

microsoft.public.win2000.termserv.clients: Re: Slow TS logon from dumb terminals.

## Re: Slow TS logon from dumb terminals.

**Source:**

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termserv.clients/2004-11/0162.html>

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**From:** Brett Ward (*brettward\_at\_gmail.com*)

**Date:** 11/11/04

Date: Thu, 11 Nov 2004 09:43:13 +0200

I think it's best if I have a look in December... unfortunately, the kids are on holiday... so testing would be difficult.

As to your questions

Is a login from the console also slow?

No. I found this out this morning. If one or two users sign on, it logons on fast, it's only when they have a full class?

Check all variations of normal user vs. Domain Administrator and console versus client.?

Any varatios is slow, but normal users a generally the only ones that use the thin clients.

Do the users run a login script? If so, does it help to disable the script?

No logon scripts

Does the server run any anti-virus software? If so, check to see if the Real-time protection component runs in every user session.

Disable the anti-virus software temporarily to check the effects?

No virus protection as only the server has s CD Rom/USB Access/Floppy. And there is no internet access.

Do you have local printers, which are redirected into the TS-session? If so, does it help to disable printer redirection?

There is a printer shared, but it's local to the server.

>*From TS Manager and TaskManager on the server, check the sessions and the processes that run inside them. Is there any process taking 100% of the CPU?*

This I'll need to get someone to check.

Thanks for the help, it's really appreciated. I'd really like to try and get this solved. I'm not invoicing or charging the school for the work, as I think they've spent enough, and had enough troubles.

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Regards,  
Brett

"Vera Noest [MVP]" <Vera.Noest@remove-this.hem.utfors.se> wrote in message  
news:Xns959CA0A3625EDveranoesthemutforsse@207.46.248.16...

> You write: "As to is it always slow...No, but about 99% of the  
> time.". It would be extremely useful to define that 1% when logons  
> are *\*not\** slow. And than list the differences with the slow  
> logins.  
>  
> \* Is a login from the console also slow?  
> Or only logins from workstations / thin clients?  
> \* Check all variations of normal user vs. Domain Administrator and  
> console versus client.  
> \* Do the users run a login script? If so, does it help to disable  
> the script?  
> \* Does the server run any anti-virus software? If so, check to see  
> if the Real-time protection component runs in every user session.  
> Disable the anti-virus software temporarily to check the effects  
> \* Do you have local printers, which are redirected into the TS-  
> session? If so, does it help to disable printer redirection?  
> \* From TS Manager and TaskManager on the server, check the  
> sessions and the processes that run inside them. Is there any  
> process taking 100% of the CPU?  
>  
> You might have to use a network sniffer and FileMon and RegMon to  
> monitor in detail what is happening during a login. It sounds as  
> if the clients are looking for some resource, which they can't  
> find.  
> One example is an application searching for fonts during logon.  
> Applications that may cause this problem include NWScript.exe and  
> Lotus CC:Mail. The solution is to add %SystemRoot%\Fonts to the  
> Path variable on the server.  
>  
> FileMon and RegMon can be downloaded from  
> <http://www.sysinternals.com/>. Run them as administrator and start  
> a TS session as a normal user.  
>  
> FileMon and RegMon will show you all "access denied" or "file not  
> found" errors that occur. Maybe that will give you some more ideas  
> about the cause of the problem.  
>  
> --  
> Vera Noest  
> MCSE,CCEA, Microsoft MVP – Terminal Server  
> <http://hem.fyristorg.com/vera/IT>  
> \*----- Please reply in newsgroup -----\*

>  
> "Brett Ward" <brettward@gmail.com> wrote on 09 nov 2004:  
>  
>> I know... it is a pain doing this remotely. Unfortunately they

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>> *have used every single IT company up there and being charged a  
>> fortune, and all of them say they've resolved the problem. But  
>> it seems to persist.*  
>>  
>> *The structure is as follows:  
>> They only have one server. The terminal services server. It is  
>> set up as the Domain Controller, so yes, there is an AD  
>> structure. I'm not sure why it was set up like this. It probably  
>> would've been easier setting it up as a stand alone server. All  
>> the dumb terminals are connected to the server through a 100Mb  
>> switch.*  
>>  
>> *The simultaneous logons are 15 kids max.*  
>>  
>> *As to is it always slow...No, but about 99% of the time.*  
>>  
>> *I will be flying up there in December, but was hoping to get  
>> this done before then...so any ideas would be appreciated.*  
>>  
>>  
>>  
>>  
>> *"Vera Noest [MVP]" <Vera.Noest@remove-this.hem.utfors.se> wrote  
>> in message  
>> news:Xns959C53D728F57veranoesthemutforsse@207.46.248.16...  
>>> How's the domain setup? Is this an AD?  
>>> What is the role of the TS in the domain? Does it have other  
>>> tasks as well?  
>>> Where are the user accounts located?  
>>> How many simultaneous logons? I guess that a class can consist  
>>> of 15 – 30 kids?  
>>> How about teachers? Do they use this server also? For TS?  
>>> Are \*all\* logons \*always\* slow? I.e. if you would logon during  
>>> off-hours, is it slow as well?  
>>>  
>>> I'm really not sure if you can troubleshoot this kind of  
>>> problems remotely.  
>>> There are thousands of questions to ask, and you could continue  
>>> for months without getting anywhere.  
>>>  
>>> You'd probably be better off trying to find someone who can  
>>> recommend you a good consultant in the neighborhood.  
>>>  
>>> --  
>>> Vera Noest  
>>> MCSE, CCEA, Microsoft MVP – Terminal Server  
>>> <http://hem.fyristorg.com/vera/IT>  
>>> \*----- Please reply in newsgroup -----\*>>>  
>>> "Brett Ward" <brettward@gmail.com> wrote on 09 nov 2004:  
>>>*

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>>>> *All the profiles are local profiles.*  
>>>>  
>>>> *Logoff is instant.*  
>>>>  
>>>> *Nothing in the event viewer.*  
>>>>  
>>>> *The Home Folder local path is the only property set under each*  
>>>> *users profile?*  
>>>>  
>>>> *This really has me baffled.*  
>>>>  
>>>>  
>>>>  
>>>> *"Vera Noest [MVP]" <Vera.Noest@remove-this.hem.utfors.se>*  
>>>> *wrote in message*  
>>>> *news:Xns95978A211EDC2veranoesthemutforsse@207.46.248.16...*  
>>>>> *Could be anything, but a profile-related problem comes first*  
>>>>> *to my mind.*  
>>>>> *Do they have a roaming profile?*  
>>>>> *Does logoff also take a long time?*  
>>>>> *Check the EventLog on the Terminal Server for any entries,*  
>>>>> *especially related to loading or unloading of profiles.*  
>>>>>  
>>>>> *If you find no error messages, and they use roaming profiles,*  
>>>>> *make sure that the home directory and profile directory are*  
>>>>> *not one and the same (otherwise they have to copy the*  
>>>>> *complete content of the home directory into their locally*  
>>>>> *cached copy of the profile). Also check that Temporary*  
>>>>> *Internet Files are not roaming with the profile.*  
>>>>>  
>>>>> --  
>>>>> *Vera Noest*  
>>>>> *MCSE,CCEA, Microsoft MVP – Terminal Server*  
>>>>> *<http://hem.fyrlistorg.com/vera/IT>*  
>>>>> *\*----- Please reply in newsgroup -----\**  
>>>>>  
>>>>> *"Brett Ward" <brettward@gmail.com> wrote on 04 nov 2004:*  
>>>>>  
>>>>>> *Hi All*  
>>>>>>  
>>>>>> *I'm trying to help a small private school that's having*  
>>>>>> *trouble logging onto their Terminal Server. It takes up to*  
>>>>>> *15min. for the kids to log on. i.e. Half the time of the*  
>>>>>> *class is spent logging on.*  
>>>>>>  
>>>>>> *Its a pretty decent HP server. Two process, 1GB RAM.,etc.*  
>>>>>> *So I'm sure its not the hardware. They're running Windows*  
>>>>>> *2000 Server latest SP, and connecting from about 15 dumb*  
>>>>>> *terminals?*  
>>>>>>  
>>>>>> *Unfortunately they're over 2000km away, so it's difficult*

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>>>>> *trying to troubleshoot over the phone. Any ideas and*  
>>>>> *suggestions would be appreciated? They have been taken for a*  
>>>>> *ride by so many of the local IT companies, and have spent a*  
>>>>> *fortune on consultation and hardware.*  
>>>>>  
>>>>> *Regards,*  
>>>>> *Brett*