

Terminal
Services
Edition 6.0

NMTSE Hotfix

Created on 05-May-2010

Applies to:

TSE 6.0 with Hotfix Rollup Pack 2 installed

TSE 6.0 build 1344

Symptoms:

After installing TSE v6 Hotfix Rollup package 2 on TSE 6 app servers or with TSE installed using the latest TSE v6 build 1344, some user sessions show a grey back ground on Application launch and the application UI is cut off. The connection is not seen in TSE Console-Monitor-Connections page and the Propalms process NMTSEControl.exe is not running within the TSE user session on the TSE App server.

Reason:

A recent update to the WMI driver that is part of the process monitoring module of TSE App server. This update is part of a fix included to fix the problem with launching applications through batch files or apps that launch out of program (DCOM) child processes. However, this fix seems to cause delay in notifications of process start- stop events, received from WMI. This affects random user sessions and is not reproducible always. It is mostly seen on high end servers that have faster CPU's and have multiple users login simultaneously.

Fix:

A hot fix is available from Propalms that should resolve the problem and should be applied to all TSE v6 Application servers that exhibit this problem. It is also safe to apply this fix on TSE Application servers that currently do not exhibit this problem. This Hotfix should be applied to TSE v6 App servers with HRP1, HRP2 or both installed and also TSE App servers installed using the latest TSE v6 build 1344.

Download location:

http://www.propalms.com/download/resources/tse6/NMTSECtrl_Patch_TSEv6_May5Rls.zip

Applying the Fix:

The Hotfix is currently in form of a small script that replaces and registers the needed files.

Two scripts are included with the patch:

x32apply_propalms_v6patch_NMTSEfix.cmd - This is to be used for applying fix to x32 App servers.

x64apply_propalms_v6patch_NMTSEfix.cmd – This is to be used for applying fix to x64 App servers.

Note: The script is to automate the file replace and registration process.

But it is recommended to manually verify that the 3 files have been replaced.

The script does the following;

- 1) Stops Propalms TSE Monitor and Propalms Engine services
- 2) Renames the following 3 existing files in, `\Program Files\Propalms\WTSServer`, and copies it to the `\Program Files\Propalms` folder.
 - NMTSEManager.dll
 - NMTSELauncher.exe
 - NotificationServiceComponent.dll
- 3) Puts the new patched files in the original location and registers them.
- 4) Terminates the CacheM~1.exe process to flush TSE Cache
- 5) Confirms the completion of the patch install process

Preferably reboot the TSE Server or otherwise start the Propalms services.

Confirming the patch has been applied:

See the File Modified date for the 3 replaced files in `\Propalms\WTSServer` folder. They should be different from other files in the folder. The `\Program Files\Propalms` folder should have the original 3 files renamed as `Disv6_Filename.Old`, moved to its directory.

The time stamp for modified date for the files should say 5th May 2010.

The patch has ReadMe.txt file included with instructions.