

# Re: firewall service crash due to ntdll.dll

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*Source:* <http://www.tech-archive.net/Archive/ISA/microsoft.public.isa/2006-10/msg00290.html>

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- *From:* Atel <Atel@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Tue, 24 Oct 2006 04:00:02 -0700
- 

We have also the same error on our ISA 2004 Array with TM Webprotect 5.x installed..

Errors:

-----  
Type: Error  
Source: Microsoft Firewall  
Event ID: 14057  
Event Time: 10/23/2006 12:43:30 PM  
User: n/a  
Computer: FISA03N1  
Description:  
The Firewall service stopped because an application filter module C:\WINDOWS\system32\ntdll.dll generated an exception code C0000005 in address 7C83002E when function CompleteAsyncIO was called. To resolve this error, remove recently installed application filters and restart the service.

-----  
and

-----  
Faulting application wpsrv.exe, version 4.0.3443.610, stamp 442d35a4, faulting module ntdll.dll, version 5.2.3790.1830, stamp 424377d2, debug? 0, fault address 0x0003002e.

-----  
and

-----  
Network Load Balancing on the local computer will be stopped because the Firewall service stopped responding.

-----  
Do you have any news about this Problem ?  
We have disabled the Webprotect Filter temp. and the problem stops.

Thank you for your help

Atel

"Phillip Windell" wrote:

Re: firewall service crash due to ntdll.dll

The focus is not the ntdll.dll file. That file is the "victim" of the problem, not the cause of the problem. That is an OS System DLL file not an ISA file.

You may have to call MS support.

--

Phillip Windell [MCP, MVP, CCNA]  
www.wandtv.com

The views expressed are my own (as annoying as they are), and not those of my employer or anyone else associated with me.

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"paul" <paul@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
news:06FA55B9-F9CD-40E5-BB2A-51F28CE4B2DB@xxxxxxxxxxxxxxxxxxxx

i installed the HTTP fix last week, did not help.  
i also got the 923767 hotfix from MS, but it specifies the w3filter.dll  
and  
our issue is with the ntdll.dll file. I have not installed that hotfix  
yet.

thanks.  
paul

"Phillip Windell" wrote:

Ah, yes. That is the patch that was produced to fix all the  
things  
screwed  
up by the ISA SP2.

Update for HTTP issues in Internet Security and  
Acceleration Server 2004  
Service Pack 2  
<http://support.microsoft.com/kb/916106/>

--

Phillip Windell [MCP, MVP, CCNA]  
www.wandtv.com

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<ayarasan@xxxxxxxx> wrote in message  
news:1161441685.569311.220150@xx

We had a similar case with ISA 2004  
enterprise server SP2,

filter module C:\Program Files\Microsoft  
ISA Server\w3filter.dll  
generated an exception code C0000005 in  
address 6472D8AE when function  
CompleteAsyncIO was called

and we've solved the case by deploying  
kb916106. First we suspected the  
webprotect filter running on ISA and  
disabled the filter but eventually  
this was the hotfix that solved the problem.

Phillip Windell yazdi:

The C0000005 seems  
familiar to me from the old  
Proxy2 days, but I  
can't  
remember any specifics.  
These types problems can  
be really tough to  
figure  
with newsgroup messages.  
Not saying that someone  
here might not have  
an  
idea,...I'm just saying don't  
hesitate to call MS support  
on this one  
if  
it  
comes to that. If problems  
stem from security updates  
or Service  
Packs  
the  
call is free.

1-800-936-4900

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Phillip Windell [MCP,

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MVP, CCNA]  
www.wandtv.com

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---

"paul"

<paul@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:73022AA5-290C-4885-9489-5D99863355E0@xxxxxxxxxxxxxxxxxxxx

ISA 2004  
Standard  
SP2 +  
hotfixes  
running on  
Server  
2003  
Standard  
SP2 has had  
its firewall  
service  
crash twice  
in the  
last  
two  
days with  
the  
following  
error  
messages:

"event code  
1000  
Faulting  
application  
wpsrv.exe,  
version  
4.0.2165.617,  
stamp  
448687eb,  
faulting

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module  
ntdll.dll,  
version  
5.2.3790.1830,  
stamp  
424377d2,  
debug?  
0,  
fault  
address  
0x0002f583."

and,  
Event ID:  
14057  
The  
Firewall  
service  
stopped  
because an  
application  
filter  
module  
C:\WINDOWS\system32\ntdll.dll  
generated  
an  
exception  
code  
C0000005  
in  
address  
7C830115  
when  
function  
CompleteAsyncIO  
was called.  
To resolve  
this  
error,  
remove  
recently  
installed  
application  
filters and  
restart the  
service.

There have  
been no  
recent  
changes

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except the  
installation  
of SP2 in  
july,  
the recent  
http support  
update, and  
more recent  
win2003  
updates  
done  
oct  
18.

If anyone is  
having this  
issue, it  
would be  
appreciated  
if they  
could  
shed  
any light on  
what  
they've been  
able to find  
out.

Thanks.