

microsoft.public.win2000.active_directory: Re: [FATAL] Kerberos does not have a ticket for <any of my servers>

Re: [FATAL] Kerberos does not have a ticket for <any of my servers>

Source:

http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.active_directory/2004-04/1819.html

From: David Pharr [MSFT] (dpharr_at_microsoft.com)

Date: 04/20/04

Date: Tue, 20 Apr 2004 17:33:58 GMT

That KRB_ERR_RESPONSE_TOO_BIG message seems to indicate that the UDP packet was too large for Kerberos to read. Try forcing Kerberos to use TCP per the following kb article:

244474 How to Force Kerberos to Use TCP Instead of UDP

<http://support.microsoft.com/?id=244474>

Run SET L on the clients to find out which machine is their authenticating domain controller. Then set the registry entry on the authenticating DC and a couple of clients experiencing the problem to see if that corrects the issue. If it does, you will need to set it on all the machines in the environment.

Let me know whether or not that works.

David Pharr, dpharr@online.microsoft.com

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| From: "Scott Townsend" <scott-i@.-NO-SPAMplease.enm.com>
| References: <[#DdW6H\\$IEHA.624@TK2MSFTNGP09.phx.gbl](mailto:#DdW6H$IEHA.624@TK2MSFTNGP09.phx.gbl)>
<ZkDThRIJEHA.3088@cpmsftngxa10.phx.gbl>
| Subject: Re: [FATAL] Kerberos does not have a ticket for <any of my
servers>
| Date: Tue, 20 Apr 2004 08:49:02 -0700
| Lines: 240
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2800.1409
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409
| Message-ID: <eLMIC8uJEHA.2776@TK2MSFTNGP12.phx.gbl>
| Newsgroups: microsoft.public.win2000.active_directory
| NNTP-Posting-Host: 204-145-245-200.enm.com 204.145.245.200
| Path:
cpmsftngxa10.phx.gbl!TK2MSFTNGXA05.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12

Re: [FATAL] Kerberos does not have a ticket for <any of my servers>

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.phx.gbl

| Xref: cpmsftngxa10.phx.gbl microsoft.public.win2000.active_directory:77138

| X-Tomcat-NG: microsoft.public.win2000.active_directory

| Thank you for your reply...

| There have been no changes to the DCs (3 in all) at the time this started happening. The First instance that caused us to notice hte issue was that some users could not Print. It turned out that their communications with the

| print server (just a member Server) was not working, Looking at the Event Viewer is where we saw the KERBEROS event 4s.

| Users can log into the domain just fine, and its not all users that have the

| issue. To help Correct the problem we have been removing all DNS, and WINS entries for the user, their machine and any associated IP address, then had

| them run the latest updates.

| Then after further checking I ran the netdiag.exe and fame across the KERBEROS test failing...

| DCDIAG on the DCs comes back clean.

| NETDIAG on the DCs came back clean too.

| My Exchange server (Member Server) is failing the Kerberos Test too...

| I've run the 'netdom reset' on it and its in the same shape.

| NETDOM Verify comes back okay...

| So what else do you need to know about the domain and network?

| There are 3 DCs. 2 of which are GCs. We have an Exchange 2000 and 2003 server.

| We have 4 offices. Each with a local Member server used for Printing, & DHCP.

| there are anywhere from 30-4 workstations per office.

| the Three Remote Office Member Servers failed the Kerberos Tests with Netdiag.

| A few Local Servers failed the test (Exchange 2K, 2K+3, SMS, File)

| A few local Servers passed the tests (Web & SQL, Terminal Server:)

| The way I got a few servers to pass the test was to remove them from the domain (added them to a workgroup) then deleted all the info in AD about them, then added them back to the domain.

| Removing them from the domain and then adding them back does not seem to do

| it. Seems like you really need to delete the account from ADUG. for it to take.

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| I'm scared to do that with the Exchange servers... The Remote server in
| case I cant get a hold of them from remote...

| Any Assistance would be appreciated..

| Thanks...

| ""David Pharr [MSFT]"" <dpharr@microsoft.com> wrote in message
| news:ZkDThRIJEHA.3088@cpmsftngxa10.phx.gbl...

| > Sounds like you may have lost your secure channel connection to the DC.

| > Was this working fine with users logging on successfully and then the

| > problem began? If so, what changes were made to the domain just prior
| to

| > this problem occurring? Did someone change permissions on the DCs,
| modify

| > group policy, stop W32Time, anything like that? Can users logon to
| their

| > local machine but not the domain? Can you logon as an admin?

| >

| > How many domain controllers are in this domain? Any errors in dcdiag or

| > netdiag on the DC? We need a bit more information about your domain

| > configuration and what happened on your network to be able to give you

| good

| > direction.

| >

| > To reset secure channel connections, try the following article:

| > 216393 Resetting Computer Accounts in Windows 2000 and Windows XP

| > <http://support.microsoft.com/?id=216393>

| >

| > David Pharr, dpharr@online.microsoft.com

| >

| > This posting is provided "AS IS" with no warranties, and confers no
| rights.

| > -----

| > | From: "Scott Townsend" <scott-i@.-N0-SPAMplease.enm.com>

| > | Subject: [FATAL] Kerberos does not have a ticket for <any of my
| servers>

| > | Date: Fri, 16 Apr 2004 13:32:45 -0700

| > | Lines: 136

| > | X-Priority: 3

| > | X-MSMail-Priority: Normal

| > | X-Newsreader: Microsoft Outlook Express 6.00.2800.1409

| > | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409

| > | Message-ID: <#DdW6H\$IEHA.624@TK2MSFTNGP09.phx.gbl>

| > | Newsgroups: microsoft.public.win2000.active_directory

| > | NNTP-Posting-Host: 204-145-245-200.enm.com 204.145.245.200

| > | Path:

| >

|

Re: [FATAL] Kerberos does not have a ticket for <any of my servers>

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```
cpmsftngxa10.phx.gbl!TK2MSFTNGXA05.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP09
|> phx.gbl
|> | Xref: cpmsftngxa10.phx.gbl
|microsoft.public.win2000.active_directory:76815
|> | X-Tomcat-NG: microsoft.public.win2000.active_directory
|> |
|> | Help!!!
|> |
|> | I'm having Kerberos Issues!!!
|> |
|> | May of my users are getting denied access to servers.
|> |
|> | In their System Log they have Errors similar to the following:
|> | Event Type: Error
|> | Event Source: Kerberos
|> | Event Category: None
|> | Event ID: 4
|> | Date: 04/16/2004
|> | Time: 12:28:51 AM
|> | User: N/A
|> | Computer: COMPUTER-XP
|> | Description:
|> | The kerberos client received a KRB_AP_ERR_MODIFIED error from the
server
|> | host/server.domain.com. This indicates that the password used to
|encrypt
|> | the kerberos service ticket is different than that on the target
server.
|> | Commonly, this is due to identically named machine accounts in the
|target
|> | realm (<domain>.COM), and the client realm. Please contact your
system
|> | administrator.
|> |
|> | For more information, see Help and Support Center at
|> | http://go.microsoft.com/fwlink/events.asp.
|> |
|> |
|> | On the servers I see the Corresponding Errors in the Security Log:
|> |
|> | Event Type: Failure Audit
|> | Event Source: Security
|> | Event Category: Logon/Logoff
|> | Event ID: 529
|> | Date: 04/16/2004
|> | Time: 10:03:28 AM
|> | User: NT AUTHORITY\SYSTEM
|> | Computer: SERVER
|> | Description:
|> | Logon Failure:
|> | Reason: Unknown user name or bad password
```

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```
|> | User Name:
|> | Domain:
|> | Logon Type: 3
|> | Logon Process: Kerberos
|> | Authentication Package: Kerberos
|> | Workstation Name: -
|> | Caller User Name: -
|> | Caller Domain: -
|> | Caller Logon ID: -
|> | Caller Process ID: -
|> | Transited Services: -
|> | Source Network Address: 10.1.0.17
|> | Source Port: 0
|> |
|> |
|> | For more information, see Help and Support Center at
|> | http://go.microsoft.com/fwlink/events.asp.
|> |
|> | When I run netdiag I get the following on the server machines:
|> |
|> | NetBT name test. . . . . : Passed
|> | [WARNING] You don't have a single interface with the <00>
|> | 'WorkStation
|> | Service', <03> 'Messenger Service', <20> 'WINS' names defined.
|> |
|> | Kerberos test. . . . . : Failed
|> | [FATAL] Kerberos does not have a ticket for :
|> | And depending on the server the name is in the
|> | folloing
|> | formats:
|> | <host/server-name.domain.COM.>
|> | <server-name$>
|> |
|> |
|> | I've been working with one server trying to get its kerberos ticket
back
|> | in
|> | line and I've done the following to it with no Success:
|> | Renamed it (twice) and added it back to the domain
|> | ran the netdom remove and netdom join
|> | Went to ADUG and did a Reset Account
|> |
|> | I've turned on Kerberos Logging inthe registry:
|> |
|> | I now get the following when I boot the server:
|> | Event Type: Error
|> | Event Source: Kerberos
|> | Event Category: None
|> | Event ID: 594
|> | Date: 4/16/2004
|> | Time: 1:01:06 PM
```

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```
|> | User: N/A
|> | Computer: SERVER
|> | Description:
|> | A Kerberos Error Message was received:
|> | on logon session InitializeSecurityContext
|> | Client Time:
|> | Server Time:
|> | Error Code: 20:1:6.0000 4/16/2004 (null) 0x34
|> | Extended Error: KRB_ERR_RESPONSE_TOO_BIG
|> | Client Realm:
|> | Client Name:
|> | Server Realm: <domain>.COM
|> | Server Name: LDAP/DC-server.<domain>.COM
|> | Target Name: LDAP/DC-Server.<domain>.COM@<domain>.COM
|> | Error Text:
|> | File:
|> | Line:
|> | Error Data is in record data.
|> |
|> |
|> | Event Type: Error
|> | Event Source: Kerberos
|> | Event Category: None
|> | Event ID: 594
|> | Date: 4/16/2004
|> | Time: 1:01:38 PM
|> | User: N/A
|> | Computer: SERVER-SUPPORT
|> | Description:
|> | A Kerberos Error Message was received:
|> | on logon session InitializeSecurityContext
|> | Client Time:
|> | Server Time:
|> | Error Code: 20:1:38.0000 4/16/2004 (null) 0x34
|> | Extended Error: KRB_ERR_RESPONSE_TOO_BIG
|> | Client Realm:
|> | Client Name:
|> | Server Realm: HAYDON-MILL.COM
|> | Server Name: LDAP/DC-server.<domain>.COM
|> | Target Name: LDAP/DC-Server.<domain>.COM@<domain>.COM
|> | Error Text:
|> | File:
|> | Line:
|> | Error Data is in record data.
|> |
|> |
|> |
|> |
|> |
|> |
|> |
|> |
|> |
|> |
```

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|