

Re: Laptop Logoff Painfully Slow when a Kerberos Realm user is logged on

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-04/msg02779.html>

- *From:* v-kzhao@xxxxxxxxxxxxxxxxxxxxxx ("Ken Zhao [MSFT]")
 - *Date:* Tue, 10 Apr 2007 01:01:47 GMT
-

Hi Simon,

Thanks for your reply.

Since this issue only occurs on this specific laptop, I suspect this may be related to certain applications or drivers. Please try to remove all third party applications or you may boot into Clean Boot mode to monitor the issue.

To isolate the influence of additional applications, please boot the system into a Clean Boot environment to see whether this problem continues:

1. Unplug all the unnecessary devices, with only the keyboard and the mouse left.
2. Click Start, click Run, type "msconfig" (without the quotation marks) in the Open box, and then click OK.
3. In the Startup tab, click the "Disable All" button.
4. In the Services tab, check the "Hide All Microsoft Services" checkbox, and then click the "Disable All" button.
5. Click OK and restart your computer.

310560: How to troubleshoot by using the System Configuration utility in Windows XP

<http://support.microsoft.com/kb/310560>

I am not sure if Kerberos Realm user can logon in Safe Mode with Network. If so, you may test in Safe Mode with Network. Safe Mode loads a minimally protected-mode configuration, disabling Windows device drivers and using the standard VGA display adapter.

1. Restart the computer.
2. Keep pressing F8 key until the Windows Startup menu appears.
3. Choose the Safe Mode with Network, and press Enter.

Note: Some third party applications and hardware devices cannot be used during Safe Mode.

Re: Laptop Logoff Painfully Slow when a Kerberos Realm user is logged on

Thanks & Regards,

Ken Zhao

Microsoft Online Support
Microsoft Global Technical Support Center

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| Reply-To: "Simon Collier" <simon.collier@xxxxxxxxxxxxxxxxxx>
| From: "Simon Collier" <simon.collier@xxxxxxxxxxxxxxxxxx>
| References: <#JkE\$JidHHA.4012@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<N7FCA0ndHHA.4692@xxxxxxxxxxxxxxxxxxxxxxxxxx>
| In-Reply-To: <N7FCA0ndHHA.4692@xxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Laptop Logoff Painfully Slow when a Kerberos Realm user is
logged on
| Date: Wed, 4 Apr 2007 09:51:18 -0600
| Lines: 142
| Message-ID: <AEFCFE58-06EF-47CA-B16A-20E45C8A54C4@xxxxxxxxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| format=flowed;
| charset="iso-8859-1";
| reply-type=original
| Content-Transfer-Encoding: 7bit
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Windows Mail 6.0.6000.16386
| X-MS-CommunityGroup-PostID: {AEFCFE58-06EF-47CA-B16A-20E45C8A54C4}
| X-MS-CommunityGroup-ThreadID: CC6B6B88-3D2E-47FF-805B-30DD9845FF26
| X-MS-CommunityGroup-ParentID: D14AAAB2-40E6-4E3A-9F93-BE699F9BC74A
| X-MimeOLE: Produced By Microsoft MimeOLE V6.0.6000.16386
| Newsgroups: microsoft.public.windowsxp.general
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windowsxp.general:62852
| NNTP-Posting-Host: TK2MSFTNGHUB02.phx.gbl 127.0.0.1
| X-Tomcat-NG: microsoft.public.windowsxp.general
|
| Hi Ken:
|
| Thank you for your reply.

Re: Laptop Logoff Painfully Slow when a Kerberos Realm user is logged on

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|
| I can confirm that this is a Windows XP SP2 box, with a "clean"
installation
| of Windows XP SP2 + ksetup (to setup the Kerberos Realm info) + Dell
| hardware drivers. I can also confirm that this is the only Dell D420 we
have
| on our network, and the only machine with this problem.
|
| Therefore, if I were to guess, I would suggest there is a problem with
the
| combination of "the way Windows deals with Kerberos Realms" and "a
driver"
| that Dell has provided for this particular hardware.
|
| This of course means I don't really know who to turn to for help.
|
| Do you know what else I can try? Is this something I would need paid
support
| with?
|
| Thanks!
|
| Simon
|
| ""Ken Zhao [MSFT]"" <v-kzhao@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
| news:N7FCA0ndHHA.4692@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx
| > Hello Simon,
| >
| > Thank you for using newsgroup!
| >
| > From your post, I have performed some research but I cannot find any
| > similar issues reported. I notice there are some issues about MIT
Kerberos
| > realm user's logon and access in Windows XP. For the related articles
are
| > as below:
| > 325468: Cannot Access Active Directory Shares From MIT Kerberos Realm
| > <http://support.microsoft.com/kb/325468/en-us>
| >
| > 811802: MIT Kerberos v5 Authenticated Users Cannot Access Active
Directory
| > Resources
| > <http://support.microsoft.com/kb/811802/en-us>
| >
| > 825081: Cannot Use an MIT Kerberos Realm User's Cached Credentials to
Log
| > On to a Windows XP Client
| > <http://support.microsoft.com/kb/825081/en-us>
| >
| > 836878: Logon failure events are incorrectly recorded for trusted MIT

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|> Kerberos realm users
|> <http://support.microsoft.com/kb/836878/en-us>
|>
|> However, I notice these issues have been resolved in Service Pack 2 for
|> Windows XP. If the client has not applied SP2, I suggest you first
install
|> all updates including SP2 to see if the issue still occurs.
|>
|> Download the full installation package of Windows XP Service Pack 2
|>
<<http://www.microsoft.com/downloads/details.aspx?FamilyId=049C9DBE-3B8E-4F30-8245-9E368D3CDB5A&displaylang=en>>
|>
|> Since the package is very large (about 200 –300 Mb), it will take a long
|> time to finish downloading using a dial-up connection. If this is the
case
|> or there is any difficulty in downloading SP2 from our website, we can
|> access the following link to order a free SP2 CD to perform the
|> installation. It will arrive in 4 to 6 weeks since you submit the order.
|>
|> Order Windows XP Service Pack 2 on CD
|>
<http://www.microsoft.com/windowsxp/downloads/updates/sp2/cdorder/en_us/default.msp>
|>
|> Thanks & Regards,
|>
|> Ken Zhao
|>
|> Microsoft Online Support
|> Microsoft Global Technical Support Center
|>
|> Get Secure! – www.microsoft.com/security
|> <<http://www.microsoft.com/security>>
|> =====
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|> that others may learn and benefit from your issue.
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|> rights.
|>
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|>
|>
|> -----
|> | Reply-To: "Simon Collier" <simon.collier@xxxxxxxxxxxxxxxx>
|> | From: "Simon Collier" <simon.collier@xxxxxxxxxxxxxxxx>
|> | Subject: Laptop Logoff Painfully Slow when a Kerberos Realm user is
|> logged on
|> | Date: Tue, 3 Apr 2007 12:58:43 –0600

Re: Laptop Logoff Painfully Slow when a Kerberos Realm user is logged on

|> | Lines: 23
|> | MIME-Version: 1.0
|> | Content-Type: text/plain;
|> | format=flowed;
|> | charset="iso-8859-1";
|> | reply-type=original
|> | Content-Transfer-Encoding: 7bit
|> | X-Priority: 3
|> | X-MSMail-Priority: Normal
|> | X-Newsreader: Microsoft Windows Mail 6.0.6000.16386
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.0.6000.16386
|> | Message-ID: <#JkE\$JidHHA.4012@xxxxxxxxxxxxxxxxxxxxxxxxx>
|> | Newsgroups: microsoft.public.windowsxp.general
|> | NNTP-Posting-Host: vpn.exr.ualberta.ca 129.128.83.254
|> | Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
|> | Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windowsxp.general:62421
|> | X-Tomcat-NG: microsoft.public.windowsxp.general
|> |
|> | A laptop logoff is painfully slow when a Kerberos Realm user is logged
|> | on.
|> | When we setup Windows on a brand new Dell D420 and use an MIT Kerberos
|> | Realm
|> | to logon, it takes about 10 minutes to log off later (sits on the
|> | "logging
|> | off" window). When we do not have the laptop setup for Kerberos, then
|> | it
|> | logs on and off very quickly.
|> |
|> | a. We have removed all group policies.
|> | b. We have tried the laptop in different OU's with different policies
|> | enabled.
|> | c. We have tried using our "standard" image for a D640 (with different
|> | drivers installed).
|> | d. We have tried a clean install of Windows from the Dell CD.
|> |
|> | If we logon as a local domain or local machine user, it works fine.
|> | If
|> | we
|> | setup Kerberos and logon as a MIT Kerberos Realm user, it logs on fine
|> | but
|> | when it's time to log off it takes forever.
|> |
|> | We have 150+ machines on our network, all using an MIT Kerberos Realm
|> | to
|> | authenticate and only this one new Dell D420 has this problem, and
|> | only
|> | when
|> | logging onto the domain using Kerberos Relam credentials.
|> |
|> | Has anyone seen this before?
|> |

Re: Laptop Logoff Painfully Slow when a Kerberos Realm user is logged on

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|
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