

## Re: Event ID 1500 and 1508 – user cannot login

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal\\_services/2007-01/msg00214.html](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2007-01/msg00214.html)

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- *From:* Eric32 <[Eric32@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Eric32@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 10 Jan 2007 12:30:01 –0800
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Thanks Guy, I'll check this out. Do you know the best practice for rebooting 2003 Terminal Server? I know with Windows 2000 it was best to reboot the server pretty consistently to clean up resources. Is that still common with a 2003 box running terminal services?

"guyyardeni" wrote:

Check to see if the server is really low on resources, maybe it needs a reboot.

Also verify that permissions on the profiles are correct and users can access them.

And try enabling the policy Computer Config>Administrative templates>User Profile> Do not

check for user ownership of Roaming Profile Folders – this can become an issue if ownership was changed.

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Guy Yardeni

"Eric32" <[Eric32@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Eric32@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:05A9A3EF-60D0-4396-BD29-E8AC0A3D932C@xxxxxxxxxxxxxxxxxxxx](mailto:news:05A9A3EF-60D0-4396-BD29-E8AC0A3D932C@xxxxxxxxxxxxxxxxxxxx)

We're running Windows Server 2003 with Terminal Services enabled. We have about 30 concurrent users. Today we experienced a problem where one of the users wasn't able to login. She's on a thin client as are most of the TS users. The error when she logged in was generic – basically just stating there weren't enough resources to allow her to login. The following items showed up in event viewer:

Event 1500

Windows cannot log you on because your profile cannot be loaded. Check that

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you are connected to the network, or that your network is functioning correctly. If this problem persists, contact your network administrator.

DETAIL – Insufficient system resources exist to complete the requested service.

Event 1508

Windows was unable to load the registry. This is often caused by insufficient memory or insufficient security rights.

DETAIL – Insufficient system resources exist to complete the requested service. for C:\Documents and Settings\asmith\ntuser.dat

I found MS article 837115 which references the UPHClean utility but after doing some research on other sites I found that most of the feedback for this utility was bad -- basically stating it didn't work or only temporarily fixes the problem.

I ended up replacing the user's ntuser.dat file from her profile with a copy from the "Default User" profile. This allowed her to login. I just wanted to see if this is a common problem that has a better solution. All the blogs I found never stated what the ultimate fix was.

Thanks!