



Manage the TS Agent

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Ending a Current User Session

Use the following procedure to log off a user from the network and end their session.

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- Step 1** Log in to your TS Agent server as a user with administrator privileges.
 - Step 2** Open **Start** > > **[All Programs]** > **Task Manager**.
 - Step 3** Expand the window by clicking **More Details**.
 - Step 4** Click the **Users** tab.
 - Step 5** (Optional) To notify a user that you are ending their session, right-click on the user session and choose **Send message**.
 - Step 6** Right-click on the user session and choose **Sign off**.
 - Step 7** Click **Sign out user** to confirm the action.
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Viewing the Status of the TS Agent Service Component

Use the following procedure to confirm that the TS Agent service component is running. For more information about the service component, see [About the Cisco Terminal Services \(TS\) Agent](#).

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- Step 1** Log in to your server as a user with administrator privileges.
 - Step 2** Open **Start** > **Tools** > **Services**.
 - Step 3** Locate `CiscoTSAgent` and view the **Status**.
 - Step 4** (Optional) If the TS Agent service component is stopped, start the TS Agent service as described in [Starting and Stopping the TS Agent Processes, on page 2](#).
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Starting and Stopping the TS Agent Processes

Use the following procedure to start or stop the TS Agent service component.

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- Step 1** Log in to your server as a user with administrator privileges.
 - Step 2** Open **Start > Administrative Tools > Services**.
 - Step 3** Navigate to the `CiscoTSAgent` and right-click to access the context menu.
 - Step 4** Choose **Start** or **Stop** to start or stop the TS Agent Service.
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Viewing TS Agent Activity Logs on the Server

If prompted by Support, use the following procedure to view the activity logs for the service component.

Open **Tools > Event Viewer > Applications and Services Log > Terminal Services Agent Log**.

Uninstalling the TS Agent

Use the following procedure to uninstall the TS Agent from your server. Uninstalling the TS Agent removes the interface, service, and driver from your server. Uninstalling the TS Agent also terminates active user sessions as reported to the Cloud-delivered Firewall Management Center or On-Prem Firewall Management CenterFMC. The strong cryptography modification is not removed.

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- Step 1** Log in to your server as a user with administrator privileges.
 - Step 2** Open **Start > Control Panel**.
 - Step 3** Click **All Control Panel Items > Programs and Features**.
 - Step 4** Right-click **Terminal Services Agent** and choose **Uninstall**.
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