

Re: Problems with logging off after upgrade to 2003 SP2

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2007-10/msg00484.html

- *From:* Tom <Tom@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 22 Oct 2007 07:05:01 -0700
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TP,

Thanks for getting back to me.

1. There are no error messages while attempting to log off. Usually, users click on log off and nothing happens, than at the second attempt users are being prompted with are you sure you want to log off? and than when clicked yes, nothing happens. Same third, fourth and so on.
2. I end TS sessions using Terminal Services Manager
3. Processes running: ccApp.exe Symantec, stmon.exe, explorer.exe, only bare bones. I did try suspending Symantec.
4. I enabled verbose logon/logoff last week with UserEnvDebugLevel to 0x00030002 log everything. The files are massive. When successfully logging off, it logs fine all of the events. However, during unsuccessful log offs, it does not log any events to userenv.log, just like the system would not event attempt to log off.
5. The list of applications and printers installed is pretty long. This is a Terminal Server that was working fine in production environment for over two years and started having problems right after the upgrade to SP2.

Regards,

"TP" wrote:

Hi,

You mention that users are unable to logoff. What exactly happens when they attempt to logoff? Any error messages?

How do you/they end their session?

When they are unable to logoff what processes are running in their session?

If you remove SP2 do the problems go away?

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If you create a new user and logon to the TS does the problem still occur?

Have you enabled verbose user environment logging in an attempt to troubleshoot the problem? See these articles:

How to enable user environment debug logging in retail builds of Windows

<http://support.microsoft.com/kb/221833>

TechNet Support WebCast: Troubleshooting Group Policy and profile issues in a domain environment by using Userenv logging

<http://support.microsoft.com/kb/835302>

Please enable verbose logon/logoff status messages so that you users can see more information during logoff (for example, this may allow you to see which step of the logoff hangs):

How to enable verbose startup, shutdown, logon, and logoff status Messages in the Windows Server 2003 family

<http://support.microsoft.com/kb/325376>

What third-party applications have been installed on the server? For example, antivirus/security/anti-malware software, any software that hooks into the windows shell, printer drivers, etc.

Have you loaded any printer drivers that were not included on the Windows 2003 cd?

Profile problems are often caused by networking issues, permission problems, profile locked by another process, etc.

-TP

Tom wrote:

Hello,

Does anybody else have any suggestions regarding this problem? This case is not solved yet.

Thanks for your replay TP.
I could not find any recent error logs from Userenv.
Also, I m running UPHClean service.
Would you have some other suggestion?

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