



View TS Agent Data

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View Information About the TS Agent

Use the following procedure to view the current user sessions on the network and the port ranges assigned to each session. The data is read-only.





Step 1 On the server where you installed the TS agent, start the TS agent interface as described in [Start the TS Agent Configuration Interface](#).

Step 2 Click the **Monitor** tab. The following columns are displayed:

- **REST Server ID:** Host name or IP address of the management center that is reporting the information. This information is useful if you have a high availability configuration.
- **Source IP:** Displays the user's IP address value in IPv4 and/or IPv6 format. When both IPv4 and IPv6 addresses are configured and a new session is just created, both IPv4 and IPv6 addresses are displayed in separate rows.
- **Status:** Displays the status of assigning ports to the user. For more information, see [View Connection Status, on page 2](#).
- **Session ID:** Number that identifies the user's session. A user can have more than one session at a time.
- **Username:** Username associated with the session.
- **Domain:** Active Directory domain in which the user logged in.
- **Port Range:** Port range assigned to the user. (A value of 0 indicates an issue assigning ports; for more information, see [View Connection Status, on page 2](#)).
- **TCP Ports Usage and UDP Ports Usage:** Displays the percentage of allocated ports per user. When the percentage exceeds 50%, the field background is yellow. When the percentage exceeds 80%, the field background is red.
- **Login Date:** Date the user logged in.

Step 3 The following table shows the actions you can perform:

Item	Description
Click column heading	Sort data in the table by that column.

Item	Description
	Enter a portion of a username or a complete username in the Filter by Username search field.
	Click to refresh sessions displayed on this tab page.
	Export the following troubleshooting information about the TS agent as text files: <ul style="list-style-type: none"> • XML file containing TS agent configuration data • Output from the netstat -a -n -o command • Windows task list • List of running drivers
	Check the box next to one or more session to restream those sessions to the management center. You can use this in the event the user service fails on the management center. For example, suppose a user logs in to the TS agent server after the user service fails on the management center. You can use this option to send the user session again after the user service is restored. This should cause Success to be displayed for that user in the Status column.

View Connection Status

When users have logged into Terminal Services where TS agent is installed, a new system session is created, a port range is allocated for this session, and the results are sent to management center for propagation to managed devices.

The Monitor tab page enables you to confirm that the port range was successfully sent to the management center. Among the reasons why the process might have failed include:

- Network connectivity issues
 - Invalid VDI credentials
- Token expiration
- Incorrect domain name configured for the realm

Step 1 On the server where you installed the TS agent, start the TS agent interface as described in [Start the TS Agent Configuration Interface](#).

Step 2 Click the **Monitor** tab.

Step 3 The Status column has one of the following values:

- **Pending**: The action is pending but not yet completed.

- **Failed:** The action failed. Click the word **Failed** to view an error message. If the error indicates a communication failure with the management center, try to restream traffic for that session as discussed in [View Information About the TS Agent](#).
 - **Success:** The action completed successfully.
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View TS Agent User, User Session, and TCP/UDP Connection Data on the Management Center

Use the following procedure to view data reported by the TS agent. For more information about the management center tables, see the *Cisco Secure Firewall Management Center Configuration Guide*.

- Step 1** Log in to the management center where you configured the realms targeting the users your server is monitoring.
- Step 2** To view users in the Users table, choose **Analysis > Users > Users**. The management center populates the **Current IP**, **End Port**, and **Start Port** columns if a TS agent user's session is currently active.
- Step 3** To view user sessions in the User Activity table, choose **Analysis > Users > User Activity**. The management center populates the **Current IP**, **End Port**, and **Start Port** columns if the TS agent reported the user session.
- Step 4** To view TCP/UDP connections in the Connection Events table, choose **Analysis > Connections > Events**. The management center populates the **Initiator/Responder IP** field with the IP address of the TS agent that reported the connection and the **Source Port/ICMP Type** field with the port the TS agent assigned to the connection.
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