

RE: Licenses are not issued

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termserv.apps/2006-01/msg00039.html>

- *From:* ForPao <ForPao@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 13 Jan 2006 00:39:02 -0800
-

ok ... i have more clues now ...

The TLS is working because i tried with 2 more computer and i've got 1 temp license for the 1st one (i did only one connection) and an issued one to the second one (i did 2 connections) (see pic at

http://www.hostfiles.org/files/20060113093212_terminal.JPG).

The puzzeling thing is that the TLS is not issuing any license to my thin clients but they are correctly working. I also tried disabling the EWF (enhanced Write Filter) on the clients but didn't work. All my thin clients have the license correctly stored in the file registry (see pic at http://www.hostfiles.org/files/20060113093231_terminal2.JPG) but there's nothing on the server.

I tried also to delete the registry on the client, reboot, and reconnect ... the key is again in the thin client registry but nothing on the server ... :-(
I'm going crazy!

Thanks again, Paolo.

"Vera Noest [MVP]" wrote:

- > What do you mean with:
- >> i already did the test that
- >> you told me to do and it didn't work :-(
- >
- > Could the client connect, or was the connection refused after
- > resetting the thin client to the factory default?
- >
- > Since the LS has been working correctly for a couple of days: what
- > was changed immediately before it stopped functioning? Made any
- > changes to the domain or the server?
- >
- > Not knowing what the problem is, there's no way of telling what
- > will happen.
- > It almost seems as if the clients are receiving a TS CAL from
- > another LS, or as if they are still holding a valid TS CAL obtained
- > earlier – but these are newly installed clients, correct?
- > The puzzling thing is that the TS cannot be in the grace period
- > anymore, because it *has* connected to a working LS during some
- > days.
- > So who is issueing TS CALs to your clients? To find out, I would

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> run the lsreport and lsview utilities from the Resource Kit to see
> if that reveals something strange.
> <http://www.microsoft.com/downloads/details.aspx?FamilyID=9d467a69-57ff-4ae7-96ee-b18c4790cffd&DisplayLang=en>
>
> I would not try to "solve" the problem by switching to Per User
> mode licensing. Although this *maybe* solves the problem in the
> short run (and even that is not guaranteed in this situation!), you
> will have to deal with it properly sooner or later, when Per User
> TS CALs are managed.
>
>
> _____
> Vera Noest
> MCSE, CCEA, Microsoft MVP – Terminal Server
> TS troubleshooting: <http://ts.veranoest.net>
> SQL troubleshooting: <http://sql.veranoest.net>
> ___ please respond in newsgroup, NOT by private email ___
>
> =?Utf-8?B?Rm9yUGFv?= <ForPao@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote on
> 12 jan 2006 in microsoft.public.win2000.termserv.apps:
>
>> Thanks again for your reply ... i'm puzzled too :-(
>> The license server worked only for a few days during the
>> installation of the thin clients ... i already did the test that
>> you told me to do and it didn't work :-(
>> The 3 issued licenses are 1 for my computer and 2 for thin
>> clients (see pic at:
>> http://www.hostfiles.org/files/20060112091018_terminal3.JPG).
>> What will happen at the expiration day? what will happen to all
>> the other clients?
>> If everything would stop i think i will switch to "per user
>> mode" because i cannot stop my service :-(
>> Do you know any registry to play with?
>>
>> "Vera Noest [MVP]" wrote:
>>
>>> This is really puzzling!
>>> Your second picture shows that the Licensing Server *has*
>>> issued 3 permanent Per Device TS CALs, as well as 1 temporary.
>>> That would mean a total of 4 connecting clients (the very first
>>> connection from any device always uses a temporary license, and
>>> on the second connection, the temporary license is exchanged
>>> for a permanent license).
>>> So the licensing server has been working, at least during some
>>> period.
>>> I wonder if you could do the following test:
>>> Watch your Licensing Manager, note down the number of issued
>>> permanent and temporary licenses. Then reset one of the thin
>>> clients (which has connected before) to the factory defaults.
>>> This should erase the locally stored license. Then try to
>>> connect with the thin client. This should cause the Licensing

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>>> Server to issue a temporary license (refresh the screen on the
>>> Licensing manager). Logoff from the session on the thin client,
>>> and then connect again. Now the client should receive a
>>> permanent license.
>>>
>>> _____
>>> Vera Noest
>>> MCSE, CCEA, Microsoft MVP – Terminal Server
>>> TS troubleshooting: <http://ts.veranoest.net>
>>> SQL troubleshooting: <http://sql.veranoest.net>
>>> ___ please respond in newsgroup, NOT by private email ___
>>>
>>> =?Utf-8?B?Rm9yUGFv?= <ForPao@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
>>> on 11 jan 2006 in microsoft.public.win2000.termserv.apps:
>>>
>>>> Thanks for your reply ... i checked the log file and there
>>>> are no errors at all (only a few printing ones). I also
>>>> checked the name of the LS and i correctly wrote the name of
>>>> the server (see pic at
>>>> http://www.hostfiles.org/files/20060111021110_terminal1.JPG),
>>>> then i checked that the LS is active and to be more sure i
>>>> just Re-activated it over the web (see pic
>>>> http://www.hostfiles.org/files/20060111021151_terminal2.JPG).
>>>> I have a good server and all the licenses seem to be
>>>> correctly entered but i cannot deploy them.
>>>> Any other idea?
>>>>
>>>> "Vera Noest [MVP]" wrote:
>>>>
>>>>> No, you should *not* switch to Per User licensing mode.
>>>>> To make that work and legal, you would need to get all your
>>>>> Per Device licenses re-issued by the Clearinghouse to Per
>>>>> User TS CALs (only allowed if you have Software Assurance on
>>>>> them) AND you would need 200 Per User TS CALs (one for every
>>>>> user).
>>>>>
>>>>> In stead, check the EventLog on the server, as Patrick
>>>>> already asked you.
>>>>> It will probably tell you why the licenses are not issued.
>>>>> And as Patricj already mentioned, you most likely have to
>>>>> make sure that the TS can locate the LS, by hardcoding the
>>>>> name of the LS into the registry of the TS (even when they
>>>>> are running on the same server).
>>>>>
>>>>> 279561 – How to Override the License Server Discovery
>>>>> Process in Windows Server 2003 Terminal Services
>>>>> <http://support.microsoft.com/?kbid=279561>
>>>>>
>>>>> _____
>>>>> Vera Noest
>>>>> MCSE, CCEA, Microsoft MVP – Terminal Server

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> > > > TS troubleshooting: <http://ts.veranoest.net>
> > > > *----- Please reply in newsgroup -----*
> > > >
> > > > =?Utf-8?B?Rm9yUGFv?= <ForPao@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> > > > wrote on 10 jan 2006:
> > > >
> > > > IS in on the same TSLS machine
> > > > The TS it's only a domain member but not a DC
> > > > TS and TSLS are on the same 2003 system
> > > > The domain is controlled by a 2000 DC
> > > >
> > > > Do you think i have to switch the licensing method to "per
> > > > Users" according to this article?
> > > > <http://support.microsoft.com/?kbid=822134>
> > > >
> > > > I have only one TS (2003), 23 thin clients but i have
> > > > almost 200 users ... that's why i bought 23 licenses per
> > > > device .
> > > > Thanks a lot, Paolo.
> > > >
> > > > "Patrick Rouse" wrote:
> > > >
> > > > IS the TSLS on the same machine?
> > > > Is the TS also a DC (not recommended)
> > > > Is the TSLS on a 2003 Server (requirement)?
> > > > Is the TSLS on a 2003 DC? If not, then you need to
> > > > configure the registry to locate the TSLS.
> > > > Did you check the error on the TS Event Log, which should
> > > > tell you the problem.
> > > >
> > > > <http://www.sessioncomputing.com/licensing.htm>
> > > >
> > > > --
> > > > Patrick Rouse
> > > > Microsoft MVP – Terminal Server
> > > > <http://www.sessioncomputing.com>
> > > >
> > > >
> > > > "ForPao" wrote:
> > > >
> > > > > HI,
> > > > > I have a W2k3 SP1 Server With TS installed and 23
> > > > > Thin Clients with WXPe.
> > > > > I correctly activated the licensing for the server, for
> > > > > the CAL and for the TS CAL. I selected the "license by
> > > > > device" option and not the "license by user" option but
> > > > > the licenses are not issued to the clients. Everything
> > > > > is working by now but i'm afraid that everything will
> > > > > stop if the licenses are not correctly issued to each
> > > > > client. What can i do? is this normal?
>

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- *Follow-Ups:*

- ◆ **RE: Licenses are not issued**
 - ◇ *From:* Vera Noest [MVP]

- *References:*

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- Prev by Date: **Re: clients from one location disconnect and can't connect until TS server rebooted**
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