

# Remote clients constantly freezing / locking up

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<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termserv.clients/2005-05/msg00141.html>

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- *From:* Brent <d@xxx>
  - *Date:* Wed, 25 May 2005 19:44:52 GMT
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Hi all,

I've got about 100 users remotely accessing either of two terminal servers in our Windows 2000 domain. They use a mixture of Neoware and IBM thin clients over ADSL/SDSL, from different locations throughout the country.

Every few minutes, their session will lock up/freeze, and will stay that way for a long time, then become restored, unless they reboot the thin client.

We also have thin clients in our LAN, and so far those are okay. Only the clients outside our network are having a problem. When I ping an outside site, no packets are lost. When I ping our terminal servers from an external machine it replies fine.

The only recent change we've made is installing a later version of Symantec Antivirus, Corporate Ed. 9.0 onto one of the terminal servers. Curiously enough, this seems to have coincided (approximately) with these locking up issues, which started Monday eve.

Nothing on that terminal server, however, indicates any significant amount of resources being used up. None of the servers appear to have spikes in usage or network traffic, although any advice on how to better evaluate this would be appreciated. (I installed a linkferret network monitor on a separate machine but it hasn't revealed much.)

Any hints would be much appreciated.

Thanks,  
Brent

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- Prev by Date: *MaxIdleTime to 4 days?*
- Next by Date: *Installing Windows 2000 Terminal Services*
- Previous by thread: *MaxIdleTime to 4 days?*
- Next by thread: *Installing Windows 2000 Terminal Services*
- Index(es):
  - ◆ *Date*
  - ◆ *Thread*