

Re: sbs roaming profile not loading on local client

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg03333.html>

- *From:* v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx (Manfred Zhuang [MSFT])
 - *Date:* Thu, 23 Aug 2007 12:03:09 GMT
-

Hello Thomas,

Thank you for your detailed information and the log files.

After checking them, I found the user failed to get GUID.

To narrow down the cause, I suggest you try following steps:

Suggestion 1:

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Please refer to following KB article to force Kerberos to use TCP:

How to force Kerberos to use TCP instead of UDP in Windows Server 2003, in Windows XP, and in Windows 2000

<http://support.microsoft.com/kb/244474>

Suggestion 2: Change MTU

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This issue can also occur if the MTU (Maximum Transfer Unit) is set too high.

Let's modify it to have a check:

NOTE: Please do this on both the server and the client workstation.

To change the MTU (Maximum Transmission Unit) setting:

1. Start Registry Editor (regedit.exe).
2. Browse to the following registry key and you will find several sub-keys under it:

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters\Interf
aces

3. Highlight the sub-key one by one till you find the value of "IPAddress" is the one of the network adapter which connects to your LAN.
4. Highlight the sub-key we just found, please check if there is a value whose name is "MTU" (without the quotes). If you can find it, please right

Re: sbs roaming profile not loading on local client

click it and choose Delete.

5. Right click the blank area of the right window pane and choose New->DWORD Value.

6. Type "MTU" (without the quotes) as the value name and click OK.

7. Right click MTU and choose Modify, please test following value one by one to see if it works:

- 1500
- 1492
- 1400
- 1200

Please restart the computer after each change to check the issue.

Suggestion 3: Run change user permission wizard for the problematic user account

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1. Open Server Management
2. Click Users in the left pane.
3. Click Change User Permissions in the right pane
4. Click Next.
5. Select Administrator template, ensure Replace any permissions granted to the users is selected. Then click Next
6. Move the problematic user account to the right.
7. Click Next, then click Finish.

After that, please check if the issue persists. If it does not work, the issue can be caused by corrupted user accounts. Please check if following workaround can address your concern:

Workaround:

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I noticed that the newly created user account works properly. If you do not have special concern, I suggest you backup the important files for the problematic user accounts, then delete and recreate the accounts. After that, restore the files to the new accounts.

Please try the above steps at your earliest convenience. If you have any concern, please feel free to let me know.

Best regards,

Manfred Zhuang(MSFT)
Microsoft 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.

Re: sbs roaming profile not loading on local client

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You can locate the newsgroup here:

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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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| From: ThomCarrIII@xxxxxxxxxx
| Newsgroups: microsoft.public.windows.server.sbs
| Subject: Re: sbs roaming profile not loading on local client
| Date: Wed, 22 Aug 2007 18:59:57 -0700
| Organization: <http://groups.google.com>
| Lines: 167
| Message-ID: <1187834397.131970.44860@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <1186767976.845099.66210@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| <X\$v8IxZ3HHA.2340@xxxxxxxxxxxxxxxxxxxxxxxxxx>
| NNTP-Posting-Host: 12.77.37.49
| Mime-Version: 1.0
| Content-Type: text/plain; charset="us-ascii"
| Content-Transfer-Encoding: quoted-printable
| X-Trace: posting.google.com 1187834397 2730 127.0.0.1 (23 Aug 2007 01:59:57 GMT)
| X-Complaints-To: groups-abuse@xxxxxxxxxx
| NNTP-Posting-Date: Thu, 23 Aug 2007 01:59:57 +0000 (UTC)
| In-Reply-To: <X\$v8IxZ3HHA.2340@xxxxxxxxxxxxxxxxxxxxxxxxxx>
| User-Agent: G2/1.0
| X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; AT&T CSM8.2; .NET CLR 1.0.3705; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.04506.30),gzip(gfe),gzip(gfe)
| Complaints-To: groups-abuse@xxxxxxxxxx
| Injection-Info: q3g2000prf.googlegroups.com; posting-host=12.77.37.49;
| posting-account=ps2QrAMAAA6_jCuRt2JEIpn5Otqf_w0
| Bytes: 8204
| X-Original-Bytes: 8161
| Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!newsfeed0

Re: sbs roaming profile not loading on local client

Re: sbs roaming profile not loading on local client

0.sul.t-online.de!t-online.de!border2.nntp.dca.giganews.com!border1.nntp.dca
giganews.com!nntp.giganews.com!postnews.google.com!q3g2000prf.googlegroups.
com!not-for-mail

| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:58383

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

|

| Manfred, I emailed you the files you requested.

| On Aug 13, 7:22 am, v-mzh...@xxxxxxxxxxxxxxxxxxxxxx (Manfred Zhuang

| [MSFT]) wrote:

| > Hello Customer,

| >

| > Thank you for posting here.

| >

| > From your post, I understand that after updating the Group Policies,
| > roamingprofiledoesnotwork on a XP client, but it works when using TS
| > via RWW. If I have misunderstood your concern, please feel free to
| > correct

| > me.

| >

| > This issue can be caused by several factors. I suggest you try following
| > steps to narrow down the cause:

| >

| > 1. Logon to client computer by local administrator account. Remove the
| > roamingprofilethat saved in local computer's C:\Documents and Settings
| > folder.

| > 2. Copy the RoamingProfileon the Server share for backup purpose if
| > there

| > are important files. Then delete it.

| > 3. Logon to client computer with affected user account and check how it
| > goes.

| >

| > If the issue still exists, let's do the following and collect some
| > information:

| >

| > 1. If the user logon on other computers, does the RoamingProfilework? If
| > other users logon on the problematic computer, what is the result?

| >

| > 2. Please let me know what changes were made when updating the Group
| > Policy

| > last time.

| >

| > 3. User env log

| > =====

| > a. On an affected client computer, use Registry Editor to add the
| > following

| > registry value (or modify it, if the value already exists):

| > Key: HKEY_LOCAL_MACHINE\Software\Microsoft\Windows

| > NT\CurrentVersion\Winlogon

| > Value: UserEnvDebugLevel

| > Value Type: REG_DWORD

| > Value Data: 10002 (Hexadecimal)

Re: sbs roaming profile not loading on local client

Re: sbs roaming profile not loading on local client

|>
|> b. Restart the client computer.
|> c. Logon to domain to reproduce the issue.
|> d. Logon to client computer with local administrator account, email me
the
|> C:\Windows\Debug\UserMode\Userenv.log file. Please let me know the
domain
|> account name and the local user account name in this step.
|>
|> 4. GP result
|> =====
|> Reproduce the issue, type the following command in command prompt, and
then
|> press ENTER:
|> "gpresult -Z > C:\gpresult_z.txt" (without the quotation marks)
|>
|> This creates a list of the implemented policies on the machine in the
|> following text file: C:\gpresult_z.txt. Please send this file to me.
|>
|> 5. MPS reports:
|> =====
|> a. Download the Network Edition of MPS_Report tool
from <http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-...>
|> 15706/MPSRPT_NETWORK.EXE, run it on the XP client computer. Email me the
|> %COMPUTERNAME%\MPSReports_.CAB file which is under the
|> %systemroot%\MPSReports\network\bin\cab directory.
|>
|> b. Download the Directory Edition of MPS_Report
tool <http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-...>
|> 15706/MPSRPT_DirSvc.EXE. Run it on the SBS Server. Email me the
|> %COMPUTERNAME%\MPSReports_.CAB file which is under the
|> %systemroot%\MPSReports\DirSvc\Logs\Cab directory
|>
|> Please send the log files to me at v-mzh...@xxxxxxxxxxxxxx
|>
|> I appreciate your time and cooperation. If anything is unclear, please
feel
|> free to let me know. I am looking forward to hearing from you.
|>
|> Best regards,
|>
|> Manfred Zhuang(MSFT)
|> Microsoft Online Newsgroup Support
|>
|> Get Secure! -www.microsoft.com/security
|>
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Re: sbs roaming profile not loading on local client

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|>

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|> =====

|>

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|> -----

|> | From: ThomCarr...@xxxxxxxxxx

|> | Newsgroups: microsoft.public.windows.server.sbs

|> | Subject: sbs roamingprofilenotloadingon local client

|> | Date: Fri, 10 Aug 2007 10:46:16 -0700

|> | Organization:<http://groups.google.com>

|> | Lines: 10

|> | Message-ID: <1186767976.845099.66...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

|> | NNTP-Posting-Host: 151.196.120.240

|> | Mime-Version: 1.0

|> | Content-Type: text/plain; charset="iso-8859-1"

|> | X-Trace: posting.google.com 1186767977 24526 127.0.0.1 (10 Aug 2007 |> 17:46:17 GMT)

|> | X-Complaints-To: groups-ab...@xxxxxxxxxx

|> | NNTP-Posting-Date: Fri, 10 Aug 2007 17:46:17 +0000 (UTC)

|> | User-Agent: G2/1.0

|> | X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1;

NET

|> | CLR 1.0.3705; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR

|> | 3.0.04506.30),gzip(gfe),gzip(gfe)

|> | Complaints-To: groups-ab...@xxxxxxxxxx

|> | Injection-Info: e9g2000prf.googlegroups.com; posting-host=151.196.120.240;

Re: sbs roaming profile not loading on local client

Re: sbs roaming profile not loading on local client

|> | posting-account=ps2QrAMAAAA6_jCuRt2JEIpn5Otqf_w0

|> | Path:

|>

TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!news-out-

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