

RE: Screen goes black

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Ken,

I'm having the same problem, users minimize RPD session and when they try to make it active they get a black screen for about 60 seconds. Users connecting to a TS via a PTP T1. The users in the same location as the server don't experience this problem, just the users in the remote office. I have implemented the suggested changes to the server GPO and to the users pc, and the problem still exists.

Both locations have their own internet access so for testing I have set up a couple users to access the TS via the public IP address of the office where the server is located. That seems to have fixed the blackout problem but now when those users minimize the rdp session it will automatically pop back up on the desktop every 15-20 minutes.

Any other suggestions? Thanks in advance

Eric

""Ken Zhao [MSFT]"" wrote:

Hello Bob,

Thank you for using newsgroup!

From your post, I suggest you try the following steps to troubleshoot this issue:

On the Terminal Server side:

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1. Check for any spyware or malware installed on the machine
2. Disable the following policies on the Terminal server:

userconfig->administrative templates->control panel->display->password protect screensaver

userconfig->administrative templates->control panel->display->screen saver

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userconfig->administrative templates->control panel->display->Screen saver
timeout

3. Check the HKEY_CURRENT_USER\Control Panel\Desktop\Screensaver values.

They should be set to 0

4. Set the HKEY_CURRENT_USER\Control Panel\Desktop\ScreenSaverTimeout value
to 6000 from 600

5. This problem can occur if the "User Mode Process Dump" tool (Process
Dump applet in Control Panel) has been installed on the Terminal Server.

To resolve this issue, uninstall the "User Mode Process Dump" tool from
Add/Remove Programs. If "User Mode Process Dump" does not appear in
Add/Remove Programs but the Process Dump applet is present in Control
Panel, you may use Userdump 7 and the installation routing for Userdump7
has a "Remove" option.

On the client side:

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1. Apply the latest RDP 5.1 on the client
Windows XP Remote Desktop Conne