

RE: log in screen

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-11/msg02292.html>

- *From:* Ricky Lie <RickyLie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 14 Nov 2007 20:07:02 -0800
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Hi Robert,

Thank you for sharing information with me.

I did login into the server from the server side, I never tried logon remotely until today (thanks).

I haven't tried to reinstall the video driver, what I've done:

- restore the OS with the backup that I made three weeks ago and it didn't solve my problem.
- also if I run the server in safe mode the problem with the login screen still occurs
- lastly I restore my registry with the one that I backup in Feb'07 (during the registry restore I got information that not all data has been restored). The problem with the login screen is solved after restoring the registry.
- but restoring the registry cause me to another problem, after the login process I always get the information of "Serious system error" error code 0000000a,8000004,00000002,00000001,807210dc

If the problem persists, please help me collect the following information for deep research:

1. What important change did you make before the issue first occurred?

In the middle working day some desktops have problem login into the server because of insufficient user license, I don't know how the server working suddently with basic user license (5 cal) because we have purchased another 15 cal, added and activated at the time we start using win2003sbs (1 year ago).

The problem with the login screen occurs as I reentry the 15 cal, activated and restart the server.

2. MPS Report on SBS server.

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I'll try to provide you the ".cab file" and I appreciate for your time and help this problem

Thank you and best regards
Ricky Lie

"Robert Li [MSFT]" wrote:

Hi Rciky,

Thanks for posting in our newsgroup.

Before we go further on this issue, please let me know the following to make the situation clearly:

1. Where do you logon the SBS server, from server side or remotely?
2. If you visit the server remotely, which of the following method do you use to connect to the server desktop:

1) Click Start\All Programs\Accessories\Communication\ Remote Desktop Connection

2) Logon Remote Web Workplace and then click the link: Collect to Server Desktop.

I'd like to provide the following information about the SBS Remote Web Workplace (RWW).

The SBS Remote Web Workplace is a dynamically created web site that provides a single, simple, and consolidated entry point for remote users to access SBS features. It empowers external SBS users by providing one place from which all relevant features of SBS, such as Outlook Web Access, Windows SharePoint Services, and the remote user desktop, can be accessed from outside the network firewall. To access RWW, one can access <http://Public Domain Name/remote> remotely, or <http://servername/remote> locally. Connecting through RWW allows users to connect to the server resources without additional configuration such as VPN or RAS. It also allows VAPs to connect directly to the internal workstations for troubleshooting purposes. If SSL is deployed along with RWW, you ensure the communication is secured, and all data is encrypted and protected over the web.

Based on my research, please take the following steps to narrow down this issue:

Step 1: The problem may be caused the video driver on the server. Please

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check if that's in the HCL list. Also contact the manufacture to install the latest video driver.

Windows Server Catalog of Tested Products

<http://www.windowsservercatalog.com/>

Step 2: Please check if the problem can be reproduced when you logon from the server side. If so, please start the server at Safe Mode to see what will happened. In Safe mode, the computer does not start the video adapter driver that is used during normal operations.

If the problem persists, please help me collect the following information for deep research:

1. What important change did you make before the issue first occurred?
2. MPS Report on SBS server.

1) Download MPS report tool from:

http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE

2) Run the MPSRPT_SETUPPerf.exe on the server box.

3) Wait for 10~15 minutes.

4) Open Windows explorer, navigate to
%SYSTEMROOT%\MPSReports\Setup\Reports\cab\

5) Send the .cab file to v-robali@xxxxxxxxxxxxxx with subject: 40960951-log in screen.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS 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. 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,

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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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<
<Hello,
<
<As I restart our win2003 sbs, I've got a login screen with small color
<Windows 2003 info surrounded with black color screen which is not the
ussual
<login screen that we have before. I can not even see the usual login
screen
<after we press ctrl+alt+del only a black color screen and mouse cursor.
How
<can I fix my login screen?

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<I thank you for any help in advance,
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<Regards
<Ricky Lie
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