

# Re: Problems with users logging in

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal\\_services/2007-03/msg00168.html](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2007-03/msg00168.html)

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- *From:* "Vera Noest [MVP]" <[vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 08 Mar 2007 14:23:28 -0800
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"DavidB" <[biddled@xxxxxxxx](mailto:biddled@xxxxxxxx)> wrote on 08 mar 2007 in microsoft.public.windows.terminal\_services:

On Mar 8, 8:08 am, "Vera Noest [MVP]" <[Vera.No...@remove-this.hem.utfors.se](mailto:Vera.No...@remove-this.hem.utfors.se)> wrote:

"DavidB" <[bidd...@xxxxxxxx](mailto:bidd...@xxxxxxxx)> wrote on 08 mar 2007:

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

"DavidB" <[bidd...@xxxxxxxx](mailto:bidd...@xxxxxxxx)> wrote on 07 mar 2007 in microsoft.public.windows.terminal\_services:

On Mar 7, 2:03 pm,  
"DavidB"  
<[bidd...@xxxxxxxx](mailto:bidd...@xxxxxxxx)>  
wrote:

On Mar 5,  
8:35 am,  
Jeff Pitsch  
<[J...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:J...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>  
wrote:

the

Re: Problems with users logging in

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

Re: Problems with users logging in

MVP

–

Terminal

Server

Citrix

Technology

Professional

Provision

Networks

VIP

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 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

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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  
physicalRAMso 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:

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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>

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Server  
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Re: Problems with users logging in

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 that 4gbraminstalled. 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?

OK, I see now that you followed-up on a post by someone else. That put me on the wrong track. So we forget the licensing references, I've deleted them from this post.

But that also means that I'm not sure anymore which Events you get. I know that it's Event 1500 and 1508 from Userenv, but what is the text of the Detailed error message?

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MCSE, CCEA, Microsoft MVP – Terminal Server  
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Hi Vera,  
I got rid of the errors by rebooting last night (actually powered off the server for a minute then rebooted). I also had the page file split across two drives so I merged them onto the C drive before rebooting (originally split because I was running out of c drive space). The error messages that I was receiving are errors (for each user not able to login):  
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 E:\Documents and Settings\user\ntuser.dat" followed by 1500: "Windows cannot log you on because your profile cannot be loaded. Check that 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." Those were the only errors appearing on any server. This server has 4gb ram and 2gb always

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seem free in task manager:performance and also in system monitor:memory: available MB shows a constant 2gb free RAM. Is there some limitation going on behind the scenes? I have another 2003 SP1 server w/ 2gb ram and it runs with only 100MB free ram in the middle of the day and runs fine. Any ideas would be appreciated.

OK, that sounds like a registry size problem.  
What's the current size? Have you tried to increase it?

See also TPs answer in the thread "Terminal Services not loading user profiles" in this newsgroup.

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