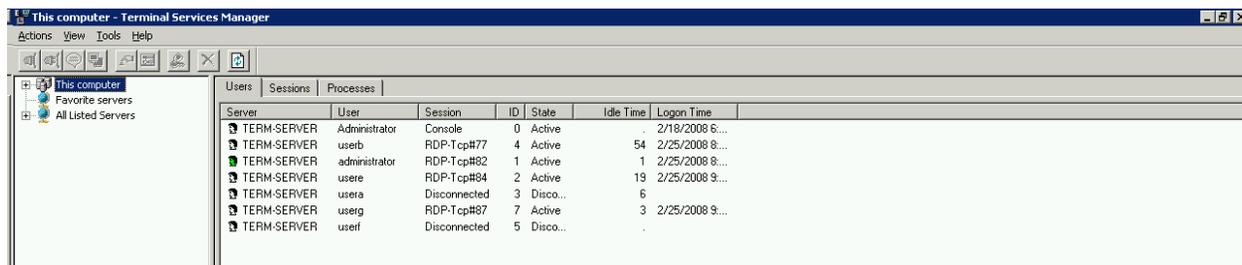# Terminal server operation notes

There are only a few operational tasks that are necessary with a terminal server.

1. Manage the sessions of the users that are logged in: log them off or reset their session.
   A. Logging them off is the same as if you were logging off a normal PC, it closes all programs that are currently open.
   B. Resetting their session is the same as rebooting a PC, sometimes a program will get hung up and the session has to be reset before anything can be done. Just like a normal PC. After a reset, the user will have to connect again and logon.
2. Look to see who has files open so that software installations, updates and backups can take place.
   A. Sometimes a software update or backup can fail because there are files in use by a network user. Until this user closes the open files, the update will not succeed.

Both of these tasks are accomplished through the Terminal Server Manager tool.  This tool is found in the Control Panel under Administrative Tools. There may be a shortcut to it on the desktop of the terminal server.  By opening this tool, the following interface is seen.

| Server | User | Session | ID | State | Idle Time | Logon Time |
|--------|------|---------|----|-------|-----------|------------|
| TERM-SERVER | Administrator | Console | 0 | Active | . | 2/18/2008 6:... |
| TERM-SERVER | userb | RDP-Tcp#77 | 4 | Active | 54 | 2/25/2008 8:... |
| TERM-SERVER | administrator | RDP-Tcp#82 | 1 | Active | 1 | 2/25/2008 8:... |
| TERM-SERVER | usere | RDP-Tcp#84 | 2 | Active | 19 | 2/25/2008 9:... |
| TERM-SERVER | usera | Disconnected | 3 | Disco... | 6 | |
| TERM-SERVER | userg | RDP-Tcp#87 | 7 | Active | 3 | 2/25/2008 9:... |
| TERM-SERVER | userf | Disconnected | 5 | Disco... | . | |

Please notice that there is a column named "Session" and one named "State"

These columns tell the condition of the offsite connection.  If the session is Active, then it is the same as if a normal PC was logged into the network, if it is Disconnected, then it means that the connection was broken somehow. Sometimes this is because the internet connection was lost, or the remote user was on a laptop that went to sleep or ran out of battery. Sometimes it is because the remote user clicked on the X in the upper right hand corner of the Windows desktop to end the session without logging out properly.

For any reason, a disconnected user can be logged off by right clicking on the user and choosing Log Off.  They can also be Reset by right clicking.

To see if any user has particular files open, click on the tab named Processes.  After this is open, click on the column heading named User, this will sort all the processes by user. You can then look at the files opened by the users and see if you recognize any that relate to the reason you are looking into this.

When resetting or logging users off  NEVER work with the administrator account that has the icon of a head colored green. If you do, this will REBOOT the SERVER!