

RE: Users Can Not Paste

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termserv.apps/2004-09/0132.html>

anonymous_at_discussions.microsoft.com

Date: 09/13/04

Date: Mon, 13 Sep 2004 14:50:01 -0700

Greetings Feng Mao

The saga continues. So I have several points to make.

1. The article states that this is fixed is in SP 1. The TS sever has service pack 4 installed.
2. At the console, when a paste operation is attempted, the server *beeps*, similar to an error beep. Makes it sound like the operation is blocked. It does not matter which directory or local/network drive you are on, all paste operations are not allowed. The beep happens only at the console.
3. PK Zip cannot open/view Q252700_W2K_SP1_X86_en.exe. It returns an error. When the executable is functioned, it reports it will not install in the current service pack.

Do you think I should reinstall SP4?

I truly appreciate your patiences as I struggle with this problem.

c.

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

>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**

>=====

>

>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**

>=====

>

>This issue is caused by incorrect environment variables
that are used to

>start Rdpclip.exe.

>

>**RESOLUTION**

>=====

>

>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;CNTACTMS](http://support.microsoft.com/default.aspx?scid=fh;EN-US;CNTACTMS)
>
>*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*
>=====

>
>*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*
>
>*Get Secure! – www.microsoft.com/security*
>