

# tsadmin taking up cpu usage

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal\\_services/2008-04/msg00054.html](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2008-04/msg00054.html)

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Hello,

I hope maybe someone here can point me in the right direction.

I have about 120 terminal servers in my datacenter, anywhere from 4 to 12 dedicated to each customer. My support people here (a group of 6 analysts) run tsadmin on a single management server. They are in the habit of connecting to all of the customer TSs in tsadmin and staying in all day. This has never really been an issue.

All of the TSs are on the same lan subnet, and are connected via cisco managed switches. All hardware is identical, and all ports on the switches are configured the same.

Recently however, the management server has been over-utilizing cpu usage, remaining at 95-100% almost constantly. Investigation has shown that tsadmin for each of the support people is using almost all of it. Further investigation has shown that if I have them disconnect from a particular group of 12 TSs, that usage returns to normal. If I connect only to that group of 12, then my usage begins to hog the cpu. So, it would appear the issue is with a particular group of 12 TSs, although I can't seem to narrow it down any further. (Yes, the 12 are all related to the same customer). Change control notes show no activity on this group of TSs lately, yet the problem only appears to have started within the last week or two.

So far, the only tool I have been using trying to diagnose this issue is task manager. I really don't like playing with the customer environment without going through our change control process which involves group decisions for things such as software and driver installs, nic configurations, even cat-5 wire replacement.

If anyone could point me towards how I might try to diagnose this issue further, I would really appreciate it. I will admit up front that I am still learning the terminal services environment.

Thanks in advance for any advice you might offer.

John R

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