

😣 How to Kill a Stuck Client Remote App Session

This Quick Help document is designed to walk the nVision user through the process of ending a remote app session for nvision client. This can be a useful self-help when a session is hung up or unresponsive. The Remote App Connection used by nVision is a 'tunnel' into the server which houses the nVision client. nVision client users should already have access to this computer and should not require any set up to perform these steps.

If you are using the remote app to access the nVision client and your session unexpectedly hangs up or becomes non-responsive, you can take the following steps to close out or "kill" your session on Harmony (the server).

Option 1- Task Manager on Remote Server

1. If your session is stuck and/or you receive the below error, you can unlock it by doing the following: On your computer keyboard, press Ctrl + Alt + End together.





2. This screen will appear. Click "Task Manager".



3. The Task Manager window will appear. Click the 'Processes' tab.

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File Options View									
Processes Performance Users Details	Services				_				
*		5%	39%						
Name	Status	CPU	Memory						
Apps (2)					^				
Microsoft Excel		0%	108.7 MB		≡				
👂 🙀 Task Manager		0.5%	9.4 MB						
Background processes (52)									
ARM 2.02 Transaction Event Pro		0%	0.7 MB						
ARM 2.02 Transaction Registrati		0%	0.5 MB						
📧 Coda alarm generator		0%	3.4 MB						
Communication Broker		0%	3.3 MB						
Configuration and Deployment		0%	2.3 MB						
Cristie Deployment Service		0%	2.2 MB						
DSI Service		0%	0.6 MB						
Host Process for Windows Tasks		0%	1.1 MB						
HP Software Performance Core		0%	8.3 MB						
IAS Host		0%	6.5 MB		~				
S Fewer details				End task					



4. Select Microsoft Excel and click "End Task". Your client session should end. Close the window by clicking the red 'X'. Wait a minute or two before re-entering the client.

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File Options View								
Processes Performance Users Details	Services							
▲		27%	39%					
Name	Status	CPU	Memory					
Apps (2)						^		
Microsoft Excel		0%	108.7 MB			=		
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ARM 2.02 Transaction Event Pro		0%	0.7 MB					
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Option 2- Go Through Full Remote Desktop

- 1. On your workstation, **click** the Start Menu icon in the bottom left-hand corner. (Windows 10 users may need the Remote Desktop Connection activated on their machine. If so, please contact your local IT support desk.)
- 2. Select the Remote Desktop Connection program. If it is not immediately visible, type "Remote Desktop Connection" in the search box.

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Internet Explorer	٠
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Remote Desktop Connection	•
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Calculator	
Excel 2013	2
Word 2013	,
All Programs	
Remote Desktop Connection	×



3. You will see the "Remote Desktop Connection" window appear. **Choose/type in** "rhythm.doit.wisc.edu" as the computer in the dropdown menu, then **click** "Connect".



4. You should see a screen that looks like so: (this is the remote computer desktop)

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Windows Server 2012 R2	
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5. In the bottom left corner, right click the start menu. Then select "Command Prompt".





6. The Command Prompt screen will open. At the flashing cursor, type "query user" and hit 'Enter'.



7. You will see a list of users on the server. **Find** your user name in the list. You should have 2 sessions. **Choose** the session with the earliest logon time and **note** the session ID number. *In the below example, the earliest session is 8:38 and the session ID is 290.*

		ID	State	Idle Time	Logon Time	
Ca.	Comma	nd Pro	ompt		_ D X	
M saraswatula		221	Disc	3+11:47	9/5/20178:08A	
saraswatula		222	Disc	3+11:47	9/5/2017 8:09 A [≡]	
n potula		228	Disc	4:42	9/5/2017 9:30 A	
n man yam		246	Disc	8:30	9/5/2017 5:42 P	
n jmwatson4		268	Disc	14:31	9/7/2017 10:17	
HM kdanderson3		276	Disc	10:22	9/8/2017 10:16	
HM edanielson		278	Disc	8:03	9/8/2017 11:15	
HM sanangle		279	Disc	5:46	9/8/2017 1:30 P	earliest time
chefty		281	Disc	5:26	9/8/2017 1:58 P	
svanwormer	rdp-tcp#60	290	fctive		9/8/2017 8:38 P	
n >svanwormer	rdp-tcp#64	291	Active		9/8/2017 8:39 P	
C:\Users\svanwormer>_					~	

8. At the cursor, **type** "logoff" followed by a space and the session ID you wish to kill. Verify the session ID, then **Hit** 'Enter'. PLEASE use caution, making sure not to logoff someone else!

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M saraswatula		222	Disc	3+11:47	9/5/2017 8	1:09 A
potula		228	Disc	4:42	9/5/2017 9	2:30 A ⁼
n man yam		246	Disc	8:30	9/5/2017 5	5:42 P
n jmwatson4		268	Disc	14:31	9/7/2017 1	.0:17
kdanderson3		276	Disc	10:22	9/8/2017 1	0:16
edanielson		278	Disc	8:03	9/8/2017 1	1:15
sanangle		279	Disc	5:46	9/8/2017 1	:30 P
chefty		281	Disc	5:26	9/8/2017 1	:58 P
svanwormer	rdp-tcp#60	290	Active		9/8/2017 8	8:38 P
n ≥svanwormer	rdp-tcp#64	291	Active		9/8/2017 8	8:39 P
n C:\Users\svanworm	eı≻logoff 290_					~



9. You should see the following screens in quick succession. (Blue "signing out", then black "session ended".) Click OK.



10. In the Command Prompt screen, type "query user" and hit 'Enter'. You should have only 1 session now. In the below example, the remaining session ID is 291.

Ca.	Comm	and Pro	mpt		_	D X
mwtaylor2		220	Disc	5:39	9/5/2017	6:30 A 🔨
saraswatula		221	Disc	3+12:04	9/5/2017	8:08 A
saraswatula		222	Disc	3+12:04	9/5/2017	8:09 A =
potula		228	Disc	5:00	9/5/2017	9:30 A
man yam		246	Disc	8:47	9/5/2017	5:42 P
n jmwatson4		268	Disc	14:49	9/7/2017	10:17
HM kdanderson3		276	Disc	10:39	9/8/2017	10:16
HM edanielson		278	Disc	8:20	9/8/2017	11:15
sanangle		279	Disc	6:03	9/8/2017	1:30 P
chefty		281	Disc	5:43	9/8/2017	1:58 P
Svanwormer	rdp-tcp#64	291	Active		9/8/2017	8:39 P
C:\Users\svanwormer	>_					~

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11. In the Command Prompt screen, **type** "logoff" followed by a space and the remaining session ID. **Hit** 'Enter'.

C41.	Comn	nand Pro	mpt		_	D X
mwtaylor2		220	Disc	5:39	9/5/2017	6:30 A 🔨
saraswatula		221	Disc	3+12:04	9/5/2017	8:08 A
saraswatula		222	Disc	3+12:04	9/5/2017	8:09 A =
potula		228	Disc	5:00	9/5/2017	9:30 A
n man yam		246	Disc	8:47	9/5/2017	5:42 P
n jmwatson4		268	Disc	14:49	9/7/2017	10:17
HM kdanderson3		276	Disc	10:39	9/8/2017	10:16
AM edanielson		278	Disc	8:20	9/8/2017	11:15
AM sanangle		279	Disc	6:03	9/8/2017	1:30 P
M chefty		281	Disc	5:43	9/8/2017	1:58 P
Svanwormer	rdp-tcp#64	291	Active		9/8/2017	8:39 P
C:\Users\svanworm	er≻logoff 291_					~

12. You will see the "Signing off" screen flash and be returned to your local computer. You are now signed off of Harmony and your stuck session is killed. Give the server a moment, and you should be free to return to the Remote App client.

