

# Re: 'freezing' problem

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal\\_services/2006-04/msg00576.html](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2006-04/msg00576.html)

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- *From:* [v-xuwen@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-xuwen@xxxxxxxxxxxxxxxxxxxxxx) (Vincent Xu [MSFT])
  - *Date:* Thu, 27 Apr 2006 06:17:24 GMT
- 

Hi,

I have seen similar issue when running word ni TS session. To trouble shoot this problem efficiently, please perform the following steps. After each step, please test this issue again. If this problem remains, please continue to the next step.

## Step 1: Rename normal.dot

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Renaming your Normal.dot template allows you to quickly determine whether the Normal template is causing the problem or behavior. This procedure also resets several options back to the default settings, including custom styles, custom toolbars, macros, and AutoText entries. For this reason, Microsoft strongly recommends that you rename the Normal.dot file rather than delete it.

To rename the Normal.dot template, follow these steps:

1. Quit all instances of Word. If you use Word as your e-mail editor, be sure to quit Microsoft Outlook as well.
2. Search the Normal.dot file and rename each that you find.
3. Start Word to test this problem again.

## Step 2: Word Safe Mode

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When you use the /a switch to start Word and Excel, the switch prevents add-ins and global templates from being loaded automatically. The /a switch also locks the setting files; that is, the setting files cannot be read or modified when you use this switch.

To launch Word using /a, follow these steps:

1. Click Start, and then click Run.
2. Type "winword /a" in the text box, and click OK.

## Step 3: Remove Data registry key

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Printing problems in Microsoft Word can be caused by a damaged Word Data key in the Windows registry. If this is the case, you want to delete the Data key. When you restart Microsoft Word, Word recreates the Word Data key automatically.

Important After you delete the Word Data key, some settings in Microsoft Word are reset to their default settings.

To delete the Word Data key in the Windows registry, follow these steps:

1. Quit all Windows programs.
2. Click "Start", and then click "Run".
3. In the "Open" box, type "regedit" (without the quotation marks), and then click "OK".
4. Open the following registry key:

HKEY\_CURRENT\_USER\Software\Microsoft\Office\10.0\Word

5. Under the Word key, click "Data".
6. On the "Edit" menu, click "Delete".
7. When prompted to confirm the deletion, click "Yes".
8. On the "Registry" menu, click "Exit".

In addition, although the following articles address the IPFs issues in Word they are also helpful in troubleshooting Word hung issue. Please follow the steps to test this problem again:

290929 WD2002: Part 1: Troubleshooting Problems When Word Has Encountered a <http://support.microsoft.com/?id=290929>

290930 WD2002: Part 2: Troubleshooting Problems When Word Has Encountered a <http://support.microsoft.com/?id=290930>

290931 WD2002: Part 3: Troubleshooting Problems When Word Has Encountered a <http://support.microsoft.com/?id=290931>

If you have any updates, please feel free to let me know. I am glad to be of assistance.

Best regards,

Vincent Xu  
Microsoft Online Partner Support

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Re: 'freezing' problem

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From: "Adrian" <NoSpam@xxxxxxxxxxxx>  
References: <eGfLBeQaGHA.4160@xxxxxxxxxxxxxxxxxxxxxx>

<gcJYUJRaGHA.932@xxxxxxxxxxxxxxxxxxxxxx>

Subject: Re: 'freezing' problem  
Date: Wed, 26 Apr 2006 12:11:49 +0100  
Lines: 138  
X-Priority: 3  
X-MSMail-Priority: Normal  
X-Newsreader: Microsoft Outlook Express 6.00.2900.2869  
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2869  
X-RFC2646: Format=Flowed; Original  
Message-ID: <OuBt5ISaGHA.3740@xxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups: microsoft.public.windows.terminal\_services  
NNTP-Posting-Host: 80-195-2-11.cable.ubr10.haye.blueyonder.co.uk

80.195.2.11

Path:  
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl  
Xref: TK2MSFTNGXA01.phx.gbl

microsoft.public.windows.terminal\_services:38268

X-Tomcat-NG: microsoft.public.windows.terminal\_services

Vincent,

Is there any problem if you logon locally on  
the Terminal Server when

the

issue occurs

Do you mean logon at the console? No.

2, Does this issue only happen to one fixed user account?

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Yes.

3,Does this issue happens when the user using some third party application ?

It does not seem specific to any application. I have seen it just running Word and our email software (GroupWise).

4,If you are using pure Windows Terminal Server or with Citrix farm installed?

Simple Windows Terminal Server 2003 setup.

5, Please run msconfig,go to Services, select Hide All Microsoft

Services,

then click Disable All button. Go to Startup tab and click Disable All button, restart computer,then try again to see if there is an update.

Will disabling everything on the startup tab affect everyone, or just this

user (assuming I run msconfig from her account)? If it disables it for everyone I don't think this is a realistic option.

What effect does hiding MS Services have?

6,There is a Freeze problem fixed by the patch in following article.

Please

check it to see if it applies.

<http://support.microsoft.com/default.aspx?scid=KB;EN-US:324446>

I don't think this applies. It is not a 'pause' and never 'unfreezes'

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unless

the TS window is minimised/maximised.

Thank you very much for your detailed reply.

Regards,

Adrian

"Vincent Xu [MSFT]" <v-xuwen@xxxxxxxxxxxxxxxxxxxx> wrote in message

[news:gcJYUJRaGHA.932@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:gcJYUJRaGHA.932@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Hi,

- 1,Is there any problem if you logon locally on the Terminal Server when the issue occurs
- 2,Does this issue only happens to one fixed user account?
- 3,Does this issue happens when the user using some third party

application

?

- 4,If you are using pure Windows Terminal Server or with Citrix farm installed?
- 5, Please run msconfig,go to Services, select Hide All Microsoft

Services,

then click Disable All button. Go to Startup tab and click Disable All button, restart computer,then try again to see if there is an update.

6,There is a Freeze problem fixed by the patch in following article.

Please check it to see if it applies.

<http://support.microsoft.com/default.aspx?scid=KB:EN-US:324446>

Hope it helps.

Best regards,

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Vincent Xu  
Microsoft Online Partner Support

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rights.

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From: "Adrian"  
<NoSpam@xxxxxxxxxxxx>  
Subject: 'freezing' problem  
Date: Wed, 26 Apr 2006  
09:00:33 +0100  
Lines: 25  
X-Priority: 3  
X-MSMail-Priority:  
Normal  
X-Newsreader: Microsoft  
Outlook Express  
6.00.2900.2869  
X-MimeOLE: Produced By  
Microsoft MimeOLE  
V6.00.2900.2869  
X-RFC2646:  
Format=Flowed; Original  
Message-ID:  
<eGfLBeQaGHA.4160@xxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups:  
microsoft.public.windows.terminal\_services  
NNTP-Posting-Host:  
80-195-2-11.cable.ubr10.haye.blueyonder.co.uk

80.195.2.11

Path:  
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.p

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Xref:  
TK2MSFTNGXA01.phx.gbl

microsoft.public.windows.terminal\_services:38256

X-Tomcat-NG:  
microsoft.public.windows.terminal\_services

Using Windows Server  
2003

We have one user where  
Terminal Server 'appears' to  
freeze – the mouse

and

keyboard do nothing.  
However simply by  
minimising then maximising  
her  
Terminal Services window  
(or pressing Ctrl–Alt–End  
then Cancel) it is

OK

again. This happens maybe  
once a day to her but to no  
other user. The

user

uses exactly the same  
software and server as  
everyone else (Office 2003  
including Access and  
GroupWise for email).

We have recently moved to  
a completely new server  
with all software  
re-installed, given her a  
new profile, changed her  
local PC including  
keyboard and mouse and  
ensured her RDP is up to  
date (the version on

the

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Server 2003 CD), but this problem has stayed with her.

The only thought I have is that maybe she presses by accident some combination of keys that has this effect, but I would welcome any other suggestions.

Thanks,

Adrian