

## Re: Event ID 1000 (Userenv)

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*Source:*

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termserv.apps/2006-07/msg00003.html>

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- *From:* "Vera Noest [MVP]" <[vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 11 Jul 2006 06:35:36 -0700
- 

Maybe it's time to install those 2 hotfixes that I mentioned in my first reply? Vincent Xu also recommended the first one as his point nr. 5.

828153 – UsrClasses Hive Does Not Unload During Logoff  
Because of an Intermittent Handle Leak in Spoolsv.exe  
<http://support.microsoft.com/?kbid=828153>

827825 – "Windows Cannot Unload Your Registry Class File"  
Error Message When You Log Off Terminal Services  
<http://support.microsoft.com/?kbid=827825>

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Vera Noest  
MCSE, CCEA, Microsoft MVP – Terminal Server  
TS troubleshooting: <http://ts.veranoest.net>  
\_\_\_ please respond in newsgroup, NOT by private email \_\_\_

=?Utf-8?B?UmV4IEtyZW1lcg==?= <[rex@xxxxxxxxxxxxxxxxxx](mailto:rex@xxxxxxxxxxxxxxxxxx)> wrote on 11 jul 2006 in microsoft.public.win2000.termserv.apps:

UPHClean is installed and is working so far.  
The user reports that the terminal server slows down a bit and it takes longer that their profile is loaded.  
Shouldn't the registry size shrink?  
It is still 110 MB and from time to time the user can't login because it say that the registry size is too smal (max. size is 150 mb). How large can the registry be?

"Vincent Xu [MSFT]" wrote:

Hi,

Re: Event ID 1000 (Userenv)

Let me know the results.:)

I'm glad to provide assistance.

Best regards,

Vincent Xu  
Microsoft Online Partner Support

=====  
Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
=====

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-----  
Thread-Topic: Event ID 1000 (Userenv)

thread-index:

AcaZyZw2ajMS/aCgT92b2X5Z8l648g==

X-WBNR-Posting-Host: 212.79.172.242

From: =?Utf-8?B?UmV4IEtyZW1lcg==?=<rex@xxxxxxxxxxxxxxxx>

<rex@xxxxxxxxxxxxxxxx>

References:

<B097FC84-0844-4CD1-BEC0-C0E30143BECF@xxxxxxxxxxxxxxxx>

<Xns97E8D2F6949C4veranoesthemutforsse@xxxxxxxxxxxxxxxx>

<sFDfZkNIGHA.764@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: Re: Event ID 1000 (Userenv)

Date: Tue, 27 Jun 2006 02:11:01 -0700

Lines: 205

Message-ID:

<593252F9-35C1-4727-82BB-D99C2FCAA811@xxxxxxxxxxxxxxxx>

MIME-Version: 1.0 Content-Type:

text/plain;

charset="Utf-8"

Content-Transfer-Encoding: 7bit

X-Newsreader: Microsoft CDO for

Windows 2000

Content-Class: urn:content-classes:message

Importance: normal

Re: Event ID 1000 (Userenv)

Re: Event ID 1000 (Userenv)

Priority: normal

X-MimeOLE: Produced By Microsoft

MimeOLE V6.00.3790.1830

Newsgroups:

microsoft.public.win2000.termserv.apps

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl

microsoft.public.win2000.termserv.apps:17940

NNTP-Posting-Host:

TK2MSFTNGXA01.phx.gbl 10.40.2.250

X-Tomcat-NG:

microsoft.public.win2000.termserv.apps

hi,

i have checked 1 / 2 / 3 and will now install  
the Microsoft  
User Profile

Hive

Cleanup Service.

thx

"Vincent Xu [MSFT]" wrote:

Hi,

As we know, the 1000 error  
is not a specific error. It is  
recorded when

the

profile could not be  
unloaded. However, the  
cause may be  
vary. I am not sure what  
steps you have done to solve  
the  
issue. So, I would like to  
provide the general  
troubleshooting steps on this  
issue. Thank you for

your

time.

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1. Verify that you have installed Windows 2000 SP4 and IE6 SP1 on the Terminal Server.

Windows 2000 SP4:

<http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/default.asp>

Internet Explorer 6 SP1

<http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.asp>

2. This issue can occur if the share that contains your user profile is

not

set to Full Control. To resolve this issue, put user profiles for

clients

running Windows 2000 on servers and domain controllers running Windows

2000

Server or change the permissions on the share to Full Control. For more information, please refer to the following article.

255113 Windows 2000 Roaming Profiles May Not Synchronize with Windows

NT 4.0

<http://support.microsoft.com/?id=255113>

3. This problem occurs if the following conditions are true:

- You are use a Windows 2000-based computer to connect to a Windows 2000-based Terminal Server.

- Your Windows 2000-based Terminal Server runs Citrix MetaFrame version 1.8, which is configured in a load-balanced server farm.

- Your Windows 2000-based Terminal Server uses an antivirus program or a backup program that is not compatible with the Citrix software. For example, this is a known problem with Symantec Norton AntiVirus Corporate Edition version 7.5.

To work around this problem, disable or remove the antivirus program or

the

backup program.

Contact the manufacturer of your antivirus program or your backup

program

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for more information about how to resolve this problem. There may be an update for your software that resolves this problem. For more

information,

please refer to the following article.

329718 Terminal Server Roaming Profiles Are Not Saved  
<http://support.microsoft.com/?id=329718>

4. This issue may occur if Microsoft Windows or third-party programs

such

as printer drivers or virus scanners do not stop and release resources

when

you log off your computer. To resolve this issue, use the Microsoft

User

Profile Hive Cleanup Service (UPHClean). UPHClean monitors the computer while Windows is unloading user profiles and forces resources that are

open

to close. Therefore, the computer can unload and reconcile user

Re: Event ID 1000 (Userenv)

profiles.

To download and install  
UPHClean, visit the  
following  
Microsoft Web

site:

[http://www.microsoft.com/downloads/details.aspx?FamilyId=1B286E6D-8912-4E18-](http://www.microsoft.com/downloads/details.aspx?FamilyId=1B286E6D-8912-4E18-B570-42470E2F3582)

[B570-42470E2F3582](http://www.microsoft.com/downloads/details.aspx?FamilyId=1B286E6D-8912-4E18-B570-42470E2F3582)

For more information,  
please refer to the following  
article.

837115 Troubleshooting  
profile unload issues  
<http://support.microsoft.com/?id=837115>

5. Install the following  
hotfix:

828153 UsrClasses Hive  
Does Not Unload During  
Logoff  
Because of an Intermittent  
<http://support.microsoft.com/?id=828153>

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

Re: Event ID 1000 (Userenv)

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.

One option is to contact Microsoft Product Support Services

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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;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.

Best regards,

Vincent Xu  
Microsoft Online Partner  
Support

Re: Event ID 1000 (Userenv)

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may learn and benefit from  
this issue.

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confers no

rights.

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Subject:

Re:

Event

ID

1000

(Userenv)

From:

"Vera

Noest

[MVP]"

<vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

References:

<B097FC84-0844-4CD1-BEC0-C0E30143BECF@xxxxxxxx>

Message-ID:

<Xns97E8D2F6949C4veranoesthemutforsse@xxxxxxxxxxxx>

User-Agent:

Xnews/06.08.25

Newsgroups:

microsoft.public.win2000.termserv.apps

Date:

Tue,

20

Jun

Re: Event ID 1000 (Userenv)

2006  
11:44:18  
-0700  
NNTP-Posting-Host:  
h249n2fls309o851.telia.com  
81.224.241.249  
Lines:  
1  
Path:  
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2  
x.gbl  
Xref:  
TK2MSFTNGXA01.phx.gbl

microsoft.public.win2000.termserv.apps:17934

X-Tomcat-NG:  
microsoft.public.win2000.termserv.apps

There  
are  
2  
post-SP4  
hotfixes  
which  
deal  
with  
this  
problem.  
If  
they  
don't  
help,  
try  
if  
the  
problem  
disappears  
when  
you  
install  
the  
UPHClean  
utility  
on  
the  
server.

828153  
-  
UsrClasses

Re: Event ID 1000 (Userenv)

Hive  
Does  
Not  
Unload  
During  
Logoff  
Because  
of  
an  
Intermittent  
Handle  
Leak  
in  
Spoolsv.exe  
<http://support.microsoft.com/?kbid=828153>

827825  
–  
"Windows  
Cannot  
Unload  
Your  
Registry  
Class  
File"  
Error  
Message  
When  
You  
Log  
Off  
Terminal  
Services  
<http://support.microsoft.com/?kbid=827825>

<http://www.microsoft.com/downloads/details.aspx?FamilyId=B286E6D-8912-4E18-B570-42470E2F3582>

---

Vera  
Noest  
MCSE,  
CCEA,  
Microsoft  
MVP  
–  
Terminal  
Server  
TS  
troubleshooting:  
<http://ts.veranoest.net>

Re: Event ID 1000 (Userenv)

—  
please  
respond  
in  
newsgroup,  
NOT  
by  
private  
email  
—

=?Utf-8?B?UmV4IEtyZW1lcg==?=

<rex@xxxxxxxxxxxxxxxx>

wrote

on

20

jun

2006

in

microsoft.public.win2000.termserv.apps:

Hi,

I

get

an

error

(seen

below)

when

i

try

to

log

on

to

the

terminal

server

(W2k

SP4).

The

registry

size

is

by

now

100

MB

and

Re: Event ID 1000 (Userenv)

i  
increased  
it  
to  
150  
Mb.  
I  
allread  
have  
read  
the  
KB281267,KB285192  
and  
KB329718  
but  
it  
didn't  
help  
to  
solve  
the  
problem.  
What  
could  
be  
the  
cause  
of  
this?

best  
regards

Event  
Type:  
Error  
Event  
Source:  
Userenv  
Event  
Category:  
None  
Event  
ID:  
1000  
Date:  
20.06.2006  
Time:  
11:48:28  
User:  
NT

Re: Event ID 1000 (Userenv)

AUTHORITY\SYSTEM

Computer:

Server1

Description:

Windows

cannot

load

your

profile.

Please

increase

the

registry

size

and

restart

the

computer.

Event

Type:

Error

Event

Source:

Userenv

Event

Category:

None

Event

ID:

1000

Date:

19.06.2006

Time:

16:51:26

User:

NT

AUTHORITY\SYSTEM

Computer:

Server1

Description:

Windows

cannot

unload

your

registry

file.

If

you

have

Re: Event ID 1000 (Userenv)

a  
roaming  
profile,  
your  
settings  
are  
not  
replicated.  
Contact  
your  
administrator.

DETAIL

–  
Access  
is  
denied.

,  
Build  
number  
((2195)).