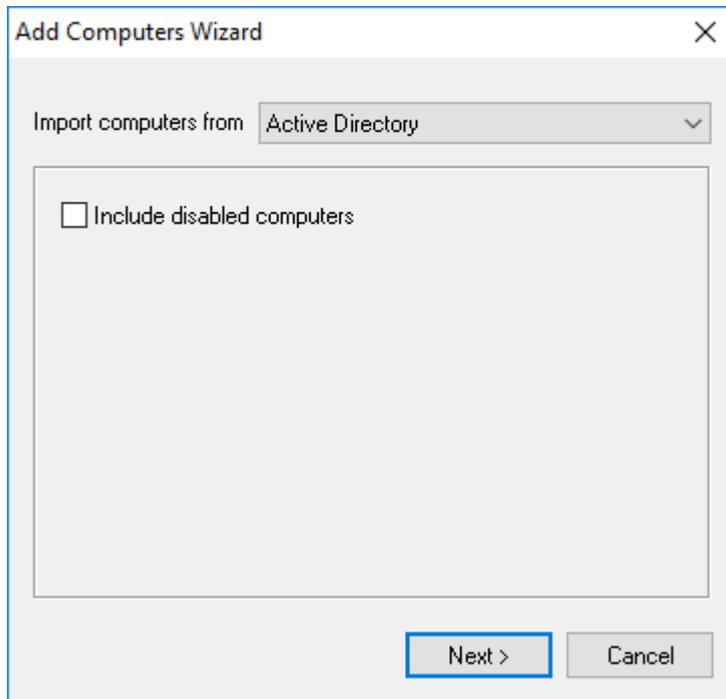
Include disabled computers

Computers disabled in Active Directories will be added to the list.

Click the **Next** button after the necessary options are specified.

Import computers from IP Range

You may scan your local network in specified IP address range and add them to the computer list.

Start IP

Specify the beginning of IP address range.

Stop IP

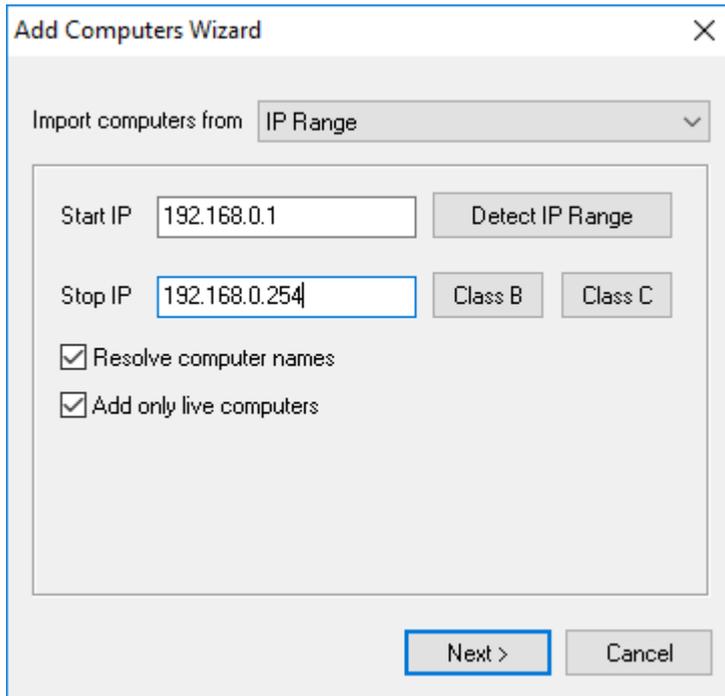Specify the end of IP address range.

Detect IP Range

This option will set Start IP and Stop IP according to network interface preferences of the computer, if there are few network interfaces, the interface list will be shown to choose required one.

Class B

Start and stop IP range will be set according to network class B. For example, 192.168.1.1 - 192.168.255.254.

Class C

Start and stop IP range will be set according to network class ■. For example, 192.168.1.1 - 192.168.1.254.

Resolve computer names

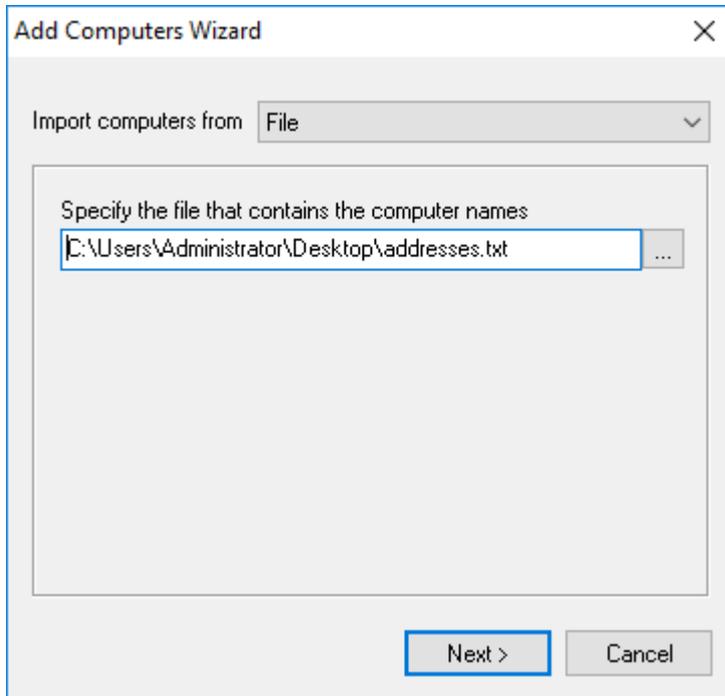Also computer names will be resolved during scanning IP range.

Add only live computers

Only computers that are active during scanning will be added to computer list.

Click **Next** button after necessary options are specified.

Import computers from file

You may add computers to a computer list from a text file.

Text file must be plain text file with one IP address or computer name per line.

```
192.168.1.1
192.168.1.2
192.168.1.3
192.168.1.4
192.168.1.5
192.168.1.6
192.168.1.7
192.168.1.8
192.168.1.9
192.168.1.10
192.168.1.11
```

Click the **Next** button after the necessary options are specified.

Search for computers

When you switch to this page, the wizard will start scanning the network neighborhood for computers.
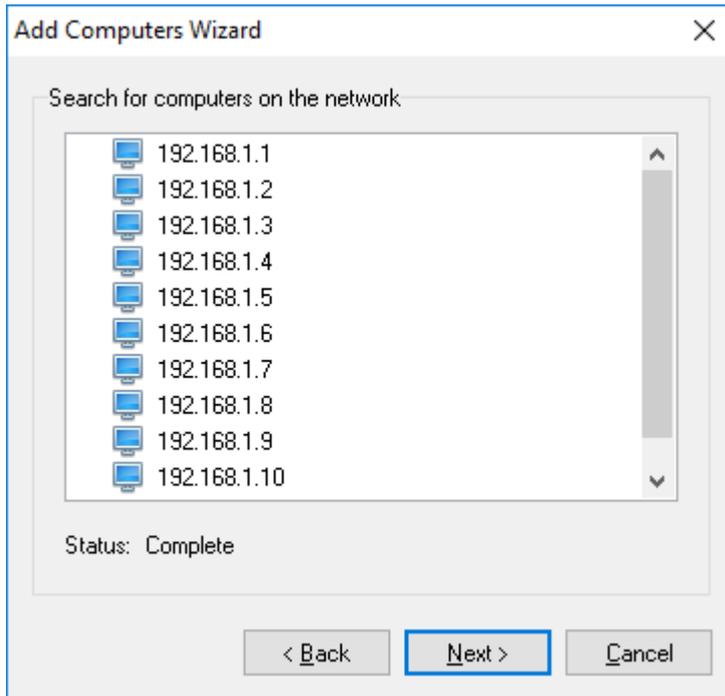
You will see the list of found computers after the scanning process is over. To change the search parameters, click the **Back** button. If the results are okay, move to the next page by clicking the **Next** button.

Select grouping type for computers

You can specify how to add the found computers to the list on this page.
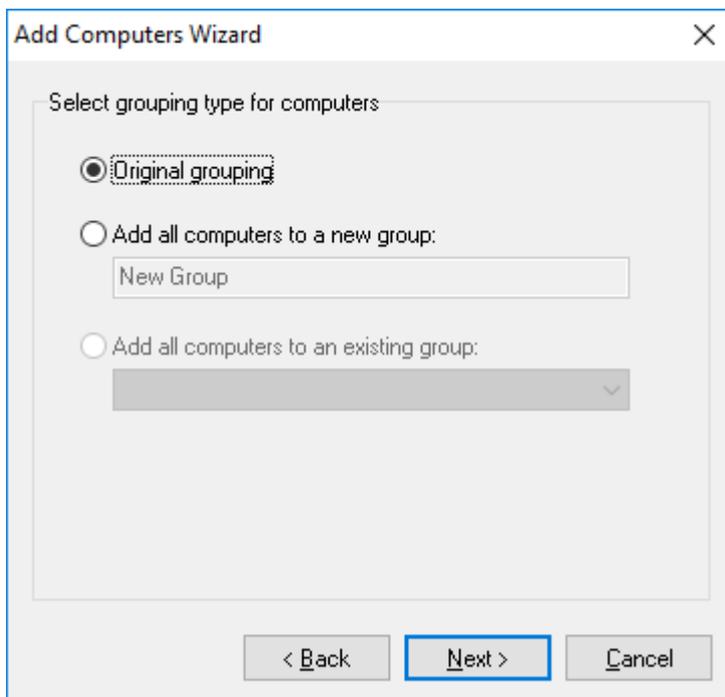
Leave original grouping

If you select the **Leave original grouping option**, you will add the computers the way they were shown on the previous page and computer groups will correspond to the domains and workgroups detected in the network neighborhood.

Add computers to a new group

If you want the computers to be in one group for some reason, you should select **Add computers to a new group**. After you select this option, you can specify the name of a new group.

Add computers to an existing group

After you select this option, you can specify an existing group to add the computers

Then you will be able to move on by clicking the **Next** button.

Add computers to list

You may specify option, what to do, if found computers are already in the list.
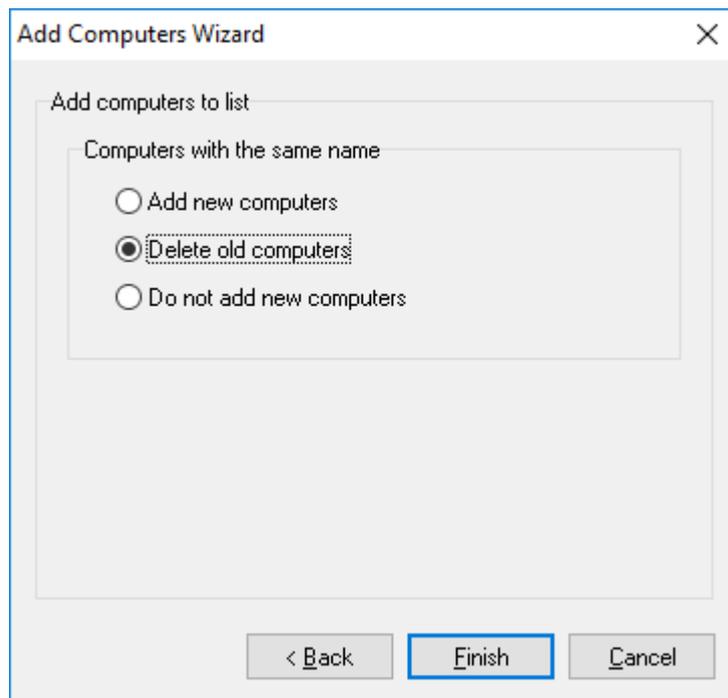
Add new computers

Found computers will be added even if they are already in the list.

Delete old computers

Found computers will be added. If the computer is in the list then the old one will be deleted and the new computer will be added.

Do not add new computers

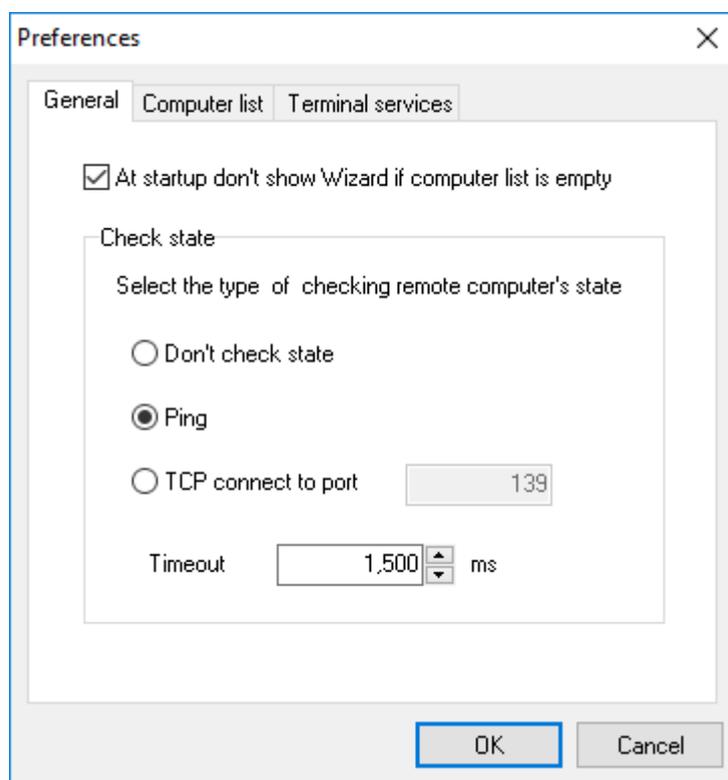New computer will not be added if they are already in the list.

After you click the **Finish** button, all found computers will be added to the computer list in the main window.

Preferences

You can use this dialog box to configure the program. The preferences are grouped into 3 tabs.

General

You can use this tab to specify the general program preferences.

At startup don't show Wizard if computer list is empty

Once started, the program checks if there are any computers in the list. If there are no computers in the list, you will be offered to start the Add Computers Wizard. If you want to disable this feature, select the Don't show Wizard if computer list is empty checkbox.

Check state

 You may select the type of checking remote computer's state. This method will be used during updating computer list.

Don't check state

Computer's state will not be checked. Remote computer will always be considered as it is on.

Ping

Computer's state will be checked with ping command.

TCP connect to port

Computer's state will be checked by connecting to specified port. If connection is successful, the computer is considered as it is on.

Timeout

Timeout to check the computer is on/off. If computer responds earlier than specified period of time then computer is considered as it is on.

Computer list

You can specify the computer list preferences on this tab.
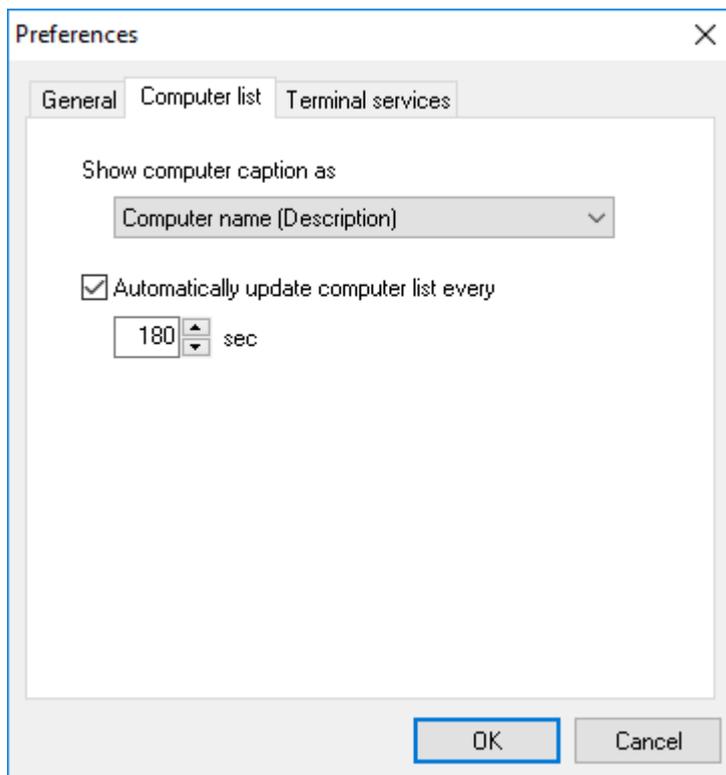
Show computer caption as

You can select how to display computer names in the list. Available options:

- Description (Computer name)
- Computer name (Description)
- Computer name
- Description

Automatically update list every

If you select this checkbox, the program will update the state of computers (on/off) using the specified time interval. The state of computers is checked with the methods selected in the properties of each computer. If you do not select this checkbox, all computers in the list will be shown as active (on).

Terminal services

You can specify the monitoring terminal services preferences on this tab.
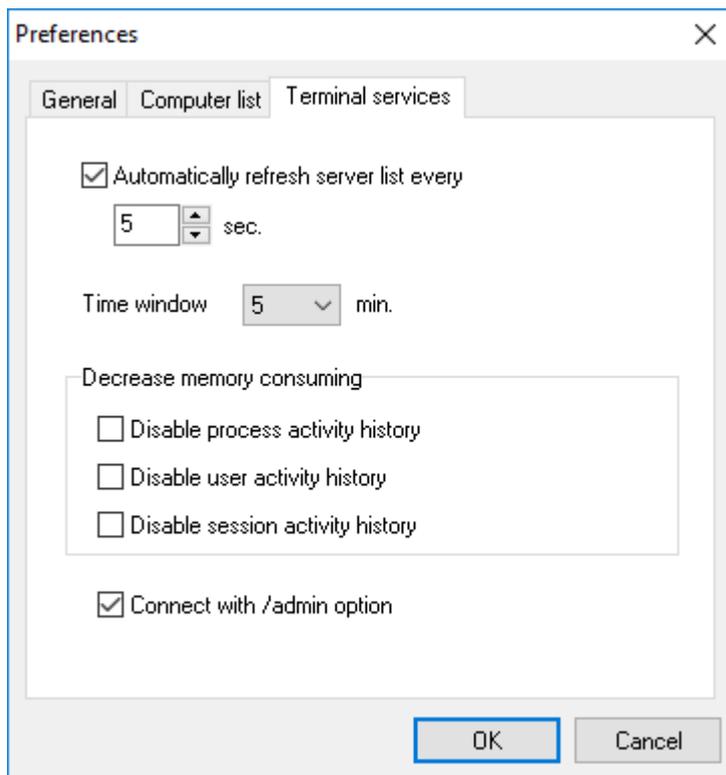
Automatically refresh server list every

You may specify after what period of time data for servers should be updated. Default value is 5 seconds. We recommend to specify a value more than 5 seconds in order not to overload servers.

Also, you may disable automatic data refresh by unchecking this option.

Time window

Time window will be shown on graphs. Default value is 5 minutes. We don't recommend to specify value more than few hours in order not to overload memory with the program data.

Decrease memory consuming

To decrease memory consumption, history for some parameters may be disabled. If you disable history for parameters, then you can not view graphs for these parameters.

Connect with /admin option

By default, the Connect with /admin option check box is selected. If you connect to a session by using the /admin option, membership in the Administrators group on the remote computer is the minimum required.

If you do not want to connect to a session by using the /admin option, clear the Connect with /admin option check box.