

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/msg00201.html

- *From:* "Vera Noest [MVP]" <vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 09 Mar 2007 14:04:13 -0800
-

"DavidB" <biddled@xxxxxxxxx> wrote on 09 mar 2007 in microsoft.public.windows.terminal_services:

On Mar 8, 5:23 pm, "Vera Noest [MVP]" <vera.no...@remove-this.hem.utfors.se> wrote:

"DavidB" <bidd...@xxxxxxxxx> 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> wrote:

"DavidB" <bidd...@xxxxxxxxx> wrote on 08 mar 2007:

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

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

On

Re: Problems with users logging in

Mar
7,
2:03
pm,
"DavidB"
<bidd...@xxxxxxxx>
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

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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

Can
this
be
fixed
by
entering
the
/3GB
parameter
in
the
boot.ini
file?
I
have
a
server

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that's
got
2003SP1
and
4gb
ramand
it
only
hovers
around
2gb,
I
think
the
most
I've
seen
is
2.25GB
used
of
physicalramand
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

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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

–

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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.

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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.

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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

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CCEA,
Microsoft
MVP –
Terminal
Server
TS
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<http://ts.veranoest.net>

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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
that
4gb is 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

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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
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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

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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 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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In windows 2003, there's no registry size setting as specified in article 292726: <http://support.microsoft.com/kb/292726/>

I was wondering if I should use the /3gb switch based on this, the server always uses 2gb ram so half is for kernel (1gb) and half for user, right? So if I use the 3gb switch, I'll still have 1gb for kernel and now have 3gb for users. Maybe SP2 will fix this problem? This is std 2003 server so maybe enterprise would do a better job with 4gb ram? I'm confused by this, can you tell!! I've never had a computer stop at using 1/2 the physical ram!

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This might help:

The 4GB Windows Memory Limit: What does it really mean?

<http://www.brianmadden.com/content/content.asp?ID=69>

A description of the 4 GB RAM Tuning feature and the Physical Address Extension switch

<http://support.microsoft.com/kb/291988/>

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