

RE: Terminal Server connections freezing\dropping

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2005-06/msg00452.html

- *From:* "Patrick Rouse" <PatrickRouse@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 16 Jun 2005 18:39:02 -0700
-

What I'm trying to discern is if all sessions freeze at the same time, or not. As for system monitor, I often keep system monitor open monitoring CPU Time, Active Sessions, % Registry Quota in Use, Disk Time, % Pagefile in use, Processor Queue Length... I'm wondering if your monitor would loose connection with the server when the pause happens.

If this only happens with WAN Connections you may want to decrease the MTU on the Server's ethernet connection and enable keepalives.

http://terminal.servebeer.com/php/flaky_connections.php

—
Patrick Rouse
Microsoft MVP – Terminal Server
<http://www.workthin.com>

"Ron" wrote:

- > I'm not sure about your trace question but yes this appears to only happen to
- > users over the WAN connection who (not sure if this is a coincidence) are
- > the only users using Windows 98 as the client. However, when it happended
- > today, I was still able to log into the terminal server through a VPN
- > connection.
- >
- > Users freeze one by one very quickly. Their sessions are still open then a
- > couple minutes later they drop off and can not get back on. When the users
- > drop off they are still able to ping the server by both it's name and ip
- > address. So they can definitely still see it and it doesn't appear to be a
- > DNS issue.
- >
- > "Patrick Rouse" wrote:
- >
- >> Do all sessions freeze, or just one at a time?
- >> When monitoring the server with System Monitor do you loose your trace
- >> during the feeze?
- >> Dopes this happen to everyone, or only those connecting over a WAN connection?
- >> --

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>> <http://www.workthin.com>
>>
>>
>> "Ron" wrote:
>>
>>> Thanks for responding.
>>>
>>> After some more investigation I found that it's only when users log on to
>>> the terminal server that they get the DOMAIN\USERNAME. Even if the settings
>>> are saved correctly in the RDP. This only happens to users who are on a
>>> Windows 2000 or windows 98 client. Not XP. The windows 2000 clients are
>>> also attached locally to the domain. Any more help with that?
>>>
>>> By the way, I applied this patch about two months ago and did try to remove
>>> it but it didn't allow me. The issues I have seem minor except for the
>>> terminal server freezing\locking up issue so I didn't pursue a restore of any
>>> sort. I'm still investigating freezing issue. I have now changed to per
>>> user license. I got a hold of the clearinghouse and got new licenses
>>> assigned and changed the terminal server to per user. Still waiting to find
>>> out if that fixed the freezing issue.
>>>
>>> "Patrick Rouse" wrote:
>>>
>>>> Anytime you do an upgrade or SP you should have a contingency plan that
>>>> allows you to revert to the previous configuration if things go south. With
>>>> that in mind the preferable thing to do would be to restore to the pre-SP1
>>>> state, then solve your problem in a test environment.
>>>>
>>>> Check to see if the console was last logged-onto with a local account. If
>>>> this happens, users will be presented with a logon to the local SAM, instead
>>>> of the AD.
>>>>
>>>>
>>>> --
>>>> Patrick Rouse
>>>> Microsoft MVP – Terminal Server
>>>> <http://www.workthin.com>
>>>>
>>>>
>>>> "Ron" wrote:
>>>>
>>>>> I have a terminal server on Windows 2003 sp1. Ever since I put on sp1,
>>>>> users get booted off of the terminal server until the server is rebooted.
>>>>> All users use windows 98 pc's as clients. I thought licensing was the issue
>>>>> but I not sure if it is. I'm set up as per device and users were not getting
>>>>> licenses issued to them but they are now and this is still happening. The
>>>>> only way to keep this problem at bay is to reboot the server every day. I
>>>>> can't continue doing this.
>>>>>

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>>>>> Also I'm not sure if this is a related issue but after installing sp1,
>>>>> whenever users log on they get the domain forced in front of their user name
>>>>> DOMAIN\USERNAME. This never happended before sp1. This issue doesn't happen
>>>>> all the time either.
>>>>>
>>>>> Please help

• **References:**

- ◆ **Terminal Server connections freezing\dropping**
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 - ◆ **RE: Terminal Server connections freezing\dropping**
 ◇ From: Patrick Rouse
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