

RE: Users Can Not Paste

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termsserv.apps/2004-09/0125.html>

From: Feng Mao (*fengmao_at_online.microsoft.com*)

Date: 09/13/04

Date: Mon, 13 Sep 2004 01:26:07 GMT

Hi Charlie,

Thank you for the message!

Yes, the article 252700 is not external published. It is for internal reference. This is the reason that I did not include the link to support.microsoft.com.

I have downloaded the hot fix (file name is 12400_ENU_i386_zip.exe, after the extraction, the file name should be Q252700_W2K_SP1_X86_en.exe). When you use WinZip or WinRAR to open Q252700_W2K_SP1_X86_en.exe, you will find that it includes the below files and folder:

Symbols – folder

Hotfix.exe

Hotfix.inf

Sp1.cat

Spmsg.dll

Wlnotify.dll

I include the content of the article below:

=====

SYMPTOMS

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When you use the Cut, Copy, and Paste commands on a computer running the Terminal Services client to copy or move files, you may not be able to cut, copy, and paste files to or from a computer that is running as a Windows 2000 Terminal Services host.

CAUSE

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This issue is caused by incorrect environment variables that are used to start Rdpclip.exe.

RESOLUTION

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A supported fix is now available from Microsoft, but it is only intended to correct the problem that is described in this article. Apply it only to computers that are experiencing this specific problem. This fix may receive additional testing. Therefore, if you are not severely affected by this problem, Microsoft recommends that you wait for the next Windows 2000 service pack that contains this fix.

To resolve this problem immediately, contact Microsoft Product Support Services to obtain the fix. For a complete list of Microsoft Product Support Services phone numbers and information about support costs, visit the following Microsoft Web site:

<http://support.microsoft.com/default.aspx?scid=fh:EN-US:CNACTMS>

NOTE: In special cases, charges that are ordinarily incurred for support calls may be canceled if a Microsoft Support Professional determines that a specific update will resolve your problem. The typical support costs will apply to additional support questions and issues that do not qualify for the specific update in question.

The English version of this fix should have the following file attributes or later:

Date Time Size File name

01/27/00 07:41p 53,520 Wlnotify.dll

NOTE: If you didn't install Terminal Services Client and run from MSTSC.EXE, you can not copy/paste between sessions. You should install Terminal Services Client from the installation point (by default it is located at C:\WINNT\system32\clients\tsclient) in order to enable copy/paste operations.

STATUS

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Microsoft has confirmed that this is a problem in the Microsoft products that are listed at the beginning of this article.

MORE INFORMATION

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For additional information about how to install Windows 2000 and Windows 2000 hotfixes at the same time, click the article number below to view the article in the Microsoft Knowledge Base:

KBLink:249149.KB.EN-US: Installing Microsoft Windows 2000 and Windows
2000 Hotfixes

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So, please double check with the support professional you contacted to make
it sure that you got the correct hot fix. Or, please verify that you have
installed Windows 2000 with Server Pack 1 or later to avoid this issue.

Have a nice day!

Thanks & Regards,

Feng Mao [MSFT], MCSE
Microsoft Online Partner Support

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that others may learn and benefit from your issue.

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| Content-Class: urn:content-classes:message
| From: "Charlie Hill" <InterstateIT@news.postalias>
| Sender: "Charlie Hill" <InterstateIT@news.postalias>
| References: <3a6901c48f88\$b2985b30\$a301280a@phx.gbl>
<d0q3tixlEHA.3024@cpmsftngxa10.phx.gbl>
| Subject: RE: Users Can Not Paste
| Date: Fri, 10 Sep 2004 14:04:49 -0700
| Lines: 172
| Message-ID: <02cb01c49779\$ced9e540\$a301280a@phx.gbl>
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| charset="iso-8859-1"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| thread-index: AcSXec7ZvUiNCrisSnS/FknCSuv0MA==
| X-MimeOLE: Produced By Microsoft MimeOLE V5.50.4910.0300
| Newsgroups: microsoft.public.win2000.termserv.apps
| Path: cpmsftngxa10.phx.gbl
| Xref: cpmsftngxa10.phx.gbl microsoft.public.win2000.termserv.apps:14126
| NNTP-Posting-Host: tk2msftngxa11.phx.gbl 10.40.1.163
| X-Tomcat-NG: microsoft.public.win2000.termserv.apps
|
| Thank you for your response. It is truly appreciated. I
| hate to say I am seriously confused about the reference you
| provided. Article 252700 is not available public ally.
| Support did find the hot fixed you mentioned. Here is
| where it gets complicated. Two files are included in the

| hotfix. The executable file is titled:
| Q252700_W2K_SP1_X86_en.EXE.

| The contents of the hotfix documentation do not match the
| executable file. Here is the title of the hotfix
| documentation.

| "Replicated Object May Not Be Recognized by Domain Controller"
| Hot Fix for Microsoft Knowledge Base article number Q258057

| Please note the article number is different from the
| article number in the executable file title.

| I have taken no action because the article number you
| quoted is not available at either support.microsoft.com or
| in my tech net subscription.

| Lastly to clarify, users use the RDP client to connect to
| the Windows 2000 terminal server. As an example, they copy
| an icon on the desktop, then attempt paste it back to the
| desktop, to create a "Copy Of.." icon. The paste does not
| happen.

| Trying something new, I checked to see what happens when i
| copy/paste at the console. The server *beeps* indicating
| to me an error, and does not allow the paste. It does not
| matter which folder I was in, every time I attempted to
| paste something, the server beeped, and did not allow the
| paste.

| AdThanksvance for your help.

| c.

| >-----Original Message-----

| >Hi Charlie,

| >

| >Thank you for posting here!

| >

| >According to my understanding, when you use the Cut, Copy,
| and Paste

| >commands on a computer running the Terminal Services
| client to copy or move

| >files, you may not be able to cut, copy, and paste files
| to or from a

| >computer that is running as a Windows 2000 Terminal
| Services host. Please

| >correct me if I am off the base.

| >

| >I found an article in Microsoft knowledge base mentions
| the similar issue:

|>
|>252700 Cut, Copy, and Paste Do Not Work Properly on
| Terminal Services Client
|>
|>This article includes a hot fix to solve this issue. The
| hot fix will be
|>used to replace Wlnotify.dll. I wanted to let you know
| that hotfixes are
|>generally available for specific issues in the Product.
| Please keep in mind
|>that they are not fully regression tested and should be
| applied only to
|>systems experiencing the specific problem. For this
| reason, the first step
|>would be to verify if you are indeed running into the
| problem addressed in
|>a specific hotfix. The individual sending of hotfixes must
| be tracked by
|>Microsoft for reasons such as: you may run into problems
| after installing
|>the fix, when future updates to the hotfix occur we want
| to be able to
|>notify you. For these reasons and others, many hotfixes
| are only available
|>to customers if they call into the appropriate Microsoft
| Support phone
|>line, and receive direct help and advice from a Microsoft
| support
|>professional. We are not equipped to send out and track
| hotfixes here in
|>the Newsgroups forum.
|>
|>If you prefer, you could contact Microsoft Product Support
| Services
|>directly to obtain the fix. For a complete list of
| Microsoft Product
|>Support Services phone numbers and information about
| support costs, visit
|>the following Microsoft Web site:
|>
|><http://support.microsoft.com/default.aspx?scid=fh:EN-US:CNACTMS>
|>
|>NOTE: In special cases, charges that are ordinarily
| incurred for support
|>calls may be canceled if a Microsoft Support Professional
| determines that a
|>specific update will resolve your problem. The typical
| support costs will
|>apply to additional support questions and issues that do
| not qualify for
|>the specific update in question.

|>
|>Have a nice day!
|>
|>Thanks & Regards,
|>
|>Feng Mao [MSFT], MCSE
|>Microsoft Online Partner Support
|>
|>Get Secure! – www.microsoft.com/security
|>
|>=====

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|newsreader so
|>that others may learn and benefit from your issue.
|>=====

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|confers no rights.
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|>| Content-Class: urn:content-classes:message
|>| From: "Charlie Hill" <InterstateIT@news.postalias>
|>| Sender: "Charlie Hill" <InterstateIT@news.postalias>
|>| Subject: Users Can Not Paste
|>| Date: Tue, 31 Aug 2004 11:31:14 -0700
|>| Lines: 22
|>| Message-ID: <3a6901c48f88\$b2985b30\$a301280a@phx.gbl>
|>| MIME-Version: 1.0
|>| Content-Type: text/plain;
|>| charset="iso-8859-1"
|>| Content-Transfer-Encoding: 7bit
|>| X-Newsreader: Microsoft CDO for Windows 2000
|>| Thread-Index: AcSPiLKYZ1y22hzXSaWfXQgTfuU9Uw==
|>| X-MimeOLE: Produced By Microsoft MimeOLE V5.50.4910.0300
|>| Newsgroups: microsoft.public.win2000.termserv.apps
|>| Path: cpmsftngxa10.phx.gbl
|>| Xref: cpmsftngxa10.phx.gbl
|microsoft.public.win2000.termserv.apps:14018
|>| NNTP-Posting-Host: tk2msftngxa11.phx.gbl 10.40.1.163
|>| X-Tomcat-NG: microsoft.public.win2000.termserv.apps
|>
|>| Users or administrators can not paste files in a terminal
|>| session. Both the Copy <Ctrl><C> and Cut <Ctrl><X> are
|>| available on the edit menu of explore. The selected Icon
|>| even dims when Cut <Ctrl><X> is selected.
|>
|>| Nothing happens when either Paste or <Ctrl><V> is used.
|>| Paste is available on the menu, after Copy / Cut is used.
|>| Everything appears normal, just nothing can be pasted.
|>
|>| Users can delete and create new files via an application.
|>| For example using Excel / Word / Outlook's "save"
|>| or "save as" does create or saves a modified file.

|> Delete also works just fine. Just can not paste files.

|> Paste does work for text in a document.

|>

|> Permissions have been checked. The everyone user has full

|> control over the files being copy / cut and then NO paste.

|>

|> Please help me paste again.

|>

|> Thanks

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