

# Terminal Services - Disconnect vs. Logoff

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**Q. What is the difference between disconnecting and logging off a Terminal Services, Citrix, or Remote Desktop session? Does it matter which way a session is closed?**

A. It is important to understand that when working in a remote session, the session and all applications contained in it are actually running on the server. If six users are logged into the server remotely and running Agvance, then the server is handling and processing six instances of Agvance. The remote session passes keystrokes and display information back and forth between the remote workstation and the server. Only the Terminal Services, Citrix, or Remote Desktop client itself, which handles the keystrokes and displays information, is actually running on the workstation.

When closing the session by selecting the **X** in the top right or by ending the session in Task Manager, only the client software running on the machine is closed. The session with all the associated applications and data remains running on the server. This would be disconnecting from the session. If then reconnecting within a certain amount of time (specified in the server's settings), the session desktop will look exactly as it did upon disconnecting.

To log out of the session, go to *Start / Shut Down/Log off* or double click a **Log Off Server** icon on the desktop. The client software is closed on the workstation and the session with all its applications are closed on the server.

## When to Log Off:

- If not coming right back to the session, log off. Disconnected sessions and their applications use up resources on the server that would be better used for active sessions.
- When asked to close out of Agvance at month end, log off. Merely disconnecting the session does not close Agvance - it is still running in the session on the server. This can cause posting issues after month end. It is recommended to close completely out of Agvance then log off the server.
- When an application is frozen, log off. Disconnecting will not end the application. Logging off will get the server to kill the process. If logging off is not possible, the system administrator may need to kill the application on the server.

## When to Disconnect:

- If reconnecting within a certain amount of time, disconnect. Applications will continue running as they are so none have to be reopened upon reconnecting.