Advantzware

Manufacturing & Distribution
Software for Packaging

Disconnecting Users with User Monitor and User Control (NK5)

01/23/2020

Document/Version History

Version	Date	Author	Note
1.0	01/23/2020	MT	Initial Document
2.0	03/25/2020	MT	Revision to conform with ASI Release 20.01.00

Contents

Document Summary

There are some circumstances where one or more users can appear to be logged into the Advantzware system after their connection has closed. This usually occurs when a user has experienced an abnormal program termination ("ASI crashed") or when the user was logged in during a database maintenance event, such as a backup or an upgrade.

You may also have policies where you want a user to be "timed out" after a certain period, to prevent the consumption of your seat licenses when a user leaves the system running after they go home for the day, for example.

We have created a set of programs that allow you to better control these situations. This document describes those features, and how they can be implemented in your environment.

Document Overview

This Manual is intended to

- Provide instructions for setting up the User Monitor process on your server. User Monitor is a function that can disconnect users from the ASI system and associated databases either on demand, or based on the duration of their connection.

- Provide instructions for utilizing the N-K-5 function for monitoring and, if needed, disconnecting "stale" and/or active users from the system.

This Manual is not intended to

- Teach anyone how to program in Progress

- Provide instructions for creating/serving an Advantzware Progress Database

- Provide application support for other Advantzware functions

Specialized Terms used in this Document:

- Task Scheduler – a Windows function that allows you to run a program on your server based on certain events or on a time-based schedule
- Batch file – a specialized text file that will run programs on your system
- ASI Administrator – a user set up in Advantzware (in N-U-3) that has a security level of 900 or higher

Setting Up the User Monitor

The User Monitor is a new function in Advantzware that is designed to run in "batch mode". That is, it is run once, on the server, and continues to process events and requests until it is "turned off". When running, the User Monitor function looks like this:
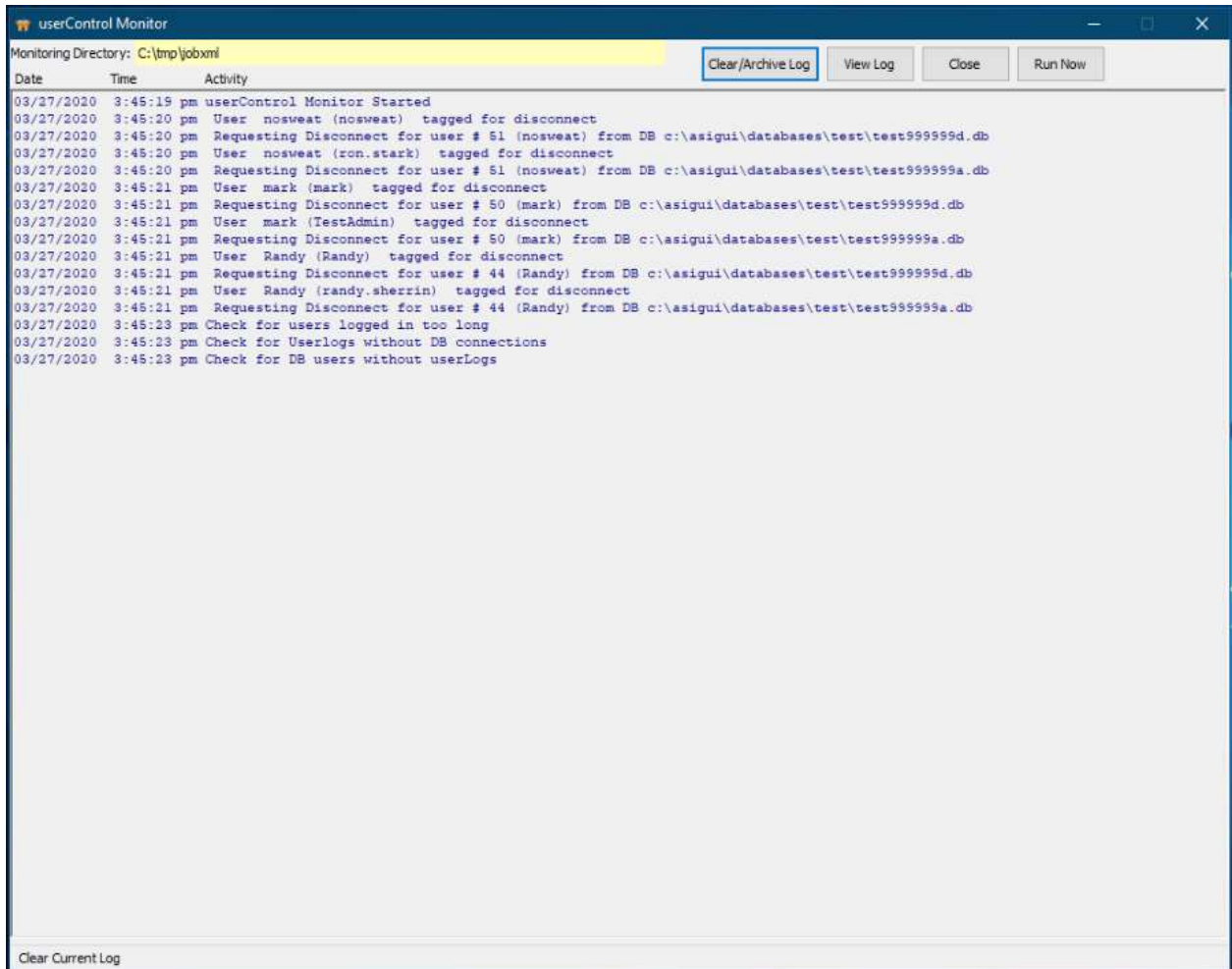
There are two ways to start the User Monitor: via a login "Mode" in the normal Advantzware login screen, or via a scheduled task in Task Scheduler. **Both methods must be performed on your ASI server using the Administrator account.**

Running User Monitor from the ASI Login Screen

To start the User Monitor from an ASI Login, you must:

1. Connect to your ASI server with Administrator credentials
   a. If you are using the server console, log in as Administrator with the Administrator password
      i. If you do not have a defined Administrator account, log into the server using the account that was in use when your ASI system was installed (You can contact ASI support for this account if you do not know it)
   b. If you are not using the server directly, you can Remote Desktop into the server (using the account defined above), and continue to follow this process.
2. Locate the Advantzware Server icon and run the program
3. Enter the userID "monitor" and password "monitor"
   a. Note that this password may have been changed by your system administrator. If so, you will need to use the changed value
4. Select the mode "AutoLogout"
5. Select the environment you want to monitor ("Prod" or "Test")
6. Press the Login button

7.

The monitor should now start and begin processing. You can minimize the monitor if you'd like. If you press the Close button, or close the monitor with the "X" control, it will stop running and you will not be able to manually or automatically log users out of the system.
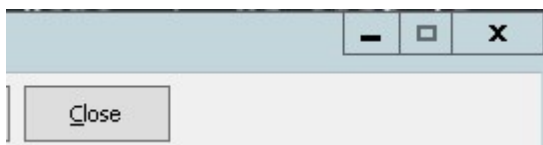
Starting the User Monitor with Task Scheduler

This method is a little more complicated to set up, but will ensure that the User Monitor is always running, without having to manually start it whenever the server is re-booted.

Your ASI system includes a "batch file" that can run the User Monitor unattended. This batch file, named "startUserMonitor.bat" is located on the server in the ASI directory structure under /Admin/EnvAdmin.

IMPORTANT: USING THIS METHOD, THERE IS NO VISUALIZATION THAT THE USER MONITOR IS RUNNING ON THE SERVER, I.E. – YOU DO NOT SEE THE USER MONITOR WINDOW. IF THIS IS IMPORTANT TO YOU, USE THE LOGIN METHOD.

To "schedule" this batch file to run whenever the server is started, do the following:

1. Log into the server with Administrator credentials as described above.
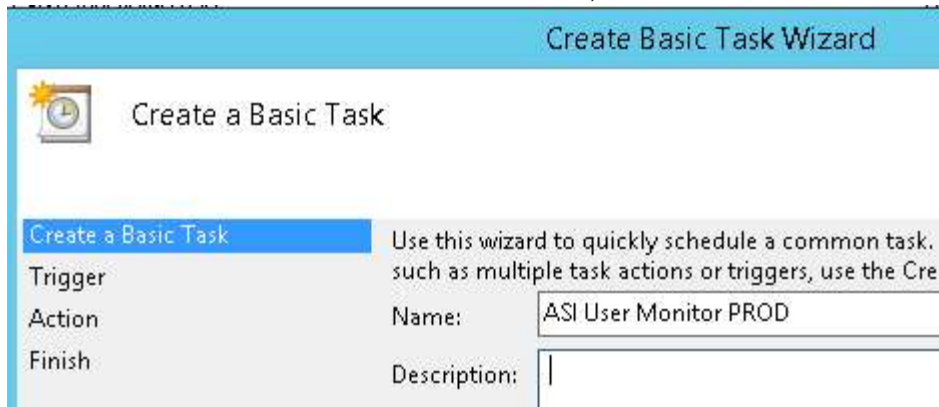2. Use the built-in FIND function to locate the Task Scheduler function:
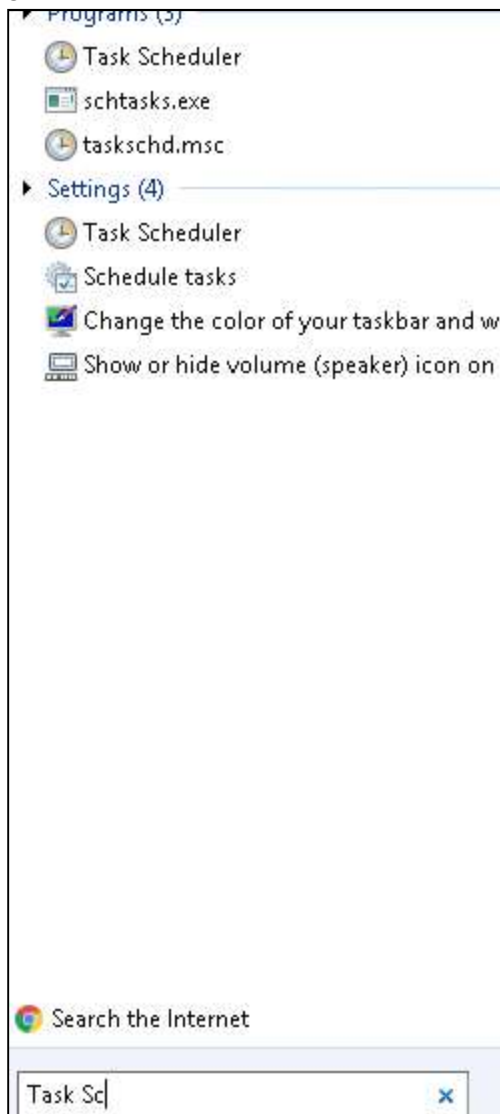
3. Run Task Scheduler and select Task Scheduler Library in the left-hand panel
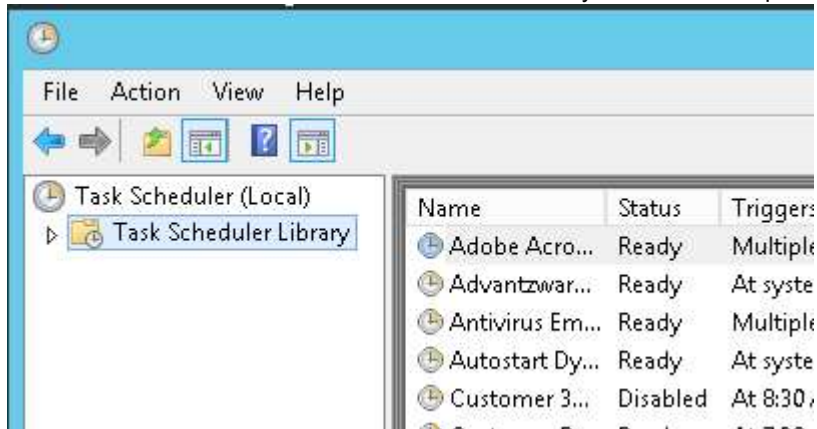
4. Select Create Basic Task in the right-hand panel
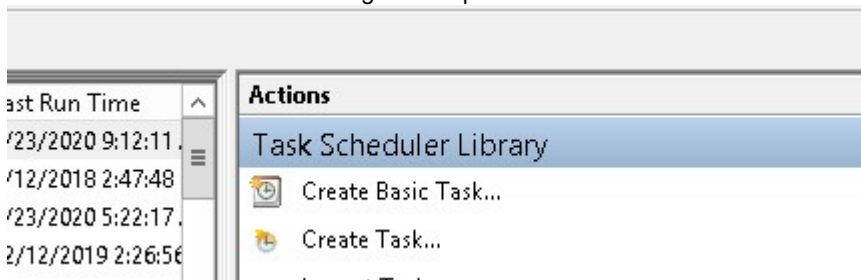
5. Enter a name for the Task that describes what it will do, and click the Next button

6. Select "When the computer starts" for the Task Trigger; click Next

7. Select "Start a program" for the Task Action; click Next

8. Use the Browse button to locate the startUserMonitor.bat file in the filesystem and select it

9. Enter the following information in the Add arguments section:
"monitor,monitor,<environment>,AutoLogout,<dbname>"
where <environment> is the environment to monitor and <dbname> is the database name to monitor, JUST

LIKE THE CHOICES YOU WOULD MAKE IN THE ASI LOGIN SCREEN.
IMPORTANT: You MUST include the quote marks in this entry!!!
10. Be sure to copy the PATH to the batch file in the "Start in" section. In the above example, this is "C:\ASIgui\Admin\Envadmin". Do NOT include the quote marks here.
11. Press Next, then press Finish
12. Select Properties from the bottom right-hand panel
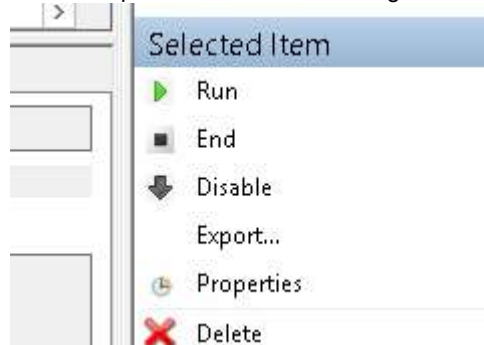
13. On the General tab displayed, ensure that:
    a. The user account for this task is set to Administrator
    b. Run whether user is logged on or not is selected
    c. Run with highest privileges is selected

14. Press OK.
15. You will be prompted to enter the Administrator password. Enter it and press OK to confirm this task.

As noted above, there will NOT be a running window displaying the User Monitor progress or events using this method. You can check that the monitor is running using Task Manager.

Using N-K-5 to Disconnect Users
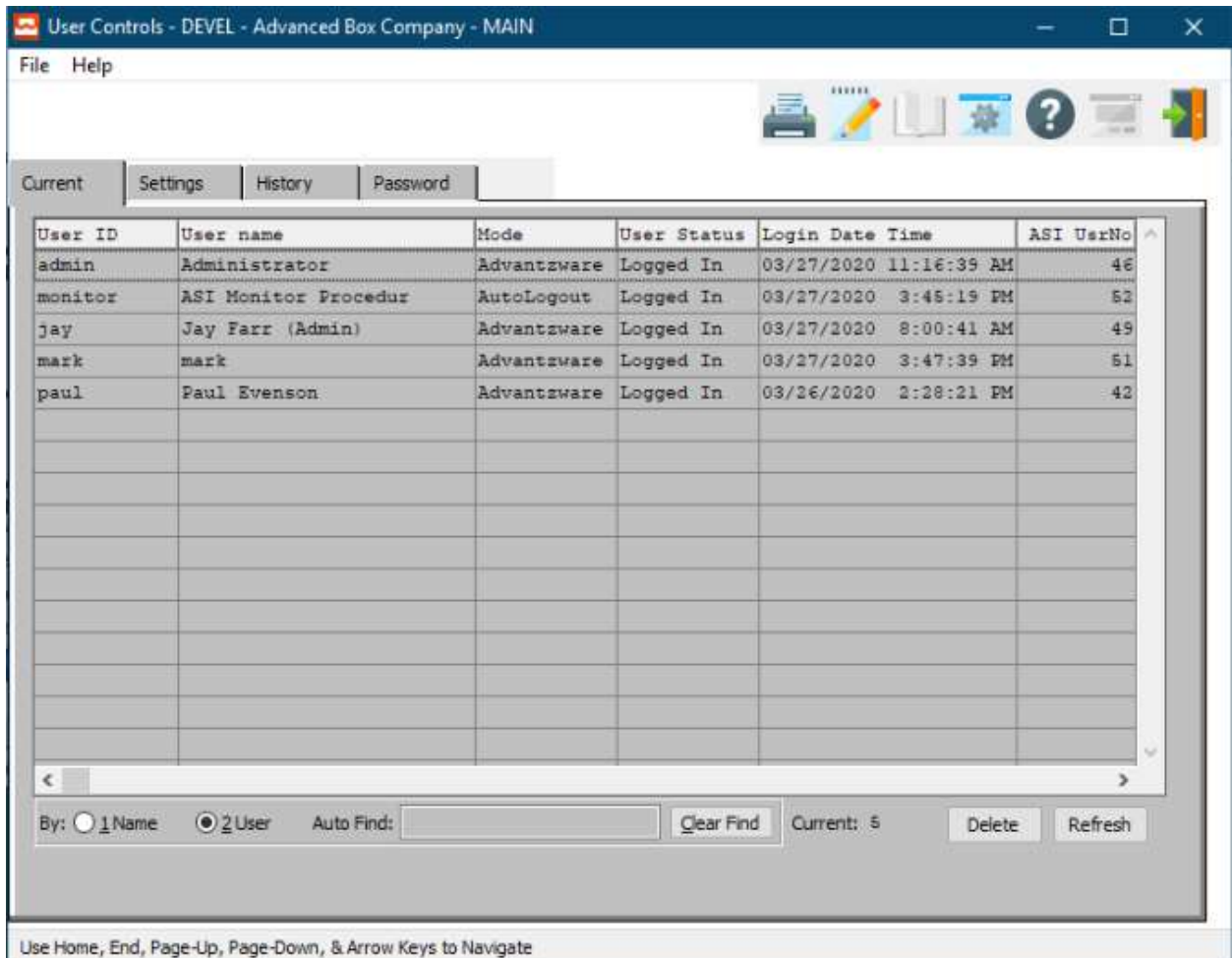
The User Controls function in Advantzware (N-K-5) is available to users and administrators with two noticeable differences. "Regular" users can *see* all the users logged into the system, but administrators can *control* who is logged in.

If you are an administrator (with security level set to 900 or above), you have the option of "booting" users out of Advantzware.

Normally, the User Monitor regularly "cleans up" any users who have been logged out of the system based on system crashes, application errors, or periods of inactivity. In some cases, however, an administrator may choose to log a user out of the system for other reasons. For example, if you detect that a user has "locked" a record so that other users are unable to continue their work, you can remove that user from the system manually.
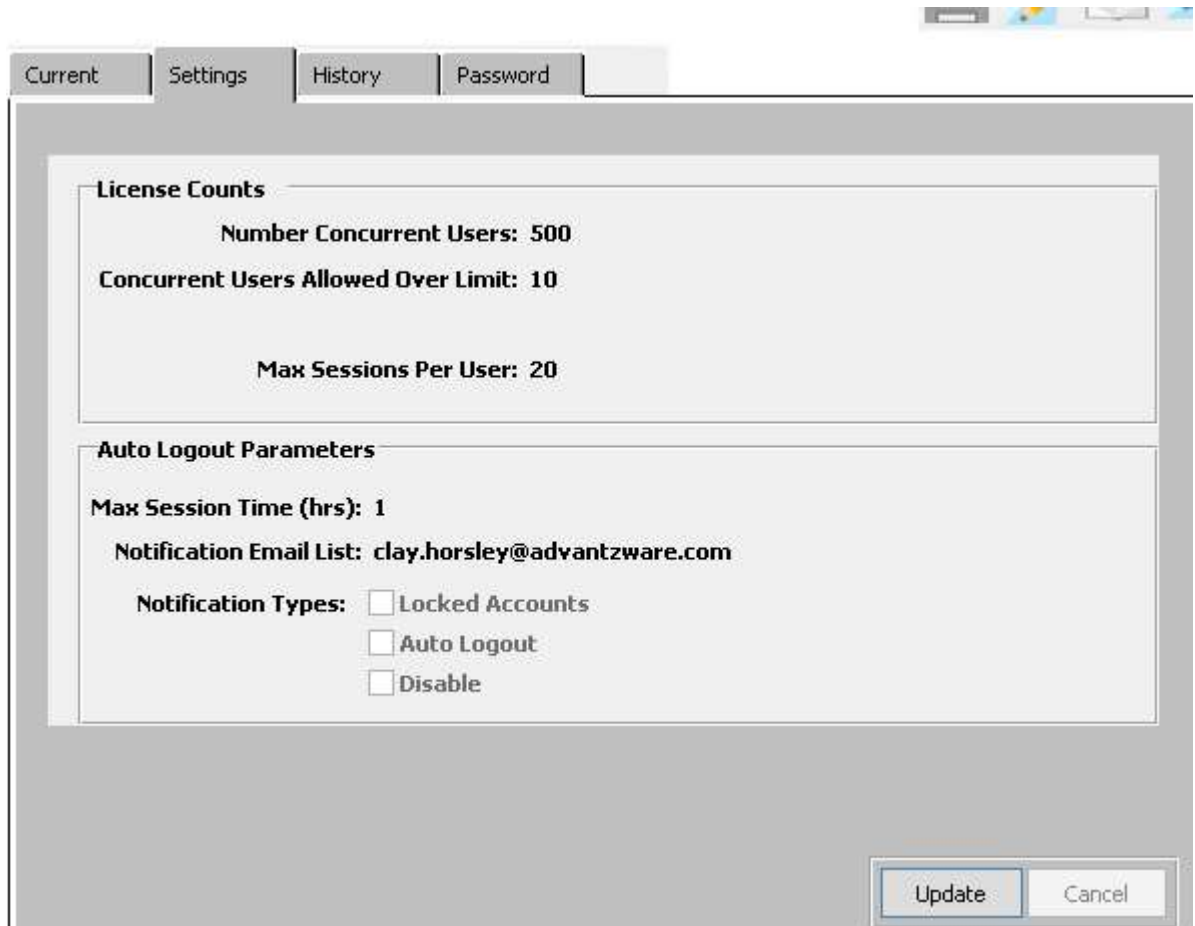
This is done by selecting one or more users in the list shown above and pressing the Delete button. This action sends a notice to the User Monitor that the user(s) should be disconnected, and that disconnect will occur within

the next 30 seconds. Users disconnected in this manner will receive an error message that they have been disconnected.

NOTE: if the administrator **also** uses NU3 to "lock" the user, the user may not re-enter the system until the lock is removed.

Auto Logout Settings

The User Control Settings tab contains controls for how and when the User Monitor will *automatically* disconnect users.

With these controls, an administrator can specify the length of time a user can be logged in before automatic disconnection. Additionally, an administrator can specify which events can trigger an email to one or more employees if a selected event occurs.