

Chapter 8 Monitoring Tools for Network Users

Chapter 7 explained how to generate reports detailing application usage. This chapter explains how network users can monitor the use of the software applications on the LAN.

Introduction

SiteMeter provides utilities that enable your network users to monitor application usage and view user activity. These features enhance the users' ability to work effectively with the network's licensed software. Network users access these utilities through the Usage Monitor, as described in this chapter.

Access to the Monitoring Functions

The Usage Monitor's functions are accessed in several ways:

- ☐ by choosing Monitoring from the Tools menu or
- ☐ by choosing the Hide/Show command from the Console menu.

What's in this Chapter

The following chart describes the sections in this chapter:

SECTION	DESCRIPTION
Viewing Application Usage	Describes procedures for accessing the application usage graph, viewing user information, and sending messages to both current and queued users.
Modifying and Updating the Usage Graph	Describes procedures for changing the usage scale, changing the colors on the graph, concealing the status bar, performing a query and setting the query timer.

Viewing Application Usage

SiteMeter's Usage Monitor allows network users without SUPERVISOR rights to view the application usage graph. This section explains how network users can use this function to get valuable information about application usage by other network users.

The Usage Monitor allows ANY networked user to determine who is using a particular metered application in real time. This is very useful when locked out of an application because the Usage Monitor shows you which users are using an application.

To use the Usage Monitor, you must first access the utility. The network administrator must put USAGE.EXE (and the associated .DLLs) in a public place. Users then create a new icon on their Windows desktops with the Windows file utility. Finally, the users can choose the Usage icon.

This section is divided into three parts:

- ☐ Monitoring Application Usage
- ☐ Monitoring Current Users
- ☐ Monitoring Queued Users

Monitoring Application Usage

Networked users can use this utility to see what applications are being used, which ones have queued users, etc.

Use the following procedure to view application usage.

- 1. Choose the View Application Usage command from the Console menu.**

The View Application Usage dialog box is displayed, as in Figure 8-1.

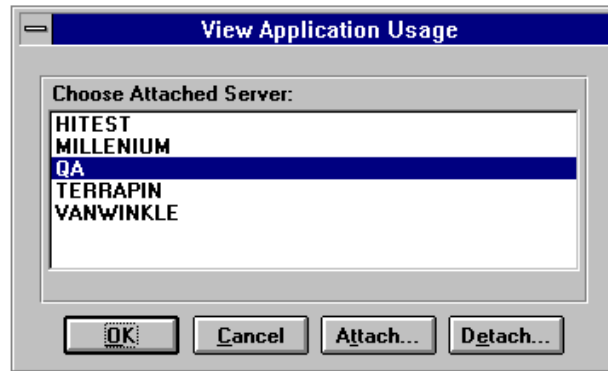


Figure 8-1: Viewing Application Usage

2. Select the desired file server.

If you are not currently attached to the desired file server, choose the Attach button. Refer to “Attaching to and Detaching from File Servers” in Chapter 4 for more information.

3. Choose the OK button.

The Application Usage window for the file server you have selected is displayed, as in Figure 8-2.

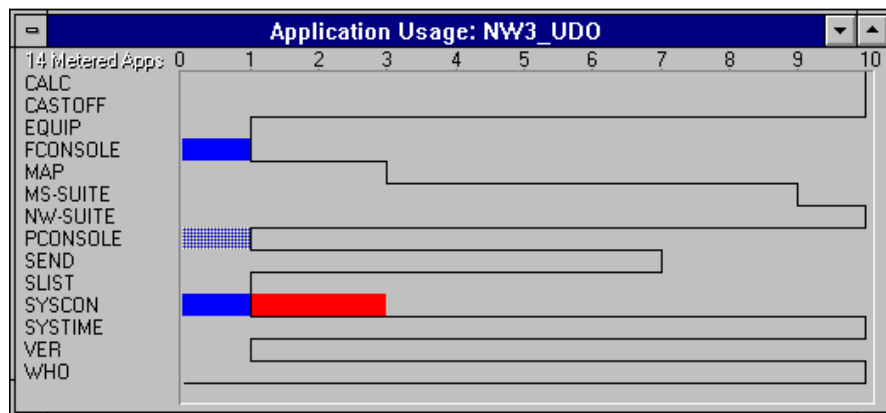


Figure 8-2: Application Usage Graph

From this window you can view the following information in graph form:

Number of:

- ☐ **Current users** of all metered applications
- ☐ **Queued users** of all metered applications
- ☐ **Peak users** of all metered applications (the total number of current users plus the total number of queued users)
- ☐ **Maximum Number of Concurrent Users** of all metered applications (the total number of licenses purchased for this application)

Viewing Application Information

You can view the following application information from this window:

- ☐ Number of Current Users
- ☐ Number of Queued Users
- ☐ Number of Peak Users
- ☐ Number of Licenses

This information can be viewed either on the graph itself or with pop-up boxes.

Use the following procedure to view this information with the pop-up boxes.

1. **Select the desired application from the list along the left hand side of the window.**

When the cursor is in this area, it changes to a magnifying glass.

2. **Hold down the left mouse button to display an information box that contains the above information, as shown in Figure 8-3.**

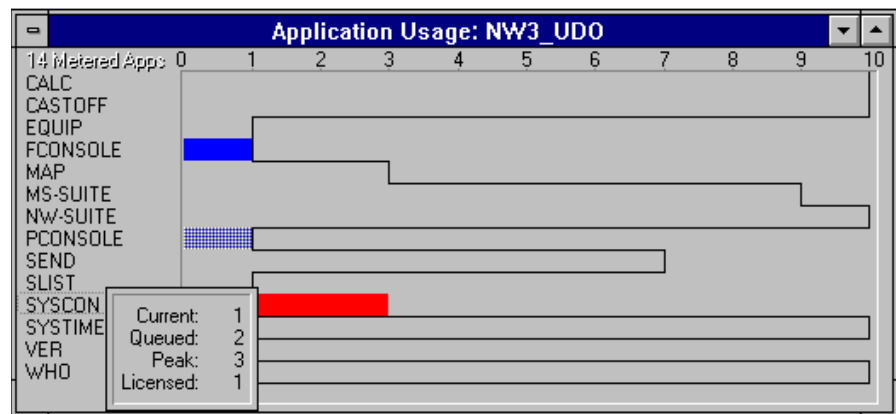


Figure 8-3: Pop-Up Usage Information

Viewing Current Users

Use the following procedure to view the names of the users who are currently using an application.

1. In the application usage graph, position the cursor in the area to the right of the application name within the graphic display.

A small menu box should be attached to the bottom right of the arrow. If there is no menu box, the cursor is not pointing to a place where information is available. Information is available where the number of users (queued, peak and current) are displayed with graph bars.

2. Click here to display a pop-up menu, as in Figure 8-4.

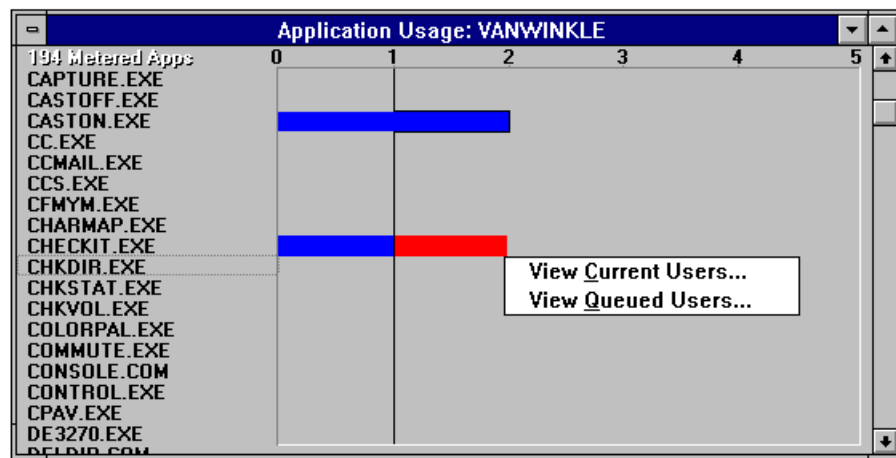


Figure 8-4: The Viewing Users Pop-Up Menu

When the pop-up menu is displayed, the application in question is outlined in the list along the left hand side of the window.

This menu contains the following items:

- ☐ **View Current Users** - the list of users currently using this application
- ☐ **View Queued Users** - the list of users who are currently waiting to use this application

3. Choose the View Current Users command.

The Current Users window is displayed, as in Figure 8-5.

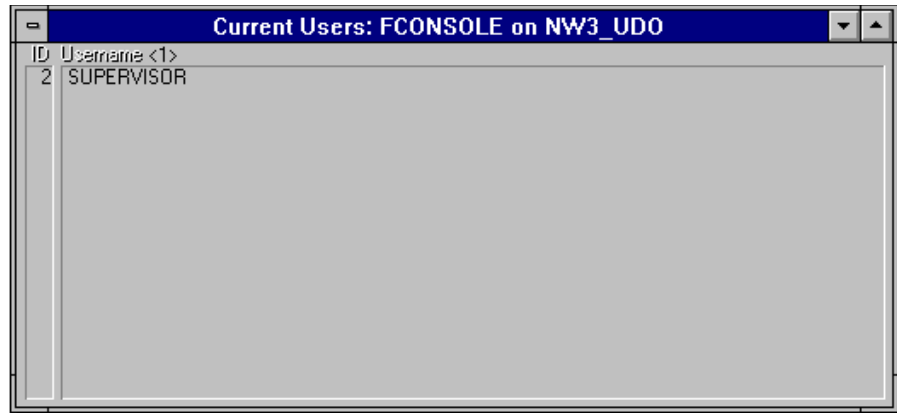


Figure 8-5: Current Users for Word

This window lists all the users who are currently using this application.

From this window you can:

- ☐ **Send a Message** - send a Novell message to a user.
- ☐ **View User Information** - view a user's login information.

Sending a Message to a Current User

You can send messages to current users from the Current Users window. This is useful if you want to know when a user will be finished using an application that you want to use.

Use the following procedure to send a NetWare Send message to a user who is currently using an application.

- 1. From the Current Users window, choose the user to whom you wish to send the message.**

A pop-up menu is displayed, as in Figure 8-6.

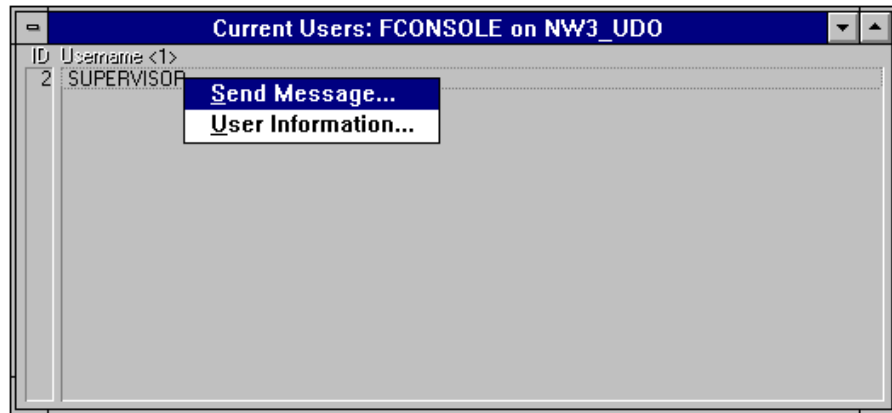


Figure 8-6: Current Users Pop-Up Menu for Sending Messages

2. Choose the Send Message command.

The Send Message To User dialog box is displayed, as in Figure 8-7.

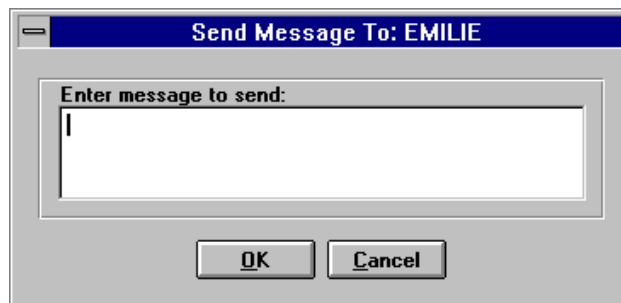


Figure 8-7: Sending a Message to a User

3. Enter the message in the text box provided.

4. Choose the OK button to send the message.

Viewing Current Users' Information

From the Current Users window, you can find out important information about users using applications on your network.

The following information can be displayed about a selected current user:

- ☐ **Login Name** - user's login name
- ☐ **Full Name** - user's full name
- ☐ **Server** - file server to which this user is attached
- ☐ **Logical Station** - the station number that is arbitrarily assigned to a workstation
- ☐ **Network** - network number of the workstation where this user is located
- ☐ **Station Address** - node address of the workstation where this user is located
- ☐ **Time into Network** - length of time this user has been logged in to the network
- ☐ **Application** - application which the user is currently using
- ☐ **Time into Application** - date and time that the user launched the application

Use the following procedure to view this information.

1. **From the Current Users window, select the desired user.**

A pop-up menu is displayed.

2. **Choose the User Information command.**

The Current User Information dialog box is displayed, as in Figure 8-8.

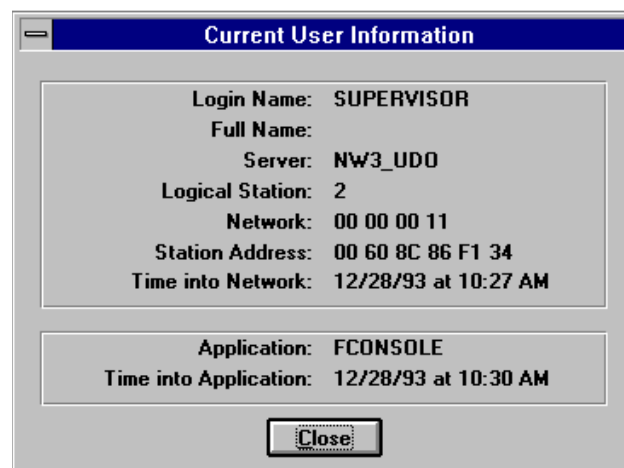


Figure 8-8: Current User Information

3. Choose the Close button to exit this dialog box.

Viewing Queued Users

Use the following procedure to view the users who are waiting to use an application.

1. In the application usage graph, position the cursor in the area to the right of the application name within the graphic display.

A small menu box should be attached to the bottom right of the arrow. If there is no menu box, the cursor is not pointing to a place where information is available. Information is available where the number of users (queued, peak and current) is displayed with graph bars.

2. Click here to display a pop-up menu, as in Figure 8-9.

When the pop-up menu is displayed, the application in question is outlined in the list along the left hand side of the window.

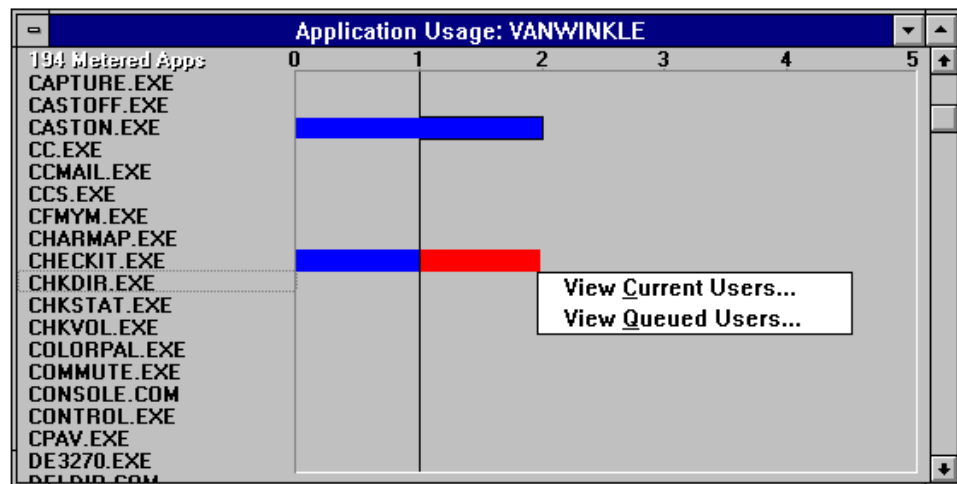


Figure 8-9: Users Pop-Up Menu

3. Choose the View Queued Users command.

The Queued Users window is displayed.

This window lists all the users who are waiting to use this application.

From this window you can:

- ☐ **Send Message** - send a Novell message to a queued user.

- ❑ **View User Information** - view a queued user's login information.

Sending a Message to a Queued User

If there are users waiting for an application you can send them messages.

Use the following procedure to send a NetWare Send message to a user who is currently waiting to use the application.

1. **From the Queued Users window, choose the user to whom you wish to send the message.**

A pop-up menu is displayed, as in Figure 8-10.

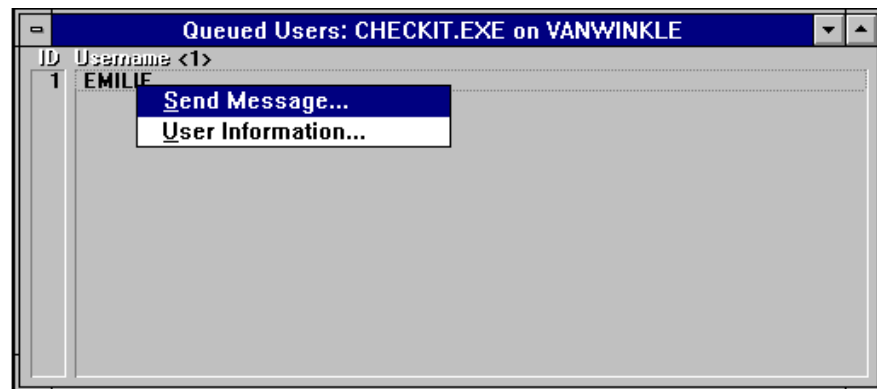


Figure 8-10: Queued Users Pop-Up Menu for Sending Messages

2. **Choose the Send Message command.**

The Send Message To User dialog box is displayed, as in Figure 8-11.

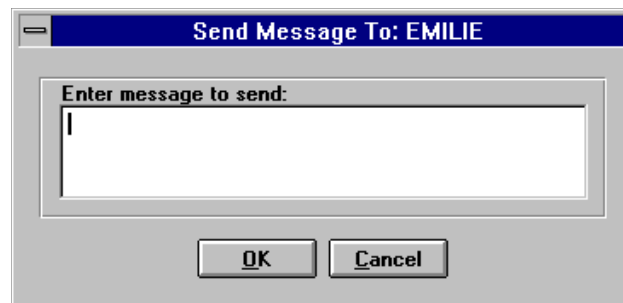


Figure 8-11: Sending a Message to a User

3. **Enter the message in the text box provided.**

4. Choose the OK button to send the message.

Viewing Queued Users' Information

The following information can be displayed about a selected queued user:

- ☐ **Login Name** - user's login name
- ☐ **Full Name** - user's full name
- ☐ **Server** - file server to which this user is attached
- ☐ **Logical Station** - the station number that is arbitrarily assigned to a workstation
- ☐ **Network** - network number of the workstation where this user is located
- ☐ **Station Address** - node address of the workstation where this user is located
- ☐ **Time into Network** - length of time this user has been logged in to the network
- ☐ **Application** - application which the user is currently waiting to use

Use the following procedure to view this information.

1. From the Queued Users window, select the desired user.

A pop-up menu is displayed.

2. Choose the User Information command.

The Queued User Information dialog box is displayed, as in Figure 8-12, with all of the above information.

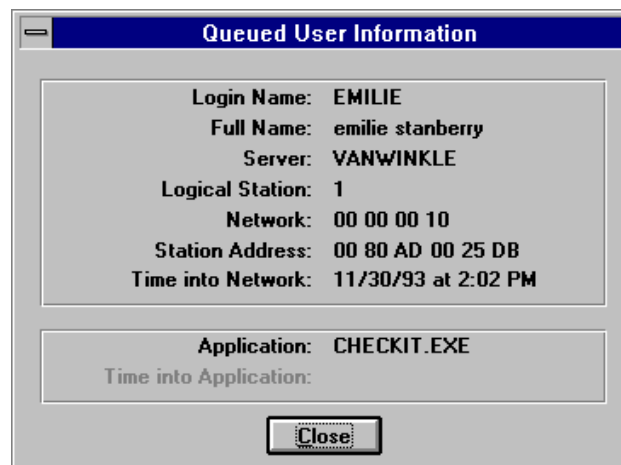


Figure 8-12: Queued User Information

3. Choose the Close button to exit this dialog box.

Modifying and Updating the Usage Graph

Networked users can alter the usage graph to best suit their viewing needs. In addition to changing the usage scale and the colors, they can also perform queries to keep the graph up-to-date.

Changing the Usage Scale

The Usage Scale is the scale displayed across the top of the Application Usage window. By changing the high value for the graph, you can increase or decrease the number of users shown. For example, if you have 250 workstations on your network, you can set the high value to 250 to allow the bars to indicate usage by all your network users. If your network is large, but the number of licenses and concurrent users is small, you can set the value lower. With this flexibility, you can change the graph to best suit your viewing needs.

Use the following procedure to change the usage scale.

1. **While displaying the usage graph, position the cursor in the scale bar directly beneath the title bar.**

The cursor itself should change to a scale.

2. **Double click to display the Edit View Usage Scale dialog box, as in Figure 8-13.**

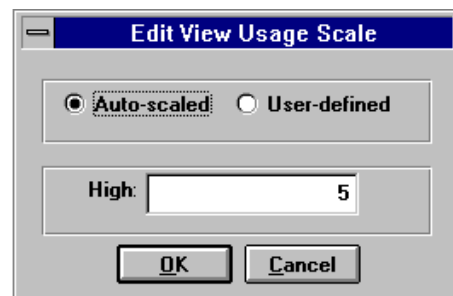


Figure 8-13: Editing Usage Scale

3. **Choose either Auto-scaled or User-defined.**
 - ☐ **Auto-scaled** - allows the Usage Monitor to determine the maximum value of the scale.
 - ☐ **User-defined** - allows you to determine the maximum value of the scale.
4. **If you chose User-defined and wish to enter a high value, select the High text box and type the value you wish to use.**

NOTE:

This value cannot exceed the maximum number of users for the file server.

5. Choose the OK button to save your changes and exit this dialog box.

The usage scale beneath the title bar now reflects the new maximum you specified.

Changing the Colors Used in the Status Bar

You can change the colors used in the status bar of the application usage window that reflect the number of current, queued, peak and licensed users. Change these colors to best suit your viewing needs.

Use the following procedure to change these colors.

1. In the application usage graph, position the cursor to one of the colors in the status bar.

The cursor changes to a transparent arrow.

2. Double click at this point.

The standard Windows color palette for that key is displayed.

3. Select a new color.**4. Choose the OK button.**

The new color is shown on the graph bars as chosen.

The colors can be changed for each item in the status bar.

Hiding or Showing the Status Bar

You can hide or show the status bar on the usage graph. Showing the status bar lets you know which colors indicate current users, queued users, etc., as well as the count when you are changing the number of maximum concurrent users.

Hiding it gives you more room to display the usage graph.

Use the following procedure to conceal or reveal the status bar.

From the Console menu, choose the Hide Status Bar command.

This toggles the status bar on and off. When the status bar is hidden, this command in the File menu changes to Show Status Bar. By choosing the Show command, you can display the status bar again.

Updating the Usage Graph

The usage graph reflects the application usage on your network. You can update the graph to reflect any changes by performing queries.

Every time a query is issued, either manually or automatically, the Usage Monitor updates the usage information on the graph. The Query Indicator is the last item on the status bar. The indicator is displayed for either manual or automatic queries.

The **Query Now** option allows you to update the application usage information.

Use the following procedure to instruct the Usage Monitor to perform a query at that point.

1. **Select the Query Now command from the Console menu.**

SiteMeter performs a query and updates the Application Usage graph accordingly. The status bar at the right bottom of the window reflects the query's progress.

NOTE:

You can also access this feature by pressing <CTRL><Q>.

The **Set Timer** option allows you to determine how often the Usage Monitor checks with the file server for application usage information.

Use the following procedure to set the timer.

1. **Choose the Set Timer command from the Console menu.**

The Set Monitor Timer dialog box is displayed, as in Figure 8-14.

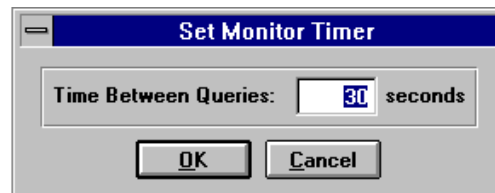


Figure 8-14: Setting the Timer

2. **Enter the desired value.**

You can enter a value in seconds from 0 to 9999.

3. **Choose the OK button.**

NOTE:

You can also access this option by pressing <CTRL><T>.

Notes
