

# Re: licensing after running SBS 2003 transition pack

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-02/msg01118.html>

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- *From:* "sbs transit" <tx1008@xxxxxxxxxxxx>
  - *Date:* Tue, 7 Feb 2006 08:55:03 +1100
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Yes, we do have a terminal server in the domain. It works fine after the transition.

Also, we do have Veritas BackupExec.

Is there anything to do with these?

"Susan Bradley, CPA aka Ebitz – SBS Rocks [MVP]" <sbradcpa@xxxxxxxxxxxx> wrote in message <news:%23Xd3AsuKGHA.1180@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Can you add Terminal services?

And did you have any third party backup software loaded? and if so, what?

sbs transit wrote:

Hi there,  
just ran the transition pack last weekend.  
all looks fine except the licensing.

Before transition, the SBS server had 25 CALs in total and max usage was 19.

A transition pack was purchased which includes 5scals. Additional 20 CAL transition pack was also purchased, which contains only a license agreement.

So in theory, we should have 25 CALs in total after transition.

After running the transition pack, the following has been noticed:

1. the license logging service was disabled right after completed the transition;

2. if manually enable and start the license logging service and then click the "License" in "server management" which was the SBS tool, in the right pane we see "Small Business Server Licensing" followed by an error message:

"Cannot load a critical system file, C:\windows\system32\sbscrdll.dll.

....."

and this operation stops the licensing logging service.

3. start the license logging service again and from "administrative tool" to start "Licensing". From here I was able to add 25 CALs for both

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windows server and exchange 2003 server – which we are entitled to. I also see there are 15 per server licenses and I guess that's because we have 3 other windows 2003 servers in the domain. (right?)

4. However, after a while, per server license usage went up while no CAL client logged.

5. Not taking long, users started suffering connection difficulties – they could not create new connections to the shares and shared printers.

In the event log, event ID 201 was logged with message like this:

"No license was available for user domain\user using product SMB server 5.2. Use Licensing from the Administrative Tool folder to ensure that you have sufficient licenses"

6. Stopping the license logging service, the problem disappeared.

Any ideas? Please help!