

RE: Users randomly disconnected

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.migration/2004-08/0512.html>

From: Joe Wu [MSFT] (joewu_at_online.microsoft.com)

Date: 08/18/04

Date: Wed, 18 Aug 2004 08:03:05 GMT

Hello Ian,

Thank you for your post.

May I know the detailed symptoms of "We are now having users lose connection (after a short period of time) to the old NT4 server, which is the BDC and to a test server which is a W2k workstation". How did you notice the lose connection problem? Is there any error message?

In addition, where and when were the LicenseService events logged? Is it on the Windows Server 2003 PDC and at the exact time when the "lose connection" problem occurred?

I think the Licensing erro may not be the root cause. However, let's adjust it first. We can reset license manager information by following the steps below:

- 1.) Stop the License Logging service.
- 2.) Rename the following files on the primary domain controller or the licensing server:

Cpl.cfg, which contains all of your purchase history and is located in %Systemroot%\System32.

Llsuser.lls, which contains the user information on number of connections and is located in %Systemroot%\System32\Lls.

Llsmapi.lls, which contains License group information and is also located in %Systemroot%\System32\Lls.

- 3.) Restart the License Logging service.
- 4.) Re-add the appropriate license information.

For more information please refer to the following Knowledge Base articles:

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153140 How to Reset License Manager Information
<http://support.microsoft.com/?id=153140>

Please check if this helps.

If you have any questions or concerns, please do not hesitate to let me know. I am standing by to help you. Thank you for your time and cooperation!

Regards,
Joe Wu
Microsoft Online Partner Support

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|Thread-Topic: Users randomly disconnected
|thread-index: AcSEqVF19OefFx60Rwiid15axblawg==
|X-WBNR-Posting-Host: 217.158.108.146
|From: =?Utf-8?B?SWFuIFN1bGxpdmFu?=<IanSullivan@discussions.microsoft.com>
|Subject: Users randomly disconnected
|Date: Tue, 17 Aug 2004 15:27:02 -0700
|Lines: 49
|Message-ID: <07E44A61-3A47-4C12-86DC-8EAA6C8B4FF2@microsoft.com>
|MIME-Version: 1.0
|Content-Type: text/plain;
| charset="Utf-8"
|Content-Transfer-Encoding: 7bit
|X-Newsreader: Microsoft CDO for Windows 2000
|Content-Class: urn:content-classes:message
|Importance: normal
|Priority: normal
|X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
|Newsgroups: microsoft.public.windows.server.migration
|NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.1.29
|Path: cpmsftngxa06.phx.gbl!TK2MSFTNGXA03.phx.gbl
|Xref: cpmsftngxa06.phx.gbl microsoft.public.windows.server.migration:13141
|X-Tomcat-NG: microsoft.public.windows.server.migration

|
|I have added a new W2k3 server to our single NT4 server domain by creating
|the new hardware as an NT4 BDC, in-place upgrading it to W2k3, promoted it
|to
|PDC then using the FSMT to move the two main shares to the new hardware.

|
|We are now having users lose connection (after a short period of time) to
|the old NT4 server, which is the BDC and to a test server which is a W2k

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|workstation. If they log off and on again they temporarily regain
|connection

|but lose it soon after.

|

|I see no errors in the event logs except for an issue around insufficient
|licenses that may have been present before the migration but had not
|presented as an issue.

|

|Event log message:

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|Event Type: Error

|Event Source: LicenseService

|Event Category: None

|Event ID: 202

|Date: 17/08/2004

|Time: 18:55:38

|User: N/A

|Computer: GUSHCONTROL

|Description:

|The product Windows NT Server is out of licenses. Use Licensing from the
|Administrative Tools folder for more information on which users are out of
|compliance and how many licenses should be purchased.

|

|For more information, see Help and Support Center at

|<http://go.microsoft.com/fwlink/events.asp>.

|

|I assume that the item "windows NT server" refers to the NT4 server rather
|than the W2k3 server which I assume is the item in Licensing called
|"Windows
|Server".

|

|We are covered for licenses but it appears that the may not have been
|added

|in License Manager by my predecessor when the original NT4 domain was
|created

|four years ago.

|

|Could this be the root of the issue and therefore need to adjust the

|Licensing info or am I missing the point and need to be looking in another
|place?

|

|Whatever it is I need to act fast as whilst I don't have many users they
|are

|getting a little annoyed with our upgrade!

|

|Cheers,

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|Ian

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