

These improvements will quickly help you to determine processes, which load out the terminal server's RAM and CPU the most, dividing them by specific users, so that you're able to immediately react and notify the user, or possibly to automate solutions of overloading - setting the processes, which most load out the terminal server, to be automatically turned off by Watches.

There are two places to view load of terminal servers :

View in Online information load by TOP users

In the section Online information, you get instant information about two processes, which load CPU and RAM the most, also assigned to the user, who executed these processes

The screenshot displays the 'Zóny' (Zones) section of the Customer Monitor web interface. The left sidebar contains navigation links such as 'Upozornenia', 'Porady', 'Zobrazenie', 'Zóny', 'Počítače', 'Zmeny na počítač', 'Priebeh monitoringu', and 'Monitor'. The main content area shows system performance metrics (CPU kernel usage, Memory usage, Disk activity, Disk avg read queue, Disk avg write queue) and three tables: 'Processes by cpu', 'Processes by memory', and 'Processes by user'. The 'Processes by user' table is highlighted with a red box, showing two users: 'User 1' and 'User 2'. A red arrow points to the 'Processes by memory' table, which also shows two processes. The interface includes a top navigation bar with 'Admin zóna', 'Prehľadanie a Vyhodnotenie', 'Customer Desk', and 'Communicator' tabs. The bottom of the interface shows a footer with 'Copyright © 2010-2011 Customer Monitor'.

Image: Zobrazenie v Online informáciách zaťaženie od TOP používateľov

If you wish to view a detailed list of load of the terminal server, with division by users, it can be found through the C-Monitor client, section *System info - user consumption*, as you can see on the next image.

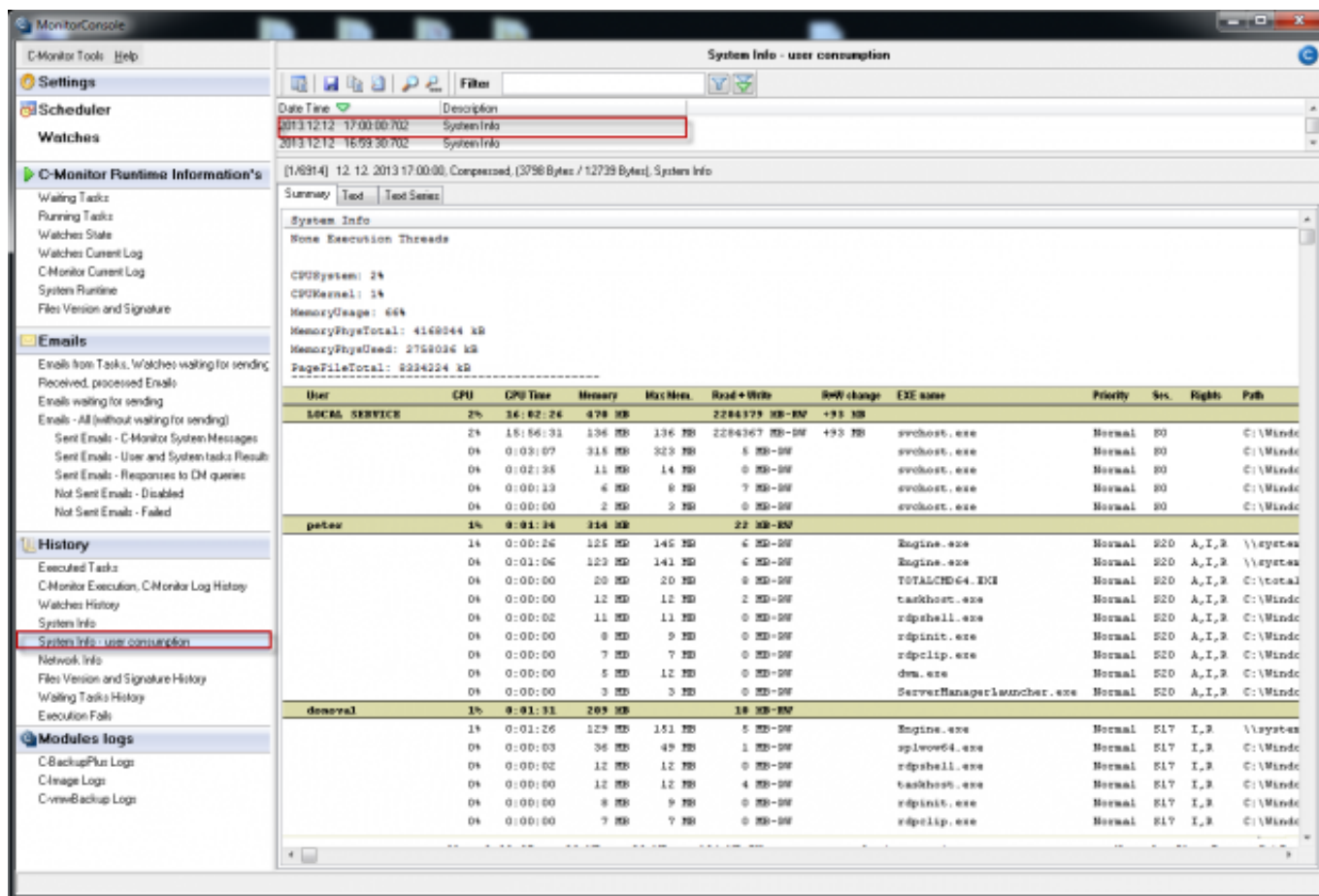


Image: Detailný rozpis zaťaženia terminálového servera s rozdelením na používateľov

Monitoring and hard termination of a specific process, which is long-term loading the server with notification to the user in Watches

For automatic termination of processes, which load the server for a long time, you can configure a Watch, which will monitor the given process, and if it measures values higher than those you set as the limit values, this Watch will automatically terminate the process and notify the user, who had this process running.

You can add this watch through C-Monitor client, in the section Watches by using the wizard, as displayed on the next image. Select the Watch called *Process usage (memory, CPU)* and press *Next*.

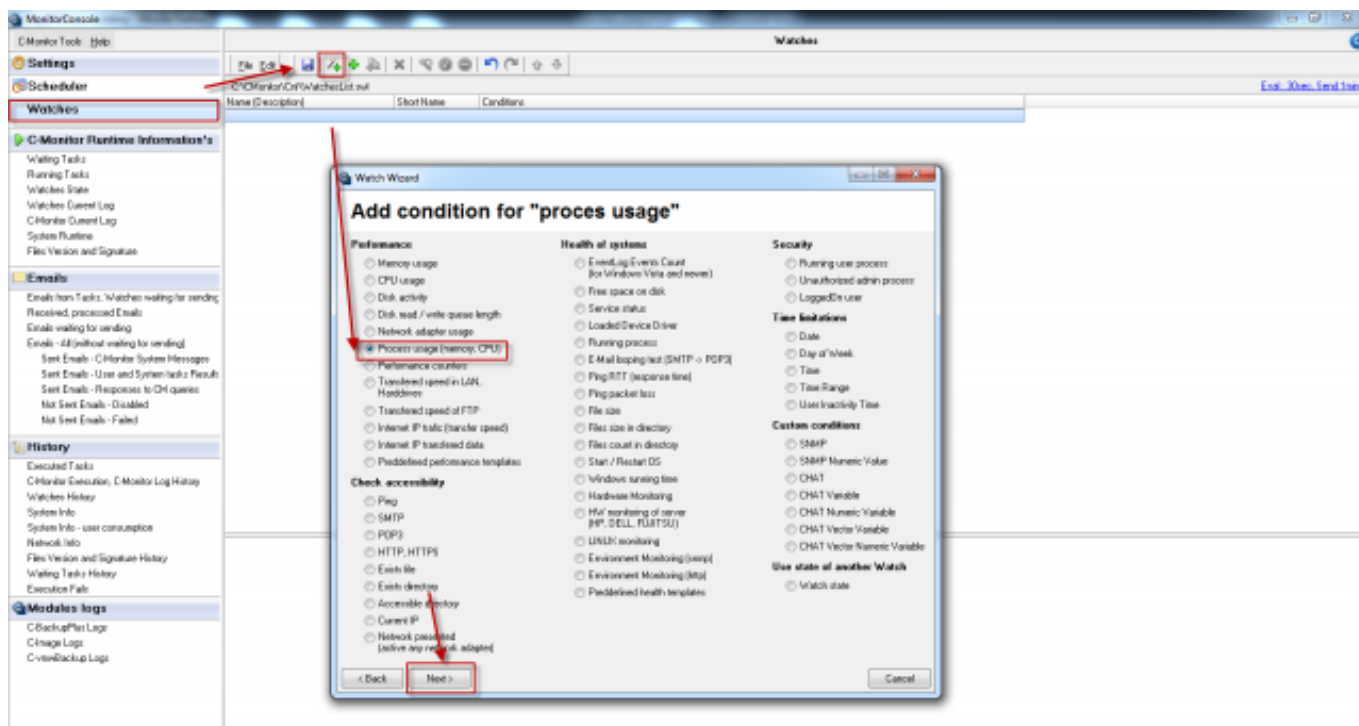


Image: Vytvorenie watchu

In the next window, choose a process, which the Watch is going to observe and set the limit value, by which this process can load the server.

The screenshot shows the 'Watch Wizard' window with the title 'Process usage (memory, CPU, ...)'. The window contains the following elements:

- Exe Name (full path, name optional):** A text field containing 'firefox.exe'. A blue callout bubble labeled 'Názov procesu' points to this field.
- Parameter:** A dropdown menu showing 'CPU Usage [%]'. A red box highlights this dropdown.
- Operator:** A dropdown menu showing '>'.
- Value:** A text field containing '70'. A blue callout bubble labeled 'Hraničná hodnota zaťaženia' points to this field.
- Value from this condition send to CM server:** A section with three radio buttons: 'If value changes more than' (selected), 'Always', and 'Never'. A text field next to the first option contains '2'. A red arrow points from this section to a dropdown menu.
- Assess the state of watch:** An unchecked checkbox.
- Dropdown menu:** A list showing 'CPU Usage [%]', 'Memory Usage [% phys]', 'Memory Usage [kB]', and 'Memory Usage [MB]'. A red box highlights this menu.
- Navigation buttons:** '< Back', 'Next >', and 'Cancel' buttons at the bottom. The 'Next >' button is highlighted with a red box.

Image: Vyber procesu, ktorý sa bude sledovať

In the next window, you can add conditions to monitor more processes with only one Watch, when you're finished, press *Next*

The screenshot shows the 'Watch Wizard' window with the title 'Conditions for "proces usage"'. It contains a list of conditions, with the first one being 'Process "firefox.exe" CPU Usage > 70%'. Below the list are buttons for 'Add Condition', 'Edit Condition', and 'Delete Condition'. The 'State of watch is' section shows 'OK' and a dropdown menu set to 'if all conditions are true'. There is also a checkbox for 'Delay for FAIL state' and a 'Show Advanced Options' button. A red arrow points to the 'Next >' button at the bottom. A note at the bottom states: 'Note: Watches are active from 5 min. after the operating system start'.

Image: V nasledujúcom okne si môžete pridať viacero podmienok pre sledovanie viacerých procesom pomocou jedného watchu

In the next window, you should configure an action that will be executed, in case the Watch is switched into *Fail* state, i.e. the process will begin to overload the server. To kill the process, select the option shown in the image - *Kill Process by watch DynamicID*. In the field above, you can set the time interval, after which will this action be executed (delay), in the third part you can type a message that will be displayed to the user when the process is terminated. All settings are illustrated on the next image

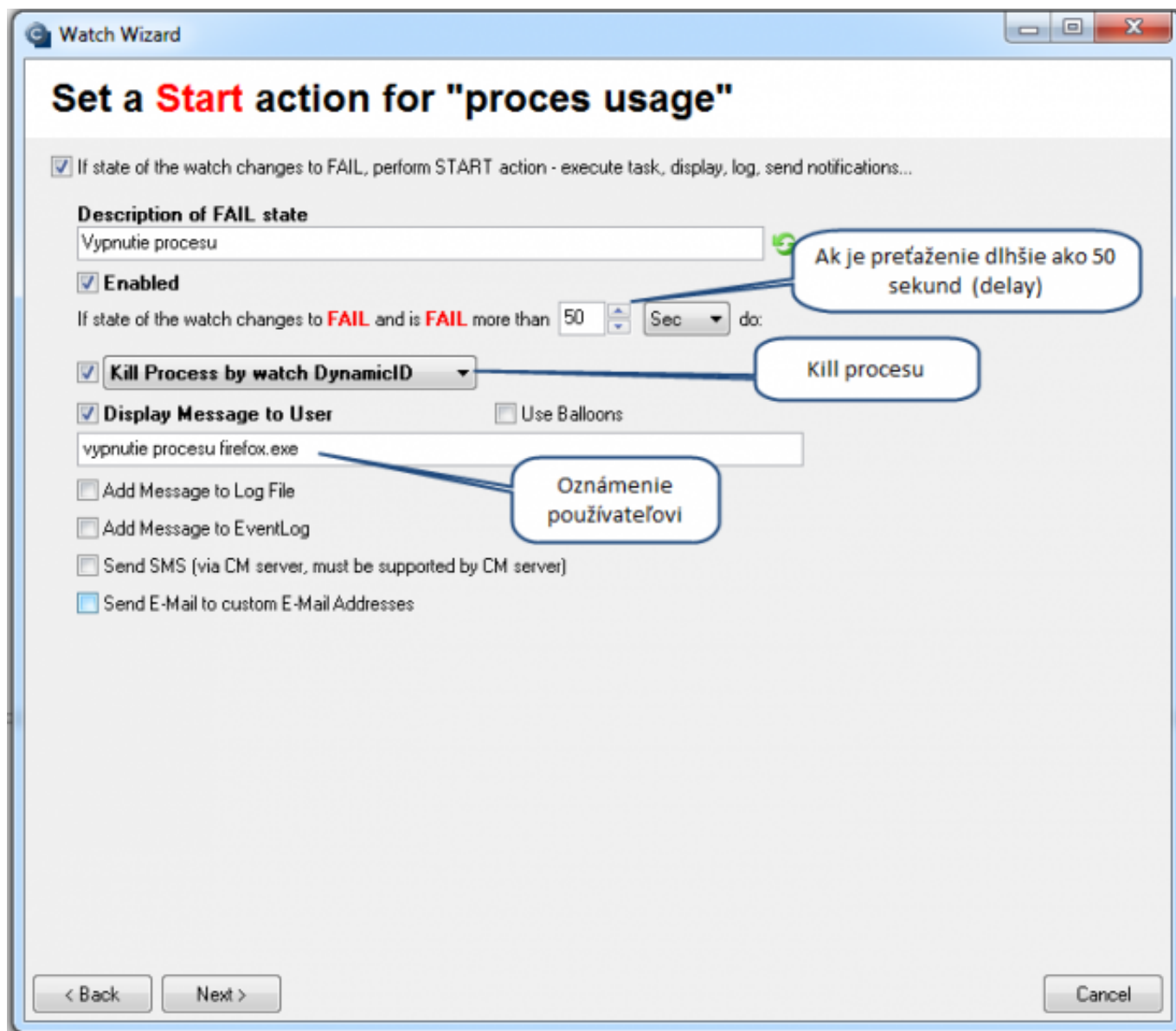
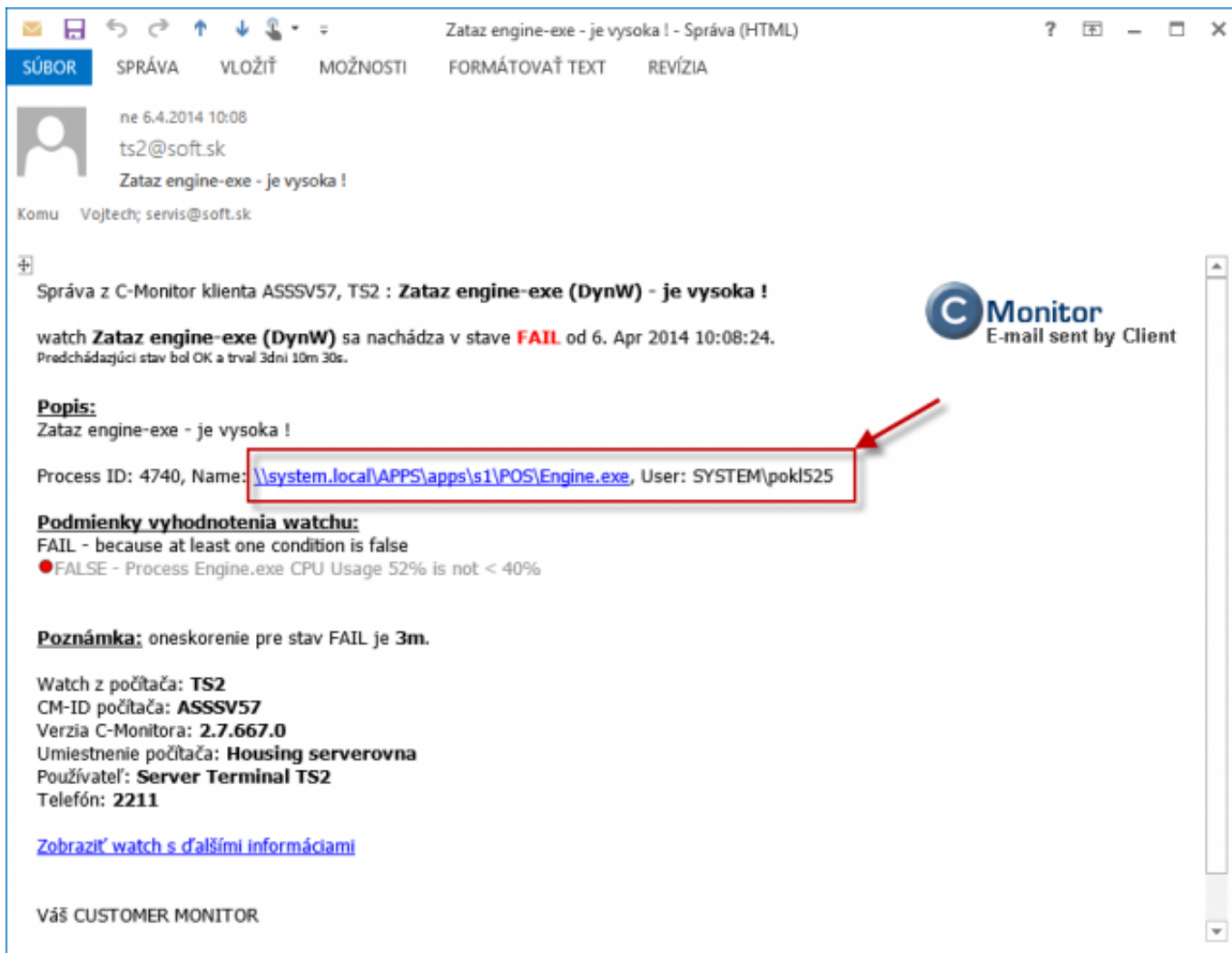


Image: Nastavenie akcie, ktorá sa má vykonať v prípade že watch prejde do stavu fail

The mail notification about overload by the process, sent from C-Monitor, contains specific information about the user and exact storage of the application (this is important, if the given application is stored on several places - it will allow you to solve another overload operatively and without any delay (if you don't want to have that processed Killed after certain time, as we've described above).



SÚBOR SPRÁVA VLOŽIŤ MOŽNOSTI FORMÁTOVAŤ TEXT REVÍZIA

ne 6.4.2014 10:08
ts2@soft.sk
Zataz engine-exe - je vysoka !
Komu Vojtech; servis@soft.sk

Správa z C-Monitor klienta ASSSV57, TS2 : **Zataz engine-exe (DynW) - je vysoka !**

watch **Zataz engine-exe (DynW)** sa nachádza v stave **FAIL** od 6. Apr 2014 10:08:24.
Predchádzajúci stav bol OK a trval 3dni 10m 30s.

Popis:
Zataz engine-exe - je vysoka !

Process ID: 4740, Name: **\\system.local\\APPS\\apps\\s1\\POS\\Engine.exe**, User: SYSTEM\\poki525

Podmienky vyhodnotenia watchu:
FAIL - because at least one condition is false
● FALSE - Process Engine.exe CPU Usage 52% is not < 40%

Poznámka: oneskorenie pre stav FAIL je 3m.

Watch z počítača: **TS2**
CM-ID počítača: **ASSSV57**
Verzia C-Monitora: **2.7.667.0**
Umiestnenie počítača: **Housing serverovna**
Používateľ: **Server Terminal TS2**
Telefón: **2211**

[Zobrazit' watch s ďalšími informáciami](#)

Váš CUSTOMER MONITOR

Date:

01/07/2014