

RoboMon NT/2000 - Terminal Server Intelligent Solution Set

Automated management for Microsoft® Terminal Server, Windows® 2000 Terminal Services and Citrix MetaFrame™

Manage Any Terminal Server Environment Better

RoboMon's Terminal Server Intelligent Solution Set provides easily configurable proactive monitoring and problem solving for any size Terminal Server environment. It scales from a single server delivering one application to a few clients, to multiple servers delivering a range of applications to diverse clients (running the Citrix MetaFrame add-in) across a global eBusiness enterprise. RoboMon's automated, out-of-the-box Terminal Server Intelligent Solution Set operates through an integrated set of rules that detect and correct problems before your users experience failures or slow-downs. It monitors all aspects of Terminal Server availability and performance, including:

- Server and network performance, such as errors, timeouts, and availability of connections, and
- Client behavior, such as users with too many applications open or sessions that have been idle for an excessive period of time.

RoboMon NT/2000 Event Monitor

The screenshot shows the RoboMon Event Monitor interface. At the top, it says "Open problems for Enterprise" with several icons representing different types of alerts. Below this is a table of events:

EventDateTime	Class	SubClass	Computer	Severity	RuleName
09/02/00 04:15:01 PM	TERMINAL SE...	ACTIVE SESSIONS	SLIM2000	3	ACTIVE_SESSIONS
09/02/00 04:00:10 PM	AUTOMATION	NETWORK	GLOBAL	3	UNREACHABLE_COMPU
09/02/00 04:00:10 PM	AUTOMATION	NETWORK	GLOBAL	3	UNREACHABLE_COMPU
09/02/00 03:55:01 PM	IIS	INTERNET SECUR...	GLOBAL	3	LOGON_FAILURE_ALERT
09/02/00 03:55:01 PM	IIS	INTERNET	STAGING	3	URL_UNREACHABLE

Below the table, a detailed event description is shown:

```
Updated severity 3 problem for computer SLIM2000 at 9/2/00 04:15:01 PM.
Generated by rule ACTIVE_SESSIONS of type ACTIVE_SESSIONS in TERMINAL SERVER.
Acknowledged by KAB at 9/2/00 04:26:39 PM.

Terminal Server SLIM2000 is over the threshold for current active
sessions. There are currently 105 sessions actively
logged on to the server. The current allowed maximum for this server
is 100. Check the RoboMon Event Monitor for recent
message events regarding users warned for excessive idle time. It may
be possible to reduce the number of active sessions by firing the
Logoff_Idle_TS2000_Sessions rule, which will automatically log off any session
which has been idle for more than the limit of 45 minutes,
as defined in the RoboMon Solutions Manager.
```

The status bar at the bottom indicates "Ready", "5 events", and the time "09/02/00 4:28:41 PM".

RoboMon can diagnose and correct problems on the spot, or escalate them to your attention at a central monitoring location.

Note: For systems running Citrix WinFrame, please see the Citrix WinFrame Intelligent Solution Set datasheet.

Key Benefits

- Works out of the box, with no setup time
- Configures to any size Terminal Server environment
- Fixes problems automatically, focuses your staff's time on the issues you target
- Allows centralized monitoring of remote systems
- May be precisely customized for each environment
- Provides intuitive, graphical interface for management and customization
- Integrates with RoboMon's enterprise-wide total eBusiness infrastructure management solution (see below)

What RoboMon's Terminal Server Intelligent Solutions Set Monitors

RoboMon's Terminal Server Intelligent Solution Set provides comprehensive monitoring and management of running Terminal Server systems. Specific rules are designed to:

- Report poor client cache efficiency, which may result in degraded performance on the client
- Raise an alert when error rates or session timeouts, possibly due to noisy transmission lines, exceed defined maximums, and recommend actions to improve performance
- Check for sessions using excessive processor time and placing unnecessary strain on server resources, which may indicate too many applications open on the client
- Warn when there are no more Terminal Server connections available, enabling remedies to be implemented before productive worker time is lost
- Raise an alert when there are excessive active Terminal Server sessions, and log off idle sessions, optionally or automatically, reporting which users were logged off in this manner
- Warn users with idle sessions to log off the system, thus conserving server resources, and report which users have been issued this warning

What Rules Mean to You

RoboMon rules work out-of-the-box, with no tweaking, for any size Terminal Server configuration. In addition, each RoboMon rule may be completely customized, allowing precise control over threshold settings through the Solutions Manager, as well as actions to be taken, required notifications and alerts. RoboMon's intuitive, graphical Rule Designer allows you to tailor rules and create new rules without writing a single line of code. Customized rules may be deployed to individual machines, domains or throughout the enterprise, via simple, efficient, drag & drop operations in the RoboMon Enterprise Manager.

The Total RoboMon Solution

RoboMon for Windows NT/2000 is automated eBusiness infrastructure management software that detects and corrects complex application, system and network problems to ensure the highest levels of availability and performance.

RoboMon includes a suite of pre-defined rules, called Intelligent Solution Sets, that work out of the box to detect and correct problems with applications, systems and networks, including Windows NT/2000, Microsoft BackOffice, and SNMP-based network components.

RoboMon may be configured to notify staff of problems in real time, or to take corrective action independently and monitor the results for success. RoboMon's many notification options include paging, e-mail, SNMP trap, net send messages, and centralized event reporting through the Event Monitor, enabling it to integrate with and supplement your current staff notification practices.

Where RoboMon's Terminal Server Intelligent Solution Set Gets Its Data

- Perfmon counters
- Win32 API
- RoboMon-created ASCII log files

RoboMon's Terminal Server Rules

Active_TS2000_Sessions

Monitors the number of active sessions currently logged on to the Terminal Server, and raises an alert if the number of active sessions exceeds the maximum allowed, defined in the RoboMon Solutions Manager.

Logoff_Idle_TS2000_Sessions

Automatically logs off any session whose idle time exceeds a user-defined maximum.

Session_Cache_Efficiency

Monitors the cache hit ratio for clients attached to a Terminal Server.

Session_Errors

Warns when errors per session exceeds a user defined threshold.

Session_Processor_Time

Raises an alert when processor time utilized by sessions exceeds a user defined threshold.

Session_Timeouts

Warns when number of sessions timed out exceeds a user defined threshold.

Warn_Idle_TS2000_Sessions

Monitors the Terminal Server logins for accounts that have been idle in excess of user defined limits and sends idle users a warning. Sends a list of warned users for viewing in the RoboMon Event Monitor.

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