

5407 » Your Windows XP clients cannot connect to a Windows 2000 Terminal Services server? 10-Jun-02

When a Windows XP client attempts to connect to a Windows 2000 Terminal Services server, the connection fails and they receive:

Because of a security error, the client could not connect to the terminal server. After making sure that you are logged on to the network, try connecting to the server again.

Microsoft made a change to the certificates used by the Microsoft Clearinghouse to authorize Terminal Services Licensing servers.

To fix the problem:

1. Use the Registry Editor to navigate to the **HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\TermService\Parameters** key on the Terminal Services server.

2. Delete the following Value Names:

Certificate

X 509 Certificate

X 509 Certificate ID

3. Close the Registry Editor and restart the Terminal Services server.

4. Use the Registry Editor to navigate to the **HKEY_LOCAL_MACHINE\Software\Microsoft\MSLicensing** key on the Windows XP client.

5. Delete the **MSLicensing** key.

6. Close the Registry Editor.

7. Connect to the Terminal Services Server. If the problem is **NOT** resolved, call the Microsoft Clearinghouse, at 1-888-571-2048, to deactivate and reactivate the Terminal Services Licensing server.

NOTE: Since Windows XP has a built-in CAL for Terminal Services, deleting the **MSLicensing** key has no effect on license allocation in your organization.

