

Re: Terminal Server with SBS 2K3

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg04639.html>

- *From:* v-chayan@xxxxxxxxxxxxxxxxxxxxxx ("Charles Yang [MSFT]")
 - *Date:* Wed, 28 Dec 2005 01:12:06 GMT
-

Hi,

Thanks for updates.

>From your description, it seems the issue only occur the Terminal server.

After checking your post, we found the Trend software is third party software, we are not familiar with this software, you have to contact vendor for further support.

For the ISA firewall client, I am not sure if you have run ISA firewall client on the terminal session, by default if you use administrator, it will logon to the remote administration session, but for the normal terminal user, it might not use the same session, so you have to make sure that the ISA firewall client software is started when you start terminal session.

The printing issue, you can refer to my suggestion to see when you delegate the permission to the user to see if they can use the printer, as I know the issue is by designed as the normal user have no right to add printer.

Thanks for your understanding on this issue.

Best regards,

Charles Yang (MSFT)

Microsoft CSS Online Newsgroup Support

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=====
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Re: Terminal Server with SBS 2K3

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

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Any input or comments in this thread are highly appreciated.

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| From: <wedor>
| References: <OjUc1ZXCGHA.4016@xxxxxxxxxxxxxxxxxxxxxx>
<Oai#gkZCGHA.628@xxxxxxxxxxxxxxxxxxxxxx>
<15fRrfeCGHA.3992@xxxxxxxxxxxxxxxxxxxxxx>
<uqEqF8kCGHA.3920@xxxxxxxxxxxxxxxxxxxxxx>
<p4fMJ4nCGHA.832@xxxxxxxxxxxxxxxxxxxxxx>
<#5aiBaoCGHA.3876@xxxxxxxxxxxxxxxxxxxxxx>
<hDOckmoCGHA.3764@xxxxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Terminal Server with SBS 2K3
| Date: Tue, 27 Dec 2005 07:44:23 -0600
| Lines: 547
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
| X-RFC2646: Format=Flowed; Original
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
| Message-ID: <ujYumuuCGHA.3980@xxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: ip66.244.133.12.cust.max.inter.net 66.244.133.12
| Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12.phx.gbl
| Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:232564
| X-Tomcat-NG: microsoft.public.windows.server.sbs

Re: Terminal Server with SBS 2K3

|
| All of these problems only occur on the Terminal Server, there are
| others,
| they all seem permissions related.
|
| All users no matter what group they are in can work fine on the SBS, they
| have no problems.
|
| The only problems start when logging in to the TS, the print issue was
| the
| first I noticed. The ISA firewall client icon does not show up in the
| system tray nor does the icon for the Trend anti-virus program when
| logged
| in as a non-admin. I can elevate their privileges to make this work but I
| do
| not like that alternative.
|
| Thanks for the help so far.
|
| ""Charles Yang [MSFT]"" <v-chayan@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
| news:hDOckmoCGHA.3764@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
| >
| > HI,
| >
| > Thanks for updates.
| >
| > I am not sure how you configure your SBS fax, does the issue occur on
| > every
| > domain user or it just occur when you print to it via Terminal server.
| >
| > As I know, the issue might be caused by the SBS fax setting issue, if
| > possible please try to reinstall SBS fax print to see if the problem
| can
| > be
| > resolved. I will be here waiting for your updates.
| >
| > Please send the email to v-chayan@xxxxxxxxxxxxxxxx
| >
| > Thanks
| >
| >
| > Best regards,
| >
| > Charles Yang (MSFT)
| >
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| >
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|> | References: <OjUc1ZXCGHA.4016@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | <Oai#gkZCGHA.628@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | <15fRrfeCGHA.3992@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | <uqEqF8kCGHA.3920@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | <p4fMJ4nCGHA.832@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | Subject: Re: Terminal Server with SBS 2K3
|> | Date: Mon, 26 Dec 2005 19:40:22 -0600
|> | Lines: 379
|> | X-Priority: 3

Re: Terminal Server with SBS 2K3

|> | X-MSMail-Priority: Normal
|> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
|> | X-RFC2646: Format=Flowed; Original
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
|> | Message-ID: <#5aiBaoCGHA.3876@xxxxxxxxxxxxxxxxxxxxxx>
|> | Newsgroups: microsoft.public.windows.server.sbs
|> | NNTP-Posting-Host: ip66.244.133.12.cust.max.inter.net 66.244.133.12
|> | Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl
|> | Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:232511
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> | The default domain controllers policy was "not defined"
|> |
|> | The main server is SBS 2K3 SP1, the Terminal Server is 2003 SP1
|> |
|> | I was able to have the user add the printers after following your
|> | instructions. I will try your other instructios to see if I can limit
|> | them
|> | so they are not print operators since I do not like that they are in
|> | that
|> | group now.
|> |
|> |> 1. Do normal users try to install a network printer? Which OS is the
|> |> printer server? Have you installed the Windows 2003 printer driver
|> | on
|> | it?
|> |
|> | 1.) Normal users on the LAN can add printers without problem, this is
|> | strictly a problem when logging into the TS.
|> |
|> |> 2. Please run the "gpresult /v >c:\gpresult.txt" command to
|> | generate
|> | the
|> |> gpresult.
|> |
|> | 2.) I have sent the file as you requested.
|> |
|> | I now have a problem with the SBS fax, when the same users attempt to
|> | print
|> | to the SBS fax they this error message,
|> |
|> | "Configuration settings cannot be saved due to an internal error"
|> |
|> |
|> | ""Charles Yang [MSFT]"" <v-chayan@xxxxxxxxxxxxxxxxxxxxxx> wrote in
|> | message
|> | news:p4fMJ4nCGHA.832@xxxxxxxxxxxxxxxxxxxxxx
|> |> HI,
|> |>
|> |> Thanks for your updates.
|> |>

Re: Terminal Server with SBS 2K3

|> |> If I understand properly, when a normal user logs on the terminal
|> server
|> |> tries to install a printer he/she receives the error message saying
|> that
|> |> "You do not have sufficient access to your machine to connect to the
|> |> selected printer". You have followed the steps in KB259937 to
disable
|> the
|> |> "Prevent users from adding printers" group policy in the default
|> domain
|> |> policy and the local policy of the terminal server.
|> |>
|> |> Before we go any further, I would like to confirm whether you have
|> checked
|> |> the default domain controller policy to ensure that the "Prevent
users
|> |> from
|> |> adding printers" group policy was enabled. If not, I suggest that
you
|> |> check
|> |> it as the default domain policy and local policy are overridden by
the
|> |> default domain controller policy. If this policy is defined in the
|> default
|> |> domain controller policy, users will be prevented from adding
|> printers.
|> |>
|> |> Based on my research, this problem may also occur when normal users
do
|> not
|> |> have enough permission to install and uninstall printer drivers.
When
|> a
|> |> user connects to a printer on a print server, the connecting client
|> looks
|> |> for the appropriate driver on the print server, and then
automatically
|> |> downloads it. If the printer driver for Windows 2003 server is not
|> |> installed previously and users do not have Add/Remove printer driver
|> |> permission, you will receive this error. To enable normal users to
|> install
|> |> printer, make sure that you install printer drivers for all the
|> supported
|> |> operating systems in your corporate network or grant users with the
|> |> permission to install printer driver.
|> |>
|> |> To grant users with install printer driver permission on the domain
|> |> controller, you can add normal users to the "Printer Operators"
group
|> and
|> |> define the Load/Unload Device Drivers privilege to grant the user

the

|> |> right. To set this privilege, you can perform the following steps:

|> |>

|> |> 1. Click Start -> Run, type "gpedit.msc" in the text box, and click
|> OK.

|> |> 2. Locate the following group policy: [Computer
Configuration\Windows

|> |> Settings\Security Settings\Local Policies\ User Rights

|> |> Assignment\Load/Unload Device Drivers].

|> |> 3. Add the user who needs to install local printer to the group
|> policy.

|> |> 4. Click Start -> Run, type "cmd" in the text box, and click OK.

|> |> 5. Run the following command to refresh the group policy:

|> |>

|> |> Gpupdate /force

|> |>

|> |> For management facility, you may consider create a user group that

|> |> contains

|> |> users who need to add local printer and then grant Load/Unload
Device

|> |> Drivers privilege to this user group.

|> |>

|> |> Does it work now? If this problem continues, please help me collect
|> some

|> |> information so that I can perform further research on this issue:

|> |>

|> |> 1. Do normal users try to install a network printer? Which OS is the
|> |> printer server? Have you installed the Windows 2003 printer driver
on

|> |> it?

|> |> 2. Please run the "gpresult /v >c:\gpresult.txt" command to
generate

|> |> the

|> |> gpresult.

|> |>

|> |> Please send the gpresult.txt file to my email address at:

|> |> laurazh@xxxxxxxxxxxxxxxx I will perform further research.

|> |>

|> |> More Information

|> |> -----

|> |> 279753 Error Message: You Do Not Have Sufficient Access to Your
|> Machine

|> |> to

|> |> <http://support.microsoft.com/?id=279753>

|> |>

|> |> I appreciate your time on this issue, please carefully go through
all

|> |> the

|> |> suggestion above to perform test. I am glad to be of assistance.

|> |>

|> |>

Re: Terminal Server with SBS 2K3

|> |>
|> |> Best regards,
|> |>
|> |> Charles Yang (MSFT)
|> |>
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|> |>
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|> |>
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|> |> | From: <wedor>
|> |> | References: <OjUc1ZXCGHA.4016@xxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | <OAI#gkZCGHA.628@xxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | <15fRrfeCGHA.3992@xxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | Subject: Re: Terminal Server with SBS 2K3
|> |> | Date: Mon, 26 Dec 2005 13:03:11 -0600
|> |> | Lines: 172
|> |> | X-Priority: 3
|> |> | X-MSMail-Priority: Normal
|> |> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
|> |> | X-RFC2646: Format=Flowed; Original
|> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
|> |> | Message-ID: <uqEqF8kCGHA.3920@xxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | Newsgroups: microsoft.public.windows.server.sbs
|> |> | NNTP-Posting-Host: ip66.244.133.12.cust.max.inter.net
66.244.133.12
|> |> | Path:
|> |> | TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl
|> |> | Xref: TK2MSFTNGXA02.phx.gbl
|> |> | microsoft.public.windows.server.sbs:232470
|> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |> |
|> |> | This was an operating SBS network that I have just added a
Terminal
|> |> Server
|> |> | to, the printers have been installed since day one, they are an
|> |> | HP-4300
|> |> | and
|> |> | an HP-4000 and the SBS fax, the printers are controlled by HP
|> |> | internal
|> |> | Print
|> |> | servers.
|> |> |
|> |> | 1.) If a user is logged in as admin all the printers are visible
and
|> |> | useable.
|> |> |
|> |> | 2.) Incorrect
|> |> |
|> |> | 1.) The exact error message is

Re: Terminal Server with SBS 2K3

|> |> |
|> |> | "you do not have sufficient access to your computer connect to the
|> |> | selected
|> |> | printer"
|> |> |
|> |> | 2.) No
|> |> |
|> |> | 3.) Yes
|> |> |
|> |> | 4.) The local security policy, "Security Settings/Local
|> |> | Policies/Securtiy
|> |> | Options/Devices: Prevent users from installing print drivers" I
|> |> | changed
|> |> | it
|> |> | from enabled to disabled.
|> |> |
|> |> | ""Charles Yang [MSFT]"" <v-chayan@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in
|> |> | message
|> |> | news:15fRrfeCGHA.3992@xxxxxxxxxxxxxxxxxxxxxxxx
|> |> |> HI,
|> |> |>
|> |> |> Welcome to SBS newsgroup.
|> |> |>
|> |> |> Issue description:
|> |> |> =====
|> |> |>
|> |> |> I understand that you encountered problem when you want to add
the
|> |> |> printer
|> |> |> to the terminal server.
|> |> |>
|> |> |> Analyzing and suggestion:
|> |> |> =====
|> |> |>
|> |> |> If my understanding is correctly, you want to add the printer
to
|> |> |> the
|> |> |> Terminal server without giving the local admin right of Terminal
|> |> |> server.
|> |> |>
|> |> |> Before we go any further, can I assume that you have already
|> |> |> installed
|> |> |> the
|> |> |> printer on the SBS domain also, you just want to use normal
user
|> |> |> to
|> |> |> add
|> |> |> the
|> |> |> printer via "add printer wizard", if so the reason might be
caused
|> |> |> by

Re: Terminal Server with SBS 2K3

|> |> the
|> |> |> Terminal server did not have the printer driver installed. You
can
|> |> follow
|> |> |> the steps below:
|> |> |>
|> |> |> 1. Login as Administrator and install all drivers for the
|> |> corresponding
|> |> |> printers on the print server.
|> |> |> 2. Users are now able to install network printers.
|> |> |>
|> |> |> If this is not your issue or your issue is not resolved after
|> |> performing
|> |> |> the steps above, please help gather more information:
|> |> |>
|> |> |> 1. Could you paste the detailed error message you want to add
the
|> |> printer
|> |> |> via normal user?
|> |> |> 2. Is there any error event on the event view related to
printer?
|> |> Please
|> |> |> also paste them to newsgroup.
|> |> |> 3. Does the issue occur on all shared network printer?
|> |> |> 4. If possible, could you tell us which policy you change.
|> |> |>
|> |> |> I really appreciate your effort on this issue, please feel free
to
|> let
|> |> me
|> |> |> know the results, I am glad to be of assistance.
|> |> |>
|> |> |>
|> |> |>
|> |> |> Best regards,
|> |> |>
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Re: Terminal Server with SBS 2K3

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|> |> |>
|> |> |> -----
|> |> |> | Reply-To: "MikeR" <research@xxxxxxxxxxxxxxxxxxxx>
|> |> |> | From: "MikeR" <research@xxxxxxxxxxxxxxxxxxxx>
|> |> |> | References: <OjUc1ZXCGHA.4016@xxxxxxxxxxxxxxxxxxxx>
|> |> |> | Subject: Re: Terminal Server with SBS 2K3
|> |> |> | Date: Sun, 25 Dec 2005 13:21:09 -0800
|> |> |> | Lines: 29
|> |> |> | Organization: my own
|> |> |> | X-Priority: 3
|> |> |> | X-MSMail-Priority: Normal
|> |> |> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
|> |> |> | X-RFC2646: Format=Flowed; Response
|> |> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
|> |> |> | Message-ID: <Oai#gkZCGHA.628@xxxxxxxxxxxxxxxxxxxx>
|> |> |> | Newsgroups: microsoft.public.windows.server.sbs
|> |> |> | NNTP-Posting-Host: rollesolutions.com 66.92.0.119
|> |> |> | Path:
|> |> |> | TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP14.phx.gbl
|> |> |> | Xref: TK2MSFTNGXA02.phx.gbl
|> |> |> | microsoft.public.windows.server.sbs:232374
|> |> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |> |> |
|> |> |> | Maybe I am misunderstanding but in my scenario (SBS03 +
Serv03
|> |> |> | terminal
|> |> |> | server) I have added the printers myself and the users are
free
|> |> |> | to
|> |> |> | use
|> |> |> | them.
|> |> |> | I did not have to change any policy to do this. There are many
|> |> |> | changes I
|> |> |> | have made policy wise (though nothing in regard to printers)
but
|> |> |> | the
|> |> |> | changes
|> |> |> | were all made after I had everything set up and tested.
|> |> |> |
|> |> |> | Are you wanting your users to be able to add printers at will?
|> |> |> | What
|> |> |> | did
|> |> |> | you
|> |> |> | change or disable in policy?
>	>	>
>	>	>
>	>	>
>	>	>
>	>	>

Re: Terminal Server with SBS 2K3

- ◆ **Re: Terminal Server with SBS 2K3**
 - ◇ From: wedor

• **References:**

- ◆ **Terminal Server with SBS 2K3**
 - ◇ From: wedor
 - ◆ **Re: Terminal Server with SBS 2K3**
 - ◇ From: MikeR
 - ◆ **Re: Terminal Server with SBS 2K3**
 - ◇ From: "Charles Yang [MSFT]"
 - ◆ **Re: Terminal Server with SBS 2K3**
 - ◇ From: wedor
 - ◆ **Re: Terminal Server with SBS 2K3**
 - ◇ From: "Charles Yang [MSFT]"
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 - ◇ From: "Charles Yang [MSFT]"
 - ◆ **Re: Terminal Server with SBS 2K3**
 - ◇ From: wedor
- Prev by Date: **Re: Does anyone truly use Restricted User Accounts?**
 - Next by Date: **RE: RWW users disconnected**
 - Previous by thread: **Re: Terminal Server with SBS 2K3**
 - Next by thread: **Re: Terminal Server with SBS 2K3**
 - Index(es):
 - ◆ **Date**
 - ◆ **Thread**