

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

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[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal\\_services/2007-03/msg00682.html](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2007-03/msg00682.html)

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- *From:* xrbbaker <[xrbbaker@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:xrbbaker@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 28 Mar 2007 13:14:03 -0700
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Eric,

Did you resolve your issue? I have the same and am searching for solutions. I tried UPHClean and it didn't help.

Russ

"Eric32" wrote:

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@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Eric32@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> 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

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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 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

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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!