

RE: RWW problem on one Client machine

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg03719.html>

- *From:* Bill Cunningham <BillCunningham@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 20 Dec 2005 07:05:03 -0800
-

Charles,

Thank you for your response. I have downloaded the documents you suggested and will attempt to repair the situation. I remain concerned because the problem is not related to the user at all but is just that specific computer. We have other identical machines in other offices nearby. John has gone next door to Alice's office and can use RWW without problem. Alice went into John's office and got the same message.

I think we are looking for something on his client. We will try the regedit to see if that solves the problem.

Thanks, again.

Bill

""Charles Yang [MSFT]"" wrote:

- > HI,
- >
- > Welcome to SBS newsgroup.
- >
- > Issue description:
- > =====
- >
- > If I understand properly, you installed terminal services and terminal
- > services licensing service on a Windows 2000 domain controller. After you
- > bought the SBS 2003 server, you demoted the Windows 2000 DC and joined to
- > the SBS 2003 domain. Now a user occasionally gets the error message saying
- > that "The Remote Computer disconnected this session because of an error in
- > the Licensing Protocol". A computer always gets this error.
- >
- > Analyzing and suggestion:
- > =====
- >
- > Based on my research, this error usually occurs when clients cannot get
- > terminal license successfully. In Windows, we recommend that you install
- > terminal licensing service on a domain controller. You may find some error

RE: RWW problem on one Client machine

- > messages in the event log saying that "A terminal license server cannot be
- > located" or "Terminal Server cannot issue a client license".
- >
- > Considering the current situation, I suggest that you install Terminal
- > Services Licensing service on the SBS 2003 server. A Windows Server 2003
- > license server can provide licenses to both Windows Server 2003 and Windows
- > 2000 Terminal Server and, therefore, can support a mixed environment
- > consisting of both Windows 2000 Terminal Server and Windows Server 2003
- > Terminal Server. However, if you do so, please install the hot fix
- > described in the article below on the Windows 2003 terminal license server.
- > This hot fix resolves a problem in such an environment.
- >
- > 837211 Client computers cannot obtain a permanent Windows 2000 Terminal
- > <http://support.microsoft.com/?id=837211>
- >
- >
- > To transfer Windows 2000 terminal license from the old server to SBS 2003,
- > please refer to the following Microsoft Knowledge Base article:
- >
- > 248430 How to Transfer Terminal Services CAL from One Computer to Another
- > <http://support.microsoft.com/?id=248430>
- >
- >
- > Meanwhile, please refer to the following Microsoft Knowledge Base article
- > to point the Windows 2000 terminal server to the SBS 2003 domain controller:
- >
- > 239107 Establishing Preferred Windows 2000 Terminal Services License Server
- > <http://support.microsoft.com/?id=239107>
- >
- >
- > Now please check whether the terminal server can locate the terminal
- > license server. This is the prerequisite for terminal license to work. If
- > so, please perform the following steps on the problematic client to test
- > this problem again:
- >
- > 1. Start Registry Editor (Regedit.exe).
- > 2. Locate and then click the following key in the registry:
- > HKEY_LOCAL_MACHINE\Software\Microsoft\MSLicensing
- > 3. Delete the whole MSLicensing key from the registry.
- > 4. Quit Registry Editor.
- > 5. Connect to the Terminal Services server.
- >
- > For more information on how to deploy Windows 2000 terminal server in a SBS
- > 2003 domain, you can refer to the following white paper, this article is
- > very important to deploy windows 2000 or windows 2003 terminal server,
- > please kindly go through it.
- >
- > Deploying Windows 2000 Server Terminal Server to Host User Desktops in a
- > Windows Small Business Server 2003 Environment
- > <http://www.microsoft.com/technet/prodtechnol/sbs/2003/deploy/termserv2k.mspx>
- >

RE: RWW problem on one Client machine

RE: RWW problem on one Client machine

- > Deploying Windows Server 2003 Terminal Server to Host User Desktops in a
- > Windows Small Business Server 2003 Environment
- > <http://www.microsoft.com/technet/prodtechnol/sbs/2003/deploy/adstrmsr.msp>

>

>

- > If this did not help you resolve the issue, please help gather more
- > information:

>

- > 1. What is your OS of the terminal server?
- > 2. How do you confirm your terminal server license, have you follow the
- > article above to configure the license on the terminal server?

>

- > I really appreciate your understanding on this issue, please feel free to
- > perform test and post back the results. I am glad to be of assistance.

>

>

>

- > Best regards,

>

- > Charles Yang (MSFT)

>

- > Microsoft CSS Online Newsgroup Support

>

- > Get Secure! – www.microsoft.com/security

>

> =====

- > 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>

>

- > 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.

> =====

- > This posting is provided "AS IS" with no warranties, and confers no rights.

>

>

RE: RWW problem on one Client machine

> =====
> 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: RWW problem on one Client machine
> | thread-index: AcYBv0Pq5lmdVDfASYeonOBPXzMRsg==
> | X-WBNR-Posting-Host: 68.112.206.182
> | From: =?Utf-8?B?QmlsbCBDdW5uaW5naGFt?=
> | <BillCunningham@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
> | Subject: RWW problem on one Client machine
> | Date: Thu, 15 Dec 2005 13:34:01 -0800
> | Lines: 15
> | Message-ID: <5619A440-9E1D-4B2F-BAA2-E887D73F9052@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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
> | Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:230498
> | X-Tomcat-NG: microsoft.public.windows.server.sbs
> |
> | We have several users using XP clients at a remote site. One of the
> client
> machines will not allow the user to access remote web workplace.
> |
> | He can get into RWW but when he tries to connect to the Application
> Server
> | he gets an error that says.
> |
> | Remote computerr disconnected:
> | The remote computer disconnected the session because of an error in
> the
> | licensing protocol. Please try connectiong to the remote computer again
> or
> | contact your server administrator.
> |
> | I had him try to log in from another system and he got in without any
> | problem. I don't know if the problem is in the client machine or the
> server.
> |

RE: RWW problem on one Client machine

RE: RWW problem on one Client machine

> | Any help would be greatly appreciated.

> |

>

>

.

• **Follow-Ups:**

◆ **RE: RWW problem on one Client machine**

◇ From: "Charles Yang [MSFT]"

• **References:**

◆ **RE: RWW problem on one Client machine**

◇ From: "Charles Yang [MSFT]"

• Prev by Date: **Re: ISA 2004 – website with Java causes browsers to hang**

• Next by Date: **The error code is 0x800710f0**

• Previous by thread: **RE: RWW problem on one Client machine**

• Next by thread: **RE: RWW problem on one Client machine**

• Index(es):

◆ **Date**

◆ **Thread**