

RE: Slow login, network browsing on SBS 2003

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg03088.html>

- *From:* v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx (Edward Tian)
 - *Date:* Tue, 13 Sep 2005 03:16:53 GMT
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Dear Tibor:

Thanks for posting here.

>From the description, I understand that several workstations in your SBS domain are having trouble logging in the domain and access the network shares on the SBS Server. Both of the login speed and access speed are very low. If I have misunderstood your concern, please do let me know.

First would you please tell me if this issue occurs on all the workstations on the domain even on the SBS Server? If the problem only occurs on several workstations, the root cause may reside on the client side.

To narrow down this issue, please help me gather the following information:

1. Let's perform a Clean Boot on the problematic workstation. A Clean Boot will allow us to isolate any device drivers or programs that are loading at startup that may be causing a conflict with other device drivers or programs that are installed in your computer.

A. Click Start, click Run, type "msconfig" (without the quotation marks) and click OK.

B. Select "Selective Startup" and remove the check box for "Load Startup Items".

C. On the "Services" tab, click Enable All.

D. Check "Hide all Microsoft Services", click Disable All and clear "Hide all Microsoft Services".

E. Click the OK button and then Click Yes to restart your computer.

F. Has the problem fixed?

2. Please temporarily disable any third-party antivirus software. In some cases, the antivirus software will scan all the data on the network when you access the shared folder on other computers. This will decrease the network performance.

3. Since the low performance of internet connection can be caused by worms/virus, we need also make sure if the computer is corrupted. Please temporarily put a healthy laptop into the domain, try logging in and accessing the internet, does the performance issue persist?

4. If you create a new user account, and then login the same workstation using this account, does it take a long to log in the domain? And what about the performance when accessing the network shares using this new account?

5. You mentioned that it costs much time for the workstation to access the network shares on the SBS Server, then what about the performance of internet access? Does it take a long time for the workstation to browse a web page on the internet such as www.microsoft.com? This will help us isolate the problem.

6. Disable the WebClient service from the Windows XP clients.

- a. Click Start and then Run, type Services.msc and click OK.
- b. In the right-pane, double-click on the WebClient service.
- c. Change the Startup type from Manual to Disabled.
- d. Reboot the computer.

More information:

814112 Files on Network Shares Open Slowly or Read-Only or You Receive an Error

<http://support.microsoft.com/?id=814112>

326826 Some Programs May Be Slow When Accessing Files on a Network Share

<http://support.microsoft.com/?id=326826>

7. Are there any corresponding event logs in the Event Viewer on either the server side and the client side?

8. Please double check if the problematic workstation has pointed the default gateway/DNS server to the internal IP address of the SBS server. You can type `ipconfig/all` and check the output for confirmation.

I appreciate your time and cooperation. Please feel free to let me know if you have any questions or concerns.

Have a nice day! :)

Best Regards

Edward Tian(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner.

You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

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When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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| Thread-Topic: Slow login, network browsing on SBS 2003
| thread-index: AcW3cG3gRlv3x/PDQNKs0okK2iOiOw==
| X-WBNR-Posting-Host: 196.25.255.210
| From: "=?Utf-8?B?VGLib3I=?" <Tibor@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Slow login, network browsing on SBS 2003
| Date: Mon, 12 Sep 2005 01:03:15 -0700
| Lines: 19
| Message-ID: <ED17BE4C-1C39-4D2D-8A47-A98C8CEB8739@xxxxxxxxxxxx>
| 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 10.40.2.250
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:152545
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi all,

| I have an issue with several workstations running on an SBS 2003 Domain.
| Over time they seem to be getting slower and slower, specifically when
| logging into the domain (long delay after entering password), and when
| accessing network shares on the Server – this can also take up to 10
| minutes
| to access.
| They are both running Windows XP Pro (SP2).

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| I have run "TCP Optimiser" on both machines to try and speed things up –
| this worked a bit at first, but the same problem is recurring again.
| Please can you advise what I should do here – should I delete the Users
from
| the Server and recreate them?
| If so, what happens to their email accounts and shared documents?
|
| Any assistance would be greatly appreciated!
|
| Kind regards,
| Tibor Szabo
|

• **References:**

- ◆ **[Slow login, network browsing on SBS 2003](#)**
 - ◇ *From:* Tibor

- Prev by Date: **[RE: Recover SQL files & DST packages from server backup](#)**
- Next by Date: **[Re: RSM cannot manage library Tape0. The database is corrupt.](#)**
- Previous by thread: **[Slow login, network browsing on SBS 2003](#)**
- Next by thread: **[Re: Slow login, network browsing on SBS 2003](#)**
- Index(es):
 - ◆ **[Date](#)**
 - ◆ **[Thread](#)**