

Re: Restarting a server using Terminal Services...Help!

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2008-01/msg00575.html

- *From:* "Gregg Hill" <bogus@xxxxxxxxxxxxx>
 - *Date:* Sun, 27 Jan 2008 00:39:06 -0800
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For future reference, this problem is one of the many reasons I have LogMeIn on all of my servers. LogMeIn will connect long before RDP will in the boot process, and has saved me from the very problem specified here.

I just ran into another problem that LogMeIn solved. I connected to a client's payroll server and it immediately sensed a terminal session and closed a payroll application with an error about using it in a TS session. It happens using /console switch.

Something to consider as well is installing an IP KVM switch that gives you console access via the Internet. A combination I use is an IP KVM switch connected to the same brand's 8-port KVM switch (cheaper than buying their 8-port IP KVM switch). The IP KVM has a serial port on it that can be used to Telnet into other equipment (mine goes to my IP power switch that only has Telnet and no web GUI). It also has a USB port that allows one to connect a USB hard drive that can be made to appear as a floppy disk, hard drive, or CDROM. One can literally load an OS DVD onto the USB hard drive, along with RAID drivers, and do a complete server build remotely.

Gregg Hill

"Vera Noest [MVP]" <vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:Xns9A2FD7A6987BEveranoesthemutforsse@xxxxxxxxxxxxxxxxxxxxx

Yes, the same thing has happened to me several times, rdp shuts down but nothing else. Note that console or normal rdp session doesn't make a difference, it happens randomly on both.

Sometimes I have been able to remotely shutdown the server with the shutdown command from another server.

You might want to apply this post-SP2 hotfix to avoid the problem in the future:

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930045 – A Windows Server 2003–based computer stops responding when you shut down the computer in a remote console session
<http://support.microsoft.com/?kbid=930045>

Vera Noest

MCSE, CCEA, Microsoft MVP – Terminal Server

TS troubleshooting: <http://ts.veranoest.net>

___ please respond in newsgroup, NOT by private email ___

=?Utf-8?B?SkY=?= <JF@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote on 24 jan 2008 in microsoft.public.windows.terminal_services:

Ok, this issue has happened to me twice now. Both are the same type of Windows Servers – AD controller with Fax software installed. Both are in different offices in different domains.

I connected using RDP, not connecting to the console. When I tried to restart the server, it disconnected my terminal session, logged the following event in the sys log: 1074 "The process svchost.exe has initiated the restart of computer **** on behalf of NT Authority\System.... The system never restarted and now I can't reconnect with remote desktop. Problem is, this system is in another office without an onsite tech support person. The system is up and all services are working. I can connect with Computer Management and see what's going on, but I can't connect to the system and control it! When this happened in my own office, I was able to run upstairs and work right on the console, restart the server and everything was fine.

The whole reason I didn't connect to the console is because explorer.exe crashed, so I just had a blue background. I wasn't able to log that session out and couldn't get a real desktop back. This is why I logged in without connecting to the console to restart. HELP!

Thanks,
Joel