

Print Dialog Runtime Error spoolsv.exe

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I've been scratching my head on this for a full day and can still find no resolution.

Problem:

When the Print Dialog is invoked (<ctrl>-p) I receive an error message as follows that in turn kills the Print Spooler service.

"Microsoft Visual C++ Runtime Library

Runtime Error!

Program: C:\WINDOWS\system32\spoolsv.exe

R6025

-pure virtual function call"

The problem is persistent throughout all applications. When attempting to print to the default printer by using the toolbar icon everything works as expected, the only time I receive the error is when opening the print dialog box.

The problem only exists on a few local machines within my network. (3 Dells, 1 Compaq, 1 Whitebox)

Restarting the spooler service allows the user to print to the default printer, but the print dialog will bring the same error message if invoked.

Environment:

All machines are XP SP2 and fully updated.

All machines connect to a Small Business Server 2003 domain.

Anti-Virus is Trend-Micro OfficeScan 6.0, SMB version, pattern files updated every 15 minutes on the server.

2 of the affected machines scanned and a virus was found and quarantined. Did not seem to be related.

Any ideas?

Thanks! ...SB