

Re: Out of memory

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2009-02/msg00318.html

- *From:* Vic <Vic@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 16 Feb 2009 19:21:39 -0800
-

Thanks Vera. The article has no explanation as to what the setting means or what other values are acceptable. So I searched for PoolUsageMaximum and found the following link which gives more details.

<http://support.microsoft.com/kb/312362>

"Vera Noest [MVP]" wrote:

Check this article, which mentions your error message and applies to 2003:

935649 – Error message when you try to log on to a Windows Server 2003-based terminal server: "Windows cannot load the user's profile but has logged you on with the default profile for the system"
<http://support.microsoft.com/?kbid=935649>

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?Vmlj?= <Vic@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote on 13 feb 2009 in microsoft.public.windows.terminal_services:

Hi,

we have a 2003 R2 terminal server with >4GB of RAM and we are struggling to get more than 20 users on it. The typical user has Outlook 2003, 2xIE6 sessions running a java app and one or more of openoffice,acrobat,MSaccess db,Office viewer.

Once we get close to 20 users no-one else can logon. Eventlog shows the following:

Re: Out of memory

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.

After doing a bit of research it appears we've hit the 2G/2G kernel space memory limit for the 32bit architecture. Microsoft's KB247904 suggests that by using the kernel debugger we can find out if this is the case and which of the two portions (Paged Address Pool or System Page Table Entry Memory Areas) of the kernel space is running out of memory and then adjust it. Unfortunately it says that it only applies to Windows 2000.

Does the above article still apply to 2003 servers? It is closely related to 2000 server, isnt it?

Should I look into this further or is there some other place I should be looking.

I'd appreciate any references and advice you can offer.

Vic.