

Re: Removing a device license

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termserv.clients/2004-07/0029.html>

From: Vera Noest [MVP] (vera.noest_at_remove-this.hem.utfors.se)

Date: 07/01/04

Date: Thu, 01 Jul 2004 14:17:44 -0700

Have you updated the firmware of the thin client to the latest version?

The license is stored on the client, not on the server. To remove the license from a thin client, you usually have to reset the thin client to the factory defaults.

But removing the license from the client will not free up the TS CAL on the Licensing Server. The client will merely grab another license (or in your case: fail to do so).

There are a number of specific problems with licensing of thin clients. Which OS version are you running on the TS? W2K or 2003? If W2K, which SP? Some problems are fixed in SP4, some require a pre-SP5 hotfix.

253292 – Windows Base Terminal Devices Take Multiple Terminal Services Client Access Licenses
<http://support.microsoft.com/?kbid=253292>

813508 – Cannot Connect to a Terminal Server From a Windows-Based Terminal
<http://support.microsoft.com/?kbid=813508>

825027 – Terminal Services Licensing Denies Your Connection to Your Terminal Server from Your WBT Device
<http://support.microsoft.com/?kbid=825027>

827355 – Event ID 1004 is logged when a thin client tries to obtain a Terminal Services license
<http://support.microsoft.com/?kbid=827355>

Do your TS CALs have an expiration date in TS Licensing Manager or not? I.e. were they installed when the LS was already on SP3 or higher? TS CALs installed before SP3 do not have an expiration date and are permanently lost when the client is discarded. If that's your situation, you'll have to phone the Clearinghouse to

get them re-issued.

291795 – HOW TO: Locate a Phone Number for the Microsoft Clearinghouse

<http://support.microsoft.com/?kbid=291795>

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---- please respond in newsgroup, NOT by private email ----

"Mike" <anonymous@discussions.microsoft.com> wrote in
news:2404901c45f7d\$38327c80\$a601280a@phx.gbl:

- > *I have some devices that have 2 licenses and they are*
- > *taking up room for others I need to connect. This occurred*
- > *when a couple of thin client devices failed and I replaced*
- > *them. The name of the client shows up twice in the list.*
- >
- > *The specific problem, is when I try to log on with a new*
- > *client, one that was used 4 months ago, I get the 1004*
- > *error in the event log "the terminal server cannot issue a*
- > *client license".*
- >
- > *I have looked at kb187614 for this problem but I don't see*
- > *where the key would be. DO I log on to the server as the*
- > *user and look at the key? The license is bound to the*
- > *device, not the user.*