

Re: Keyboard Madness in TS Environment

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2006-07/msg00301.html

- *From:* "cbrunet" <darthkorn@xxxxxxxxxx>
 - *Date:* 13 Jul 2006 08:25:58 -0700
-

I saw that during my searches. Also not the case as the user isnt getting capital letters when typing in the TS environment. It just acts as if the shift key is held down simply when the d-pad is utilized.

Vera Noest [MVP] wrote:

Check if this applies:

885350 – User connected to Terminal Services must press the SHIFT key two times to turn off Caps Lock
<http://support.microsoft.com/?kbid=885350>

Vera Noest
MCSE, CCEA, Microsoft MVP – Terminal Server
TS troubleshooting: <http://ts.veranoest.net>
___ please respond in newsgroup, NOT by private email ___

"cbrunet" <darthkorn@xxxxxxxxxx> wrote on 13 jul 2006 in microsoft.public.windows.terminal_services:

I've gone to everything from a most basic keyboard to a full out multimedia keyboard to a USB keyboard. All with the exact same results.

Vera Noest [MVP] wrote:

Try switching keyboard anyway, with a different brand if possible.

I have seen both keyboards and mouses which work 100% correct on the client but behave irrational in a TS session. This is especially true for keyboards with some sort of extended functionality, like a built-in roller mouse.

Re: Keyboard Madness in TS Environment

Vera Noest
MCSE, CCEA, Microsoft MVP – Terminal Server
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"cbrunet" <darthkorn@xxxxxxxx> wrote on 12 jul 2006 in
microsoft.public.windows.terminal_services:

It is a workstation computer that has been
rebooted multiple
times since. I will give the driver effort a try
though.
Thanks for the input.

Brad Pears wrote:

I have seen this behaviour
when connecting to a users
session
from the terminal services
manager. I believe it only

happened

on the Win2K server though
– not the Win2K3 server –
although
I'd have to confirm that
again... Basically, a user
would

call

for some help, I would
connect to their session,
then once I
ended my connection, they
would complain their
keyboard was

all

whacked out – similiar to
what you described. Usually
a

reboot

Re: Keyboard Madness in TS Environment

on their end solved the
problem...

Likely not any help to you
but another thing for you to
think
about... Is the user using a
different keyboard driver
than
everyone else by any
chance? Maybe try
installing a differnt

or

reinstalling the keyboard
driver? Is it a laptop?? I
seem to
have had more problems
with the laptop users...Both
our

Compaq

and Dell laptop users have
complained about it...

Brad

"cbrunet"

<darthkorn@xxxxxxxx>

wrote in message

news:1152124349.010251.15090@xx

This is far
too strange
for me.

I have a
user who,
when in a
Terminal
Services
environment
(ICA/RDP),
his
keyboard
acts as if he
constantly
has the
'Shift' key
pressed

Re: Keyboard Madness in TS Environment

down when
using the
directional
buttons
(but not
when
typing).
When
'NulLock' is
turned off,
it

acts

normal, but
then the
NumPad
obviously
does not
work. So,
when the
user is
typing up
documents
in Word
through

Citrix,

whenever
he presses
the
directional
button, it
will select
the text he
has written
rather than
simply
move the
cursor.
Same
happens in a
Remote
Desktop
environment,
wherein the
user moves
the cursor
between
files or

Re: Keyboard Madness in TS Environment

folders and
it would
select them
all rather
then just
move
between
them

normally.

1- I dont
see it being
anything
PHYSICALLY
wrong with
the
keyboard,
as it would
also affect
the local
desktop, not
simply the
Terminal
Service
connections.

2- I dont
see it being
any settings
on the local
desktop

for

the same
reasons,
though I did
check sticky
keys and

keyboard

settings as
my first
stop. **CAPS
LOCK**
dosent have
anything

to

Re: Keyboard Madness in TS Environment

do with it
either as
characters
written in
Citrix
connected
Word are
still
lower-case
(i.e. acts
normal)
3- I dont
think it has
anything to
do with
server
settings,
as it would
happen with
the ICA
connection
AND with
an RDP

to

my own
workstation,
which I've
RDP'd to
from
MANY
different
terminals
before with
no problem.
4- It's also
not a single
profile
issue, as
any user

logging

into a TS
connection
from that
PC receives
the same
type of
environment.

Re: Keyboard Madness in TS Environment

At my wits
end. Thanks
a bunch for
the input.