

## Event 1004: The terminal server cannot issue a client license

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*Source:*

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.termserv.clients/2006-08/msg00011.html>

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Ok, did some searching and of course about 3000 articles came up on the topic but I only had a limited time for reading. If anyone can point me in the right direction it will save me a bunch of reading in the morning that I was hoping to use for other things.

Here's the situation:

Client is Windows 2000 Pro

Have a new Server 2003 domain that I am rolling out.

My citrix MetaFrame 1.8 box is on the "old" domain.

I'm in a satellite office connected over our WAN (this problem didn't appear on our LAN).

I have checked/re-checked and triple-checked my IP connection settings.

When I move a user to the "new" domain and re-create all of their profile settings (including the citrix connection settings), it tries to connect to the citrix box, fails, and the server records "EventID 1004: The terminal server cannot issue a client access license".

In the login information tab on the citrix client I am still using their "old" username and old domain name, which has worked just fine for 10 users on the LAN.

I can ping the citrix box by name and by IP, and the fact that it is recording the entry in the event viewer makes me fairly confident this isn't a TCP/IP setting boo boo on my part. Also, If I log the PC back onto the old domain (even using my new WINS & DNS settings that I am using for the 2003 domain), I can connect to my published app just fine.

Again, LAN users are fine. This is the third WAN user I have setup today, 1 worked fine (god knows why), the other two have the exact same issue.

My knowledge of Terminal services and Citrix licensing is amatuer at best, but this is the first time I haven't been able to fix it myself with a little reading and poking around.

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FYI – I had a virus hit my citrix box last week and had to re–install the TCP/IP protocol as part of the fix and restart my terminal services licensing etc.... I'm a little concerned that maybe the virus wiped out a registry setting or two, but I wouldn't think it would only affect the WAN users of a "new" domain?

If I had to guess I'd say the terminal server isn't able to issue the "new domain" user a new CA license? Are the CA licenses domain specific?

Any help narrowing down my search would be GREATLY appreciated, as I hope to go home tomorrow.

Thanks in advance. Desperate for sleep.....

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