

Re: Problems with users logging in

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2007-03/msg00140.html

- *From:* "DavidB" <biddled@xxxxxxxxxx>
 - *Date:* 7 Mar 2007 15:41:03 -0800
-

On Mar 7, 5:46 pm, "Vera Noest [MVP]" <vera.no...@remove-this.hem.utfors.se> wrote:

"DavidB" <bidd...@xxxxxxxxxx> wrote on 07 mar 2007 in microsoft.public.windows.terminal_services:

On Mar 7, 2:03 pm, "DavidB" <bidd...@xxxxxxxxxx> wrote:

On Mar 5, 8:35 am, Jeff Pitsch
<J...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

the errors, to me, point to a classic running out of resources. This could very well be kernel memory being exhausted or simply a piece of software on the box with a memory leak. And of course I can't find my links for troubleshooting kernel memory.....

Jeff Pitsch
Microsoft MVP – Terminal Server
Citrix Technology Professional
Provision Networks VIP

Re: Problems with users logging in

Forums not enough?
Get support from the experts at your
business <http://jeffpitschconsulting.com>

thedriver wrote:

We're having what appear to
be licensing problems with
our
Terminal Server.

When our 51st user logs in
(and consecutive users) they
get
a Windows activation
prompt:
"Windows Product
Activation
This copy of Windows must
be activated with Microsoft
before you can
logon.
Please ask a computer
administrator to activate
Windows
on this computer."

We also get the following in
the Application Log:

1.
Event Type: Error
Event Source: Userenv
Event Category: None
Event ID: 1500
Date: 5/03/2007
Time: 10:38:51 AM
User:
networkname\Username
Computer: computername
Description:
Windows cannot log you on
because your profile cannot
be
loaded. Check
that you are connected to the

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network, or that your
network
is functioning correctly. If
this problem persists,
contact
your network administrator.

DETAIL –
Insufficientsystemresources
exist to complete
the requested
service.

For more information, see
Help and Support Center at
<http://go.microsoft.com/fwlink/events.asp>.

2.
Event Type: Error
Event Source: Userenv
Event Category: None
Event ID: 1508
Date: 5/03/2007
Time: 10:34:57 AM
User: NT
AUTHORITY\SYSTEM
Computer: computername
Description:
Windows was unable to
load the registry. This is
often
caused by
insufficient memory or
insufficient security rights.

DETAIL –
Insufficientsystemresources
exist to complete the
requested
service. for C:\Documents
and
Settings\flinn\ntuser.dat

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For more information, see
Help and Support Center at
<http://go.microsoft.com/fwlink/events.asp>.

Occasionally some users
can't logon with their
normal
profile (they're given a
temporary profile) and the
TS
generates the following
logs:

1.
Event Type: Error
Event Source: Userenv
Event Category: None
Event ID: 1511
Date: 1/03/2007
Time: 4:44:29 PM
User:
networkname\username
Computer: computername
Description:
Windows cannot find the
local profile and is logging
you
on with a
temporary profile. Changes
you make to this profile will
be
lost when you log off.

For more information, see
Help and Support Center at
<http://go.microsoft.com/fwlink/events.asp>.

2.
Event Type: Error
Event Source: Userenv
Event Category: None

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Event ID: 1515
Date: 1/03/2007
Time: 4:44:28 PM
User:
networkname\username
Computer: computername
Description:
Windows has backed up this user's profile. Windows will automatically try to use the backed up profile the next time this user logs on.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

3.
Event Type: Error
Event Source: Userenv
Event Category: None
Event ID: 1502
Date: 1/03/2007
Time: 4:44:28 PM
User:
networkname\username
Computer: computername
Description:
Windows cannot load the locally stored profile. Possible causes of this error include insufficient security rights or a corrupt local profile. If this problem persists, contact your network administrator.

DETAIL – The process cannot access the file because it is being used by another process.

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For more information, see
Help and Support Center at
<http://go.microsoft.com/fwlink/events.asp>.

UPHClean is already
running on the server.

The TS is running in Per
User license mode. If I open
TS
Licensing mmc, the license
server isn't activated (it's
running in Per User mode).
Would this be the cause of
the
problem. I understood from
Microsoft that Per User
licensing mode does not
require the presence of an
activated License Server:

Q: When a Terminal Server
is configured for "per user"
licensing, if a
client connects with a valid
TS "Device" CAL, will that
always be accepted? (i.e.
will that always cause the
TS not
to request a TS "user"
CAL?)

A: "Per User" licensing
mode is not managed at this
time. As long as the
Terminal server has
discovered a license server,
client
connections will be allowed
independent of whether the
client has a license or not.

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Q: Follow up: Just to be clear, a "per user" mode Terminal Server does not have any communication whatsoever with the License Serv other than validating that one exists? Does it need a find an activated license serv, or will any one do?

A: Correct, the Terminal server will not communicate with the License server once it has discovered it. It does not matter if the license server is activated.

SBS2003 transition pack was applied to our SBS server, we have 55 user licenses and purchased another 20 with the transition pack. I've been told by Microsoft that licensing should not be an issue as the licenses are only for conforming with the license requirements.

Your assistance would be appreciated!
Kind regards,
Tee (thedriver)– Hide quoted text –

– Show quoted text –

Can this be fixed by entering the /3GB parameter in the boot.ini file? I have a server that's got 2003SP1 and 4gb ram

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and it only hovers around 2gb, I think the most I've seen is 2.25GB used of physical ram and this problem started to hit us

hard today. Funny thing is that if I reboot our 2nd DC, seems that they can login! I don't know if that's just a coincidence or if it has something to do with authentication or a network error. No errors show up on either DC but my log is filled with 1500 and 1508 on the TS server.– Hide quoted text –

– Show quoted text –

It's not the DC, just timed it with a user that wasn't able to login and restarting the DC didn't work this time. TS is not utilizing all it's physical RAM so I think this is some kind of memory limitation. Enough free space on the hard drives and the pagefile is ok.

The /3G switch would probably make matters worse, if anything. I'm not 100% sure that it is a resource problem, I would expect Event 2021 and 2022 in that case:

How to troubleshoot Event ID 2021 and Event ID 2022 <http://support.microsoft.com/?kbid=317249>

I would first eliminate the licensing problem. Have you double-checked your server CALs? If it's always user nr. 51, then the problem has nothing to do with TS CALs.

And, after a reboot, when do those Event 1500 and 1508 occur? Immediately, and always for the same users, or is there a connection with the licensing issue? I.e. Do you see these Events even if you have never more than 50 users on the box?

If the Userenv Events are unrelated to the licensing problem, then I would suspect corrupt profiles as the cause.

Check the info here as well: <http://www.eventid.net/display.asp?eventid=1508&eventno=2069&source=Userenv&phase=1>

Vera Noest

MCSE, CCEA, Microsoft MVP – Terminal Server

TS troubleshooting: <http://ts.veranoest.net>

___ please respond in newsgroup, NOT by private email ___ – Hide quoted text –

– Show quoted text –

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Thank you for responding Vera,

My issue is separate from the 51st user issue. Probably should have started my own thread. After doing more research today, it appears the /3gb or /pae switches in the boot.ini file will not make things better. One limits kernel memory and the other only works if more than 4gb ram installed. My problem is that my server has 4gb memory, I'm getting those errors 1500 and 1508, plenty of free memory in task manager or performance monitor and no licensing errors. If I log off enough idle sessions it seems that a user with the problem can then login. Could this be a registry size problem on 2003 sp1 std server?