Root Cause Analysis

Event: Client reports that Kiosks in Registrar’s Office not working, IM 49470, 18 Feb 08.

Summary: Customer reported that various kiosks in the registrar’s office were not working. Trouble shooting by desktop support noted that it appeared that the user profiles being furnished via terminal server were corrupted.

Detail:
Synopsis: On 18 Feb 08, customer submitted work request due to kiosks failing in registrar’s office. Ticket was mis-assigned originally. After being re-assigned to desktop support a check of the kiosk machines reflected a possible user profile corruption. Desktop support opened sub-ticket with wsa. User profiles on the terminal server servers were deleted and recreated, this solved the issue and desktop support was notified. Customer validated all working at 22:57PM, 18 Feb 08. At 7:57AM, 19 Feb 08, customer requested ticket to be re-opened for other issues being found such as could not print, some systems not getting correct background, etc. Since upgrade of TS cluster had been accomplished on 13 Feb 08 as part of the MS security updates, desktop support requested that wsa retro-grade back to IE 6 to see if the active desktop issues would cease. This was accomplished on 21 Feb 08 and returned to desktop support for validation. The retro-grade to IE6 solved issues being noted.

Cause: Upgrade to IE7 using active desktop appears to have been the major issue. TS machines have been placed in a Non-IE 7 update group for security updates.

Action Items: Departments need to determine a solution to provide the services needed by registrar’s office using a methodology that is not dependent on terminal services. Due to mandatory upgrades in the future, IE6 will no longer be supported after Dec 2008, and end user will be required to upgrade to IE7.

Future Prevention: Interim is to place TS cluster machines in a non-ie upgrade group which prevents IE7 installation, but department needs to determine needs and move off terminal services due to lack of support for IE6 in Dec 2008.