

## Re: User-Specific Settings

---

*Source:*

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termserv.apps/2005-06/msg00086.html>

---

- *From:* "Vera Noest [MVP]" <[vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 13 Jun 2005 13:42:49 -0700
- 

OK Dave, take your time! Feel free to come back here if you have more questions.

---

Vera Noest  
MCSE, CCEA, Microsoft MVP – Terminal Server  
<http://hem.fyristorg.com/vera/IT>  
\_\_\_ please respond in newsgroup, NOT by private email \_\_\_

"=?Utf-8?B?RGF2ZQ==?=" <[Dave@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Dave@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote on 13 jun 2005 in microsoft.public.win2000.termserv.apps:

- > Vera,
- > – Thanks; you've been very helpfull and generous with your time.
- > – I have lots of homework now, so I'll see what I can find.
- >
- > "Vera Noest [MVP]" wrote:
- >
- >> OK, let me try to answer what I can, hopefully others will jump
- >> in if they have more information:
- >>
- >> \* about ACT2005: I've no experience with it myself, but there's
- >> a clear statement from the vendor that running ACT! on a
- >> Terminal Server is \*not\* supported. That could explain why the
- >> preferences are not loaded when the user starts ACT
- >> <http://itdomino.act.com/act.nsf/docid/20031010112629>
- >>
- >> \* about the Administrator / Power Users issue: there are
- >> usually 2 types of elevated permissions that users might need
- >> to be able to run certain software: file system permissions and
- >> registry permissions.
- >>
- >> In stead of making users Power User, you could download FileMon
- >> and RegMon from <http://www.sysinternals.com/>. Run them as
- >> administrator (when no user is connected) on the server, start
- >> a TS session as a normal user and run ACT.
- >> FileMon and RegMon will show you all "access denied" errors
- >> that occur, so that you can give your users the necessary

## Re: User-Specific Settings

>> permissions on a file-to file or Registry subkey basis.  
>> FileMon will also show you if ACT is loading the xml file with  
>> the user preferences, or if it maybe is looking for this file  
>> in a different location. I can imagine that ACT is using the  
>> preference file from the user that initially installed the  
>> application, that's typically something that a non-TS  
>> compatible application can do. If so, it would explain why  
>> changes in settings are not preserved.  
>>  
>> \* about the view settings in explorer and Control Panel (that's  
>> really one and the same problem, I believe): I've seen some  
>> reports of this before, and I've actually experienced the  
>> problem myself on my XP client. Check if this helps:  
>> 813711 – Your view settings or customizations for a folder are  
>> lost or incorrect  
>> <http://support.microsoft.com/?kbid=813711>  
>> Try this for one user who has the problem. If it solves the  
>> issue, then you can export the registry keys to a reg file and  
>> import them for all users in a logon script (depending on how  
>> many users you have).  
>>  
>> If the above doesn't help, you could work around the problem by  
>> creating different shortcuts for Explorer, starting with  
>> different command line switches, as descibed here:  
>> 152457 – Windows Explorer Command-Line Options  
>> <http://support.microsoft.com/?kbid=152457>  
>>  
>> \_\_\_\_\_  
>> Vera Noest  
>> MCSE, CCEA, Microsoft MVP – Terminal Server  
>> <http://hem.fyristorg.com/vera/IT>  
>> \_\_\_ please respond in newsgroup, NOT by private email \_\_\_  
>>  
>> "=?Utf-8?B?RGF2ZQ==?" <Dave@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote  
>> on 12 jun 2005 in microsoft.public.win2000.termserv.apps:  
>>  
>>> Vera,  
>>> – The windows desktop appears to be preserved for each user  
>>> between sessions, but here are some settings that aren't  
>>> saved:  
>>> 1. Windows Explorer – views are not saved (list vs details),  
>>> although  
>>> 'remember each folder's view settings' is checked.  
>>> 2. Act2005 – the columns displayed on different views, the  
>>> width and order  
>>> of columns, and email signatures are not saved. Note:  
>>> according to the manufacturer these preferences are saved in  
>>> a couple of .xml files in each user's section under Documents  
>>> & Settings. Although I see that these files are updated when  
>>> each user makes changes to his settings, it appears that the  
>>> files are not used to reload the preferences when the user

## Re: User-Specific Settings

>>> starts Act.  
>>> 3. Control Panel – views are not saved (list vs tiles)  
>>> 4. Final biggie that may not be related: Word 2003.  
>>> Whenever a user first  
>>> uses Word, and sometimes on subsequent uses, after logging  
>>> in, the autorecover feature displays two files for recovery.  
>>> These files both have the same name, but an attempt to  
>>> recover either results in 'file cannot be found'. I deleted  
>>> the original file and followed (several times) a procedure I  
>>> found in one of these discussion groups to remove all  
>>> remnants of the file, but these ghosts are still there.  
>>>  
>>> – Email: we use MS Outlook 2003 connecting to a POP3 server  
>>> (not ours). Outlook and all of our applications run on our  
>>> server and are accessed thru terminal services.  
>>>  
>>> – User types: Our users are now Admins or Power Users because  
>>> of some problems with Act2005. We initially tried to run  
>>> Act2005 with our server configured as a domain controller.  
>>> There are certain folders that require all users to have Full  
>>> Control; when we were having problems my IT shop said that  
>>> just granting Full Control in permissions didn't necessarily  
>>> give rights the same as assigning another user type. Since  
>>> we didn't want to make everyone an Admin, we changed the  
>>> server config to a Workgroup, so that the Power User type was  
>>> available. This has not solved our Act problems, and I will  
>>> have to see what happens if different users change settings.  
>>>  
>>> Thanks again.  
>>>  
>>> "Vera Noest [MVP]" wrote:  
>>>  
>>>> OK, thanks for the info, that makes it a bit easier to know  
>>>> what can be done.  
>>>>  
>>>> Since all users are using local profiles, I would suggest  
>>>> not to change that, at least not now. It can't be the reason  
>>>> that settings are not preserved, and I am a strong believer  
>>>> in the rule not to introduce change B when you have problem  
>>>> A.  
>>>>  
>>>> Let's try to focus on some changed settings that aren't  
>>>> preserved from one session to the next. Could you give an  
>>>> example, with some more detail as in your first post?  
>>>> The screen settings you wrote about, is that inside an  
>>>> application, or the screen settings of the TS session?  
>>>> Unfortunately, I know next to nothing about Exchange (if  
>>>> that's what you use for email). But there are others here  
>>>> who do, so you could elaborate about the signatures as well  
>>>> (is the server acting as the mail server, with the mail  
>>>> client running on the workstations, or are you running the

## Re: User-Specific Settings

>>> mail client on the Terminal Server, contacting an external  
>>> email server?)  
>>>  
>>> I'm worried about all of the users being Administrators or  
>>> Power Users. Even if we forget the security implications for  
>>> now, it could well mean that their changes are having a  
>>> global effect on the server, not just inside their own  
>>> session. Could that explain what you see, user A changes a  
>>> setting, and next time user B logs on, he gets the new  
>>> setting as well?  
>>>  
>>> \_\_\_\_\_  
>>> Vera Noest  
>>> MCSE, CCEA, Microsoft MVP – Terminal Server  
>>> <http://hem.fyrlistorg.com/vera/IT>  
>>> \_\_\_ please respond in newsgroup, NOT by private email \_\_\_  
>>>  
>>> "=?Utf-8?B?RGF2ZQ==?=" <Dave@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>>> wrote on 10 jun 2005 in  
>>> microsoft.public.win2000.termserv.apps:  
>>>  
>>>> Vera – Thanks again for being so generous with your time.  
>>>> FYI, most of my experience is with NT, so I'm not  
>>>> exceptionally conversant about active directory.  
>>>> – Before I answer your questions I feel that I need to  
>>>> explain my configuration:  
>>>> – My server is in a datacenter that I can't enter.  
>>>> Unless I ask the  
>>>> support staff to do something (and even then maybe not),  
>>>> no one is logging in to the server locally. There are  
>>>> definitely no workstations attached locally to this box.  
>>>> – All of our users, including me, use Windows Remote  
>>>> Desktop Connection to  
>>>> access this server. I understand that there is also a  
>>>> Remote Desktop for Administration; I've not used that.  
>>>> – My server has Win2003 Std Server as the O/S, and also  
>>>> has MS SQL2000  
>>>> Server and .Net 1.1 installed. The server roles  
>>>> configured are File, Application, Mail, Terminal, and DNS.  
>>>> This box is the standalone server in a workgroup. We  
>>>> initially tried to configure as a Domain Controller, but  
>>>> killed that while trying to get one application (Act 2005  
>>>> Premium) to work.  
>>>>  
>>>> – Re: your question – all of the entries are blank on the  
>>>> Profile tab for all of our users. 'Local Path' is  
>>>> selected under Home Folder, but no path is specified.  
>>>>  
>>>> – Thanks again!  
>>>>  
>>>> "Vera Noest [MVP]" wrote:

## Re: User-Specific Settings

>>>>  
>>>> OK, let me verify one more thing:  
>>>>  
>>>> you describe how you checked the local user accounts on  
>>>> the server. Can I conclude that you have a single server,  
>>>> which is both the Terminal Server and stores the user  
>>>> accounts? And you do not run Active Directory? Maybe this  
>>>> server is a standalone server in a workgroup?  
>>>>  
>>>> Anyway, profiles can be rather complex, but let me try to  
>>>> explain some basics:  
>>>> \* all users always have a profile. It stores their  
>>>> personal settings (desktop colour, network connections,  
>>>> application settings and so on).  
>>>> \* if you do \*not\* define a specific profile path (all  
>>>> entries are blank), then you are implicitly using "local  
>>>> profiles". That means that the profile is created on the  
>>>> computer where you logon (either the workstation or the  
>>>> Terminal Server), and when you log off, it is saved there  
>>>> (in the standard folder \Documents and Settings  
>>>> \<your\_username>) \* local profiles are usually OK on  
>>>> workstations, but the disadvantage is that your settings  
>>>> will not follow you when you log on to another  
>>>> workstation. You will create a whole new profile there,  
>>>> which will be unrelated to the first one. Now that \*can\*  
>>>> also be an advantage, if you have very different  
>>>> applications installed on the second workstation, but  
>>>> normally, you want your settings to follow you from one  
>>>> place to another. It's also more difficult to make  
>>>> backups of locally stored profiles. \* this is where  
>>>> "roaming profiles" come in: by defining a location on a  
>>>> shared network drive as the profile path, your settings  
>>>> are saved there everytime you log of, and copied  
>>>> from there everytime you log on, which makes that you  
>>>> have the same settings, irrespective of the workstation  
>>>> you log on to. This applies also to Terminal Server  
>>>> profiles: if you have more than one Terminal Server,  
>>>> defining a roaming TS profile means that you can load-  
>>>> balance the servers, and users will always have their  
>>>> personal settings follow them.  
>>>>  
>>>> When you run a Terminal Server, it is important that all  
>>>> users have a different profile on the server than on  
>>>> their workstation, because the settings are not always  
>>>> compatible, and you can loose settings as well.  
>>>> This can either be local profiles on both the workstation  
>>>> and the TS, or roaming profiles to 2 different network  
>>>> shares, or a combination of a local profile on the  
>>>> workstation and a roaming profile on the server.  
>>>> But not: the same roaming profile on both, and not: a  
>>>> roaming profile as the normal profile, and nothing

Re: User-Specific Settings

>>>> defined as the TS profile, because then the normal  
>>>> roaming profile is also used as the TS profile.  
>>>> To understand what this can cause, imagine the following:  
>>>> you log on to your workstation and load your desktop  
>>>> roaming profile. From there, you log on to the terminal  
>>>> server. If you use the same profile, you load again the  
>>>> same settings. Now you make a change to a setting. You  
>>>> log off from the Terminal Server, and the roaming profile  
>>>> is saved back to its central location on the network  
>>>> share, including the new setting. You are now back at you  
>>>> workstation, but there you have the profile \*without\* the  
>>>> new setting. If you now log off from the workstation,  
>>>> your current profile is saved again to the network  
>>>> location, thereby overwriting the version with the new  
>>>> setting.  
>>>>  
>>>> So I've one more question about your profiles:  
>>>> what is the setting for the normal user profile (not on  
>>>> the TS Profile tab, but on the Profile tab)? Is it also  
>>>> blank?  
>>>>  
>>>> If the normal profile entry is also blank, then you are  
>>>> using local profiles, both on the workstations and the  
>>>> Terminal Server, and it should not give you any problems  
>>>> with overwritten profiles.  
>>>>  
>>>> But if there \*is\* an entry for the normal profile, and  
>>>> the TS profile path is blank, then by default the normal  
>>>> roaming profile is also used as the TS profile. That's  
>>>> not good, as described above.  
>>>>  
>>>> Can you check this before we go into the details of how  
>>>> to create roaming profiles? It you are running with local  
>>>> profiles in all situations, then there's no real need to  
>>>> change it, because it is not what is causing your current  
>>>> problems.  
>>>>  
>>>> \_\_\_\_\_  
>>>> Vera Noest  
>>>> MCSE, CCEA, Microsoft MVP – Terminal Server  
>>>> <http://hem.fyristorg.com/vera/IT>  
>>>> \_\_\_\_ please respond in newsgroup, NOT by private email \_\_\_\_  
>>>>  
>>>> "=?Utf-8?B?RGF2ZQ==?=" <Dave@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>>>> wrote on 10 jun 2005 in  
>>>> microsoft.public.win2000.termserv.apps:  
>>>>  
>>>> > Vera – thanks for being direct, and I apologize for my  
>>>> > lack of knowledge on this issue. I've had a hard time  
>>>> > finding a reliable IT shop...that's why I'm in this  
>>>> > mess. I also appreciate you staying with me while I'm

## Re: User-Specific Settings

>>>>>> > crawling my way along. – That said, I believe that we  
>>>>>> > don't have TS user profiles configured. I looked at  
>>>>>> > each of our users (Computer Management\Local Users and  
>>>>>> > Groups\Users and displayed properties for each user).  
>>>>>> > On the Terminal Services Profile tab, each user has  
>>>>>> > 1. A blank entry under Profile Path  
>>>>>> > 2. Under Terminal Service Home Folder, Local Path is  
>>>>>> > selected but the  
>>>>>> > adjacent field is blank  
>>>>>> > 3. Allow logon to Terminal Server is checked.  
>>>>>> > – On the Member Of tab, every user is a member of the  
>>>>>> > following groups: Users, Remote Desktop Users, then  
>>>>>> > either Administrators or Power Users. (and I have some  
>>>>>> > other groups assigned to control access to shared  
>>>>>> > folders)  
>>>>>>>  
>>>>>>> > – I looked at policies (through Local Security Policy)  
>>>>>>> > and found some settings that allowed certain groups to  
>>>>>>> > logon to terminal services, but didn't find anything  
>>>>>>> > that assigned profiles.  
>>>>>>>>  
>>>>>>>> > – So, am I correct in assuming that I should define a  
>>>>>>>> > path to a profile on the Terminal Services Profile tab?  
>>>>>>>> > Can you tell me if there is a specific folder that  
>>>>>>>> > these profiles are normally stored in?  
>>>>>>>>>  
>>>>>>>>> > Thanks.  
>>>>>>>>>>>  
>>>>>>>>>>> > "Vera Noest [MVP]" wrote:  
>>>>>>>>>>>>>  
>>>>>>>>>>>>> >>> Dave, I don't want to sound rude, but if you don't  
>>>>>>>>>>>>> >>> know where to find which type of profile your users  
>>>>>>>>>>>>> >>> have, you should not have an Administrative account,  
>>>>>>>>>>>>> >>> especially not on a Terminal Server. There's too much  
>>>>>>>>>>>>> >>> that you could do wrong, without knowing it. That's  
>>>>>>>>>>>>> >>> \*not\* a funny thing to find out, afterwards, so it's  
>>>>>>>>>>>>> >>> in your own interest not to have more permissions than  
>>>>>>>>>>>>> >>> you have knowledge.

---

• **References:**

- ◆ **User-Specific Settings**  
    ◇ *From:* Dave
- ◆ **Re: User-Specific Settings**  
    ◇ *From:* Vera Noest [MVP]
- ◆ **Re: User-Specific Settings**  
    ◇ *From:* Dave
- ◆ **Re: User-Specific Settings**  
    ◇ *From:* Vera Noest [MVP]

Re: User-Specific Settings

- ◆ **Re: User-Specific Settings**  
◇ From: Dave
- ◆ **Re: User-Specific Settings**  
◇ From: Vera Noest [MVP]
- ◆ **Re: User-Specific Settings**  
◇ From: Dave
- ◆ **Re: User-Specific Settings**  
◇ From: Vera Noest [MVP]
- ◆ **Re: User-Specific Settings**  
◇ From: Dave
- ◆ **Re: User-Specific Settings**  
◇ From: Vera Noest [MVP]
- ◆ **Re: User-Specific Settings**  
◇ From: Dave

- Prev by Date: **Re: Remote Desktop for Administration**
- Next by Date: **Re: Win CE connect only once from some location**
- Previous by thread: **Re: User-Specific Settings**
- Next by thread: **Moving W2K3 TS CAL from W2K to a W2K3 server**
- Index(es):
  - ◆ **Date**
  - ◆ **Thread**