

## Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not res

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-04/msg01634.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Wed, 11 Apr 2007 10:24:37 GMT
- 

Hello Ken,

Thank you for kind update.

From your description, the problem only happens on 3 user accounts. I think the root cause is that the user accounts do not have correct permission. I suggest we try the following steps:

1. Please open Server Management on SBS
2. Locate on Users node
3. Select the problematic user account, click Change User Permissions link
4. In the Change User Permission Wizard, click Next, select User Template, click Next.
5. Finish this wizard.

Run this wizard for the 3 problematic user accounts. Then test this issue.

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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This newsgroup only focuses on SBS technical issues. If you have issues

Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not res

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.

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| Thread-Topic: Logoff / Slow Bootups / Outlook attachments / Outlook Not  
res  
| thread-index: Acd7o0gk4CC5CEzEQgGsPX6dL8Aj7g==  
| X-WBNR-Posting-Host: 81.179.170.126  
| From: =?Utf-8?B?S2VuIEJvd21hbg==?= <KenBowman@xxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <914CFC83-0B20-4049-BD42-3967956D516A@xxxxxxxxxxxx>  
<uss5x7zaHHA.1300@xxxxxxxxxxxxxxxxxxxx>  
<80FBF262-C73F-46A0-9163-77AF39B02538@xxxxxxxxxxxx>  
<rWyfo80eHHA.5272@xxxxxxxxxxxxxxxxxxxx>  
| Subject: Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not  
res  
| Date: Tue, 10 Apr 2007 12:06:02 -0700  
| Lines: 271  
| Message-ID: <E08A239D-EAC2-4634-8BE7-49724B2B6359@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 V6.00.3790.2757  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:28978

Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not res

Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not res

| NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148

| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi Terence,

| Thank you for this update, I will try this tomorrow afternoon when I get back into the office.

| With regards to trying the administrator log on this problem only actually

| affects 3 people no matter which machine they log onto. If I log on to their

| PC everything works fine for me same thing if I get another user to log on

| and off all their log off / shut down options are available to them, same with the administrator profile log on.

| For some very strange reason it is just these actual people that are affected?? Hope this makes sense.

| --

| Regards,

| Ken Bowman

| "Terence Liu [MSFT]" wrote:

| > Hello Ken,

| >

| > Thank you for kind update. And I glad heard that you are back to full > health.

| >

| > For the antivirus software cost large amount of overhead of CPU, I suggest

| > you to contact your antivirus software provider, I believe they can help

| > you.

| >

| > For the log off issue, I suggest you do a clean boot on this computer and

| > to see whether the issue persists:

| >

| > To clean boot the problematic computer, please use the steps below:

| >

| > a. Click Start, click Run, and then in the Open box, type "MSCONFIG"

| > (without the quotation marks). Click OK.

| >

| > b. In the System Configuration Utility (MSConfig) window, click to select

| > the Selective Startup button.

| >

Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not res

- |> c. Click to clear the check mark from the "Load startup items" below
- |> Selective Startup.
- |>
- |> d. Click the Services tab, click to check the "Hide All Microsoft Services"
- |> box, and remove all the check marks from the remained Non-Microsoft
- |> Services.
- |>
- |> e. Click OK to close the MSConfig window. Click Yes when you are asked to
- |> restart your computer in order to enable the changes.
- |>
- |> f. After restarting, please check whether this issue will reoccur.
- |>
- |> g. 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.
- |>
- |> Meanwhile, I suggest you to logon the PC with local administrator
- |> account
- |> to see if you can shutdown this computer.
- |>
- |> Hope these steps will give you some help.
- |>
- |> Thanks and have a nice day!
- |>
- |> Best regards,
- |>
- |> Terence Liu(MSFT)
- |>
- |> Microsoft CSS Online Newsgroup Support
- |>
- |> Get Secure! – [www.microsoft.com/security](http://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

Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not res

|> issue.  
|>  
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|> 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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rights.  
|>  
|> -----  
|> | Thread-Topic: Logoff / Slow Bootups / Outlook attachments / Outlook  
Not  
|> res  
|> | thread-index: Acd64WM2ACTRSPVARE29djxx/bHdfQ==  
|> | X-WBNR-Posting-Host: 81.179.126.224  
|> | From: =?Utf-8?B?S2VuIEJvd21hbg==?=  
<KenBowman@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
|> | References: <914CFC83-0B20-4049-BD42-3967956D516A@xxxxxxxxxxxxxx>  
|> <uss5x7zaHHA.1300@xxxxxxxxxxxxxxxxxxxxxx>  
|> | Subject: Re: Logoff / Slow Bootups / Outlook attachments / Outlook  
Not  
|> res  
|> | Date: Mon, 9 Apr 2007 12:58:05 -0700  
|> | Lines: 116  
|> | Message-ID: <80FBF262-C73F-46A0-9163-77AF39B02538@xxxxxxxxxxxxxx>  
|> | 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  
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|> | Newsgroups: microsoft.public.windows.server.sbs  
|> | Path: TK2MSFTNGHUB02.phx.gbl  
|> | Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:28695  
|> | NNTP-Posting-Host: tk2msftbfm01.phx.gbl 10.40.244.148  
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs  
|> |  
|> | Hi Anna,  
|> |

Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not res

|> | Sorry for taking so long to get back to you with regards to these issues.  
|> | I  
|> | have been off ill. Back to full health again I am glad to say and here  
|> | is an  
|> | update:  
|> |  
|> | Outlook attachments – these cleared themselves after a few days, the user  
|> | thought I had fixed the problem????  
|> |  
|> | Slow Bootups – Terence's tip on checking for services found a service  
|> | rtvscan (Symantec antivirus scanner) running on these machines and taking  
|> | 100% CPU time during boot-up dropping to around 70% for at least another  
|> | 3 –  
|> | 4 minutes after he PC has started populating the screen with icons.  
It  
|> | then  
|> | drops right down to between 0 and 2%. Not sure what to do with regards  
|> | to  
|> | this as we need antivirus protection?  
|> |  
|> | Logoff – Now have another PC doing this i.e. the user goes Start | Shut  
Down  
|> | and when the Shut down Windows dialogue window opens the only option they  
|> | get  
|> | is – Log Off %username%, %username% being the name of the logged on user.  
|> | I  
|> | actually saw this happen where the user had shut down normally then an  
|> | hour  
|> | later after they had logged back on again they went to shut down again  
|> | and  
|> | were presented with just the above log off %username% option????  
|> | --  
|> | Regards,  
|> |  
|> | Ken Bowman  
|> |  
|> |  
|> | "Anna Clark" wrote:  
|> |  
|> |> Hi Ken:

Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not res

|> |>  
|> |>  
|> |> "Ken Bowman" <KenBowman@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
|> |> [news:914CFC83-0B20-4049-BD42-3967956D516A@xxxxxxxxxxxxxxxxxxxx](mailto:news:914CFC83-0B20-4049-BD42-3967956D516A@xxxxxxxxxxxxxxxxxxxx)  
|> |> > Hi,  
|> |> >  
|> |> > We have had SBS W2K3 running for a long time now with very few  
|> problems  
|> |> now  
|> |> > suddenly within the last week we have several errors all happening  
at  
|> one  
|> |> > which are:  
|> |> >  
|> |> > 1. Two PC's AdminPC1 and AdminPC2 when the user goes to shut down  
-  
|> Start  
|> |> |  
|> |> > Shutdown the only option they get in the shut down window is  
logoff  
|> |> > 'username'. After clicking OK they then do a control alt delete  
to  
|> get  
|> |> the  
|> |> > sign on screen and select the shut down option from that. Any  
ideas  
|> while  
|> |> > this has happened and how can I fix it???  
|> |>  
|> |> Group Policy gone wrong? gpreresult?  
|> |> <http://www.microsoft.com/windowsxp/using/setup/expert/gpreresults.mspx>  
|> |>  
|> |> > 2. Same two PC's now also seem to take a long time to both  
bootup /  
|> log  
|> |> on  
|> |> > and to shut down, AdminPC2 in particular can take a very long  
time to  
|> |> bootup  
|> |> > to the normal user operating screen i.e. they are fully signed  
in.  
|> Again  
|> |> any  
|> |> > ideas why this is happening???  
|> |>  
|> |> For the startup problems, the usual suspect is DNS. Every nic on  
your  
|> lan  
|> |> should point to the internal nic of the sbs server for dns and wins  
|> (except  
|> |> that the external nic of the sbs does not need wins). check that

with

|> |> ipconfig /all. If in doubt, enter the command as:

|> |>

|> |> ipconfig /all > c:\serverip.txt

|> |> and

|> |> ipconfig /all > c:\wkstip.txt

|> |>

|> |> then find the .txt files and post the results here.

|> |>

|> |> > 3. Another user, laptop, when they are in Outlook 2003 and go to

|> |> attach a

|> |> > file the normal file selection window pops up with the default My

|> |> Documents

|> |> > selected. If they click on the down arrow to explore deeper for

the

|> |> > particular file Outlook goes into Not Responding. The only way  
around

|> |> this

|> |> > is to select one of the icon's at the side like My Network places

|> |> which

|> |> > allows them to then explore the network for the file they want to

|> |> attach.

|> |> I

|> |> > have reloaded Outlook and even the full office and all service

packs

|> |> etc

|> |> and

|> |> > it still does it. Any ideas???

|> |>

|> |> any help here?

|> |>

|> |> <http://support.microsoft.com/kb/918165>

|> |>

|> |> > 4. And another Outlook has now started to receive their

attachements

|> |> with

|> |> an

|> |> > non descript icon when the attachment is a Word , Excel, PDF type

|> |> document.

|> |> > Clicking on the attachment opens a window asking you to select

what

|> |> program

|> |> > you want to open the attachment with. Again any ideas????

|> |>

|> |> Is it only Outlook that has lost the association of icons with file

|> |> types?

|> |> What if you select say Word, or a .doc file and choose "always

use.....

|> |> etc."

|> |>

|> |>

Re: Logoff / Slow Bootups / Outlook attachments / Outlook Not res

|> |> > All these issues started happening around the same time.

|> |> >

|> |> > Just so you are aware although i have a good understanding of IT

I am

|> not

|> |> an

|> |> > IT person.

|> |> >

|> |> > Many thanks in advance.

|> |> > --

|> |> > Regards,

|> |> >

|> |> > Ken Bowman

|> |>

|> |>

|> |>

|> |

|>

|>

|

.