

RE: Workstations Lock Up

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-01/6416.html>

From: Nick (*Nick_at_discussions.microsoft.com*)

Date: 01/22/05

Date: Fri, 21 Jan 2005 20:13:01 -0800

yes, the workstation is set to lock on removal of smartcard, which if left for many hours (over night) the machine hangs and requires a restart. The smart card is only implemented on one machine at this stage – a test in the environment to iron out all bugs before its fully implemented. No other machine has the same issue, and they are all built the same with the exception of the now added smartcard. They are running windows XP Pro. Classic logon does not cause the fault to arise on this machine.

Am in the process of testing a few ideas, one of which is the Kerberos tickets, which was set to expire after 10 hours. The second is removing the policy pushed to clients which requires server authentication on unlocking of workstation, and the third idea is increasing the DHCP lease time to more than one day. I wont know if any of these will work until next week as the business doesnâ€™t run during weekends.

If there are any other things on the server that can be looked into that might have some kind of effect, then i would love the ideas there too.

thanks.
-nick

""Bill Peng [MSFT]"" wrote:

- > *Hi Nick,*
- >
- > *I understand the issue to be as follows:*
- >
- > *After you remove the smart card from the client computer and leave it for*
- > *hours, it hangs and you have to reboot the computer. If I'm out of base,*
- > *please feel free to let me know.*
- >
- > *Based on your description, it seems to be a pure client issue. Will you*
- > *please answer a few questions before troubleshoot this issue?*
- >
- > *1. Did the issue happen on all clients?*
- > *2. What is the OS of the clients?*

- > 3. If you use classic logon instead of the Smart Card logon, will the issue
- > be reproduced?
- >
- > Suggestion 1. Power Options.
- >
- > 1. Open Control Panel and open Power Options.
- > 2. Change the Power schemes to "Always On" (You can also prevent the system
- > from going to standby or hibernate manually).
- > 3. Test the issue again.
- >
- > Suggestion 2. Clean Boot.
- >
- > 1. Click Start->Run...->type msconfig and press Enter
- > 2. Click Services tab and select Hide All Microsoft Services and Disable
- > All third party Services.
- > 3. Click Startup tab and Disable All startup items
- > 4. Click OK and choose Restart
- > 5. After reboot, check whether the problem still occurs
- > 6. If there are no more problems, please use the above steps to enable
- > services and startup items one by one in order to figure out the root cause
- > of this issue.
- >
- > Refer to: 310353 – How to Perform a Clean Boot in Windows XP
- > <http://support.microsoft.com/default.aspx?scid=kb;en-us:310353>
- >
- > [Note] Please make sure that all drivers are compatible with the client
- > computer.
- >
- > Have a nice day!
- >
- > Bill Peng
- > MCSE 2000, MCDBA
- > Microsoft Online Partner Support
- >
- > Get Secure! – www.microsoft.com/security
- > =====
- > When responding to posts, please "Reply to Group" via your newsreader so
- > that others may learn and benefit from your issue.
- > =====
- > This posting is provided "AS IS" with no warranties, and confers no rights.
- > -----
- > >Thread-Topic: Workstations Lock Up
- > >thread-index: Act90kZVI9qDgzfQTYiQ81M0Tz1Ng==
- > >X-WBNR-Posting-Host: 220.244.224.169
- > >From: "?Utf-8?B?Tmljaw==?" <Nick@discussions.microsoft.com>
- > >Subject: Workstations Lock Up
- > >Date: Tue, 18 Jan 2005 18:55:03 -0800
- > >Lines: 47
- > >Message-ID: <E1DF9D8E-7F43-42D0-9434-93FEA8012985@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.sbs
> >NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.1.29
> >Path: cpmsftngxa10.phx.gbl!TK2MSFTNGXA03.phx.gbl
> >Xref: cpmsftngxa10.phx.gbl microsoft.public.windows.server.sbs:138618
> >X-Tomcat-NG: microsoft.public.windows.server.sbs
> >
> >Have implemented smart cards on one of the workstations, on a server 2003
> >environment, and we are finding that if the card is removed to lock the
> >PC,
> >and left over night, in the morning the computer has frozen, and will only
> >work again once restarted. the DHCP lease time was set for one day, but
> >that
> >has been changed to 2 days, but i dont think this is the issue. What would
> >cause this to happen?
> >event logs on the workstation say:
> >
> >Event Type: Error
> >Event Source: Smart Card Logon
> >Event Category: None
> >Event ID: 7
> >Date: 19/01/2005
> >Time: 9:48:34 AM
> >User: N/A
> >Computer: DEV6
> >Description:
> >The description for Event ID (7) in Source (Smart Card Logon) cannot
> >be
> >found. The local computer may not have the necessary registry information
> >or
> >message DLL files to display messages from a remote computer. You may be
> >able
> >to use the /AUXSOURCE= flag to retrieve this description; see Help and
> >Support for details. The following information is part of the event: An
> >internal error occurred.
> >
> >-----
> >
> >
> >and:
> >
> >Event Type: Error
> >Event Source: SCardSvr
> >Event Category: None
> >Event ID: 304
> >Date: 18/01/2005

> >Time: 11:42:02 PM
> >User: N/A
> >Computer: DEV6
> >Description:
> >Service Monitor failed to start service thread: Not enough storage is
> >available to process this command.
> >
> >For more information, see Help and Support Center at
> ><http://go.microsoft.com/fwlink/events.asp>.
> >
> >
> >-----
> >these happen frequently throughout the night/ day before logon, when the
> >machine is not in use.
> >
>
>