

JKB00214

8/28/2002

A Terminal Server Fails to Communicate with CockpIT

Possible Symptoms:

- After installing the Terminal server agent, no new line appears in the "Load Monitor" page in the CockpIT admin site
- Previously working terminal server stopped communicating with CockpIT and a red server icon shown in the 'Load Monitor' page

Possible Causes:

- Terminal server cannot resolve the CockpIT Server host name
- Jhgate Service on the terminal server has stopped or is not working
- The load balancing policy file is corrupted or missing.
- The performance monitor on the terminal server is not working

Resolution:

- Check the terminal server Jhgate service status on the services program.
 1. Restart the service and check the application log on the event viewer. Jhgate reports to the Event Viewer about success or failure in reading the Registry setting and initiating the PerfPolicy.xml settings file.
 2. Check the network connectivity of the CockpIT Server.
 3. Ping the CockpIT Server name and IP address.
- Check the registry settings in the terminal server. The CockpIT Server name (netbios name) is defined in two different Registry keys.
HKEY_LOCAL_MACHINE\SOFTWARE\Jetro\jhgate\PerformanceMonitor:
DispatchUrl = http://**server name**/cockpit/bin/wgate.dll
RemoteHost = **server name**
- You can copy the value of the 'DispatchUrl' and paste it in Start - Run and see if you get the Wgate.dll version shown in Internet Explorer window.
- Change the **SubmitMethod** key from 1 to 3 and restart the Jhgate service. This will change the default communication protocol from http to DCOM.
- Lastly, un-install the Terminal Server Agent and re-install it.