

Re: Add Printer Wizard and Spooler Subsystem

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2007-10/msg00063.html

- *From:* "Alan Morris [MSFT]" <alanmo@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 10 Oct 2007 10:26:41 -0700
-

Use sfc /scannow in a cmd window to replace damaged system binaries You will need the installation CD.

The next step will be to attach ntsd (a debugger) to the spoolsv.exe process and send the stack backtrace

Open taskmanager, Processes, View, Select Column, check PID

start the spooler, find spoolsv.exe in the list of processes, note the PID number

in a command window type

```
ntsd -p (PID of spoolsv.exe) -g -G -x
```

this will display a bunch of loaded module information

now go to add a printer from the printers folder

when the process terminates, the ntsd session will stop at a prompt with some numbers (this is the faulting thread number)

type k

this will dump the stack backtrace

just copy and add that to the mail

```
0:001> k
ChildEBP RetAddr
WARNING: Stack unwind information not available. Following frames may be
wrong.
00abfff4 00000000 ntdll!DbgBreakPoint
0:001>
```

Re: Add Printer Wizard and Spooler Subsystem

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Alan Morris
Windows Printing Team
Search the Microsoft Knowledge Base here:
[http://support.microsoft.com/default.aspx?scid=fh:\[ln\];kbhowto](http://support.microsoft.com/default.aspx?scid=fh:[ln];kbhowto)

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"Steve" <Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:438BFDC9-F98C-4F88-A54F-A5AF95C60898@xxxxxxxxxxxxxxxxxxxx>

Alan,
There are zero subkeys under ..\Drivers\Version-3.
The following keys are found under ..\Print\Monitors:
-BJ Language Monitor
-Local Port
-Standard TCP/IP Port
-USB Monitor

"Alan Morris [MSFT]" wrote:

What print drivers are listed under
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows
NT x86\Drivers\Version-3

What monitors are installed?
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors

--

Alan Morris
Windows Printing Team
Search the Microsoft Knowledge Base here:
[http://support.microsoft.com/default.aspx?scid=fh:\[ln\];kbhowto](http://support.microsoft.com/default.aspx?scid=fh:[ln];kbhowto)

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"Steve" <Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:341E6054-F427-44C2-9BFB-43731CC994CA@xxxxxxxxxxxxxxxxxxxx>

My system is clean as described in the article.

Process Explorer Information:

Process: spoolsv.exe Pid: 3572

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Name	Description	Company Name	Version
AcGenral.DLL	Windows Compatibility DLL	Microsoft Corporation	5.01.2600.2180
ADVAPI32.dll	Advanced Windows 32 Base API	Microsoft Corporation	5.01.2600.2180
comctl32.dll	User Experience Controls Library	Microsoft Corporation	6.00.2900.2982
comctl32.dll	Common Controls Library	Microsoft Corporation	5.82.2900.2982
ctype.nls			
GDI32.dll	GDI Client DLL	Microsoft Corporation	5.01.2600.3159
IMM32.DLL	Windows XP IMM32 API Client DLL	Microsoft Corporation	5.01.2600.2180
kernel32.dll	Windows NT BASE API Client DLL	Microsoft Corporation	5.01.2600.3119
locale.nls			
LPK.DLL	Language Pack	Microsoft Corporation	5.01.2600.2180
MSACM32.dll	Microsoft ACM Audio Filter	Microsoft Corporation	5.01.2600.2180
msvcrt.dll	Windows NT CRT DLL	Microsoft Corporation	7.00.2600.2180
ntdll.dll	NT Layer DLL	Microsoft Corporation	5.01.2600.2180
ole32.dll	Microsoft OLE for Windows	Microsoft Corporation	5.01.2600.2726
OLEAUT32.dll		Microsoft Corporation	5.01.2600.3139
RPCRT4.dll	Remote Procedure Call Runtime	Microsoft Corporation	5.01.2600.2180
SHELL32.dll	Windows Shell Common Dll	Microsoft Corporation	6.00.2900.3051
ShimEng.dll	Shim Engine DLL	Microsoft Corporation	5.01.2600.2180
SHLWAPI.dll	Shell Light-weight Utility Library	Microsoft Corporation	6.00.2900.2995
sortkey.nls			
sorttbls.nls			
spoolsv.exe	Spooler SubSystem App	Microsoft Corporation	5.01.2600.2696
unicode.nls			
USER32.dll	Windows XP USER API Client DLL	Microsoft Corporation	

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Corporation
5.01.2600.3099
USERENV.dll Userenv Microsoft Corporation
5.01.2600.2180
USP10.dll Uniscribe Unicode script processor Microsoft
Corporation 1.420.2600.2180
UxTheme.dll Microsoft UxTheme Library Microsoft
Corporation
6.00.2900.2180
VERSION.dll Version Checking and File Installation
Libraries Microsoft
Corporation 5.01.2600.2180
WINMM.dll MCI API DLL Microsoft Corporation
5.01.2600.2180

Stack: spoolsv.exe
ntoskrnl.exe!ExReleaseResourceLite+0x206
ntoskrnl.exe!PsCreateSystemThread+0x136
ntoskrnl.exe!FsRtlIncrementCcFastReadWait+0xd1
ntoskrnl.exe!ZwYieldExecution+0xb78
ntdll.dll!KiFastSystemCallRet
ADVAPI32.dll!SetServiceStatus+0x238
ADVAPI32.dll!SetServiceStatus+0xcc
ADVAPI32.dll!StartServiceCtrlDispatcherW+0x8b
spoolsv.exe+0x43cc
kernel32.dll!RegisterWaitForInputIdle+0x49

"Paul Baker [MVP, Windows – SDK]" wrote:

Steve,

Process Explorer will tell you which DLLS
are loaded by spoolsv.exe.

<http://www.microsoft.com/technet/sysinternals/ProcessesAndThreads/ProcessExplorer>

Even though you installed the third party
software you suspect is
causing
the problem, parts of it may still be lurking.

I would proceed by removing all traces of
third party software the
Print

Spooler is using. Bill Sanderson provides
instructons for this here:

<http://members.shaw.ca/bsanders/CleanPrinterDrivers.htm>

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This should eliminate the problem, but you won't have any printer drivers installed :) Then you can reinstall the third party software you need and see if it how it goes this time. Do it one at a time so that if problems start, you will be able to blame the most recent part.

Paul

"Steve"

<Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:66E68777-04BB-40D1-84BB-014F9C358BBB@xxxxxxxxxxxxxxxxxxxx

No I haven't used system restore since this problem has existed for some time and numerous OS updates and product updates have been applied to the system. I need a solution that doesn't require a system reimage.

"Paul Baker [MVP, Windows – SDK]" wrote:

localspl.dll is a Windows component, but just because it faulted, doesn't mean it's "at fault" :)

Reinstalling Service Pack 2 won't make a difference.

Re: Add Printer Wizard and Spooler Subsystem

Alan is
referring
to
the System
Restore
feature, I
believe.

Paul

"Steve"

<Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in
message

news:382197F1-F96B-4C7D-B88A-8E6E98FB763F@xxxxxxxxxxxx

Alan,
I
did
not
have
a
Lexmark
printer
installed
and
I
did
uninstall
the
HP
drivers
using
the
HP
uninstall
program.
I
believe
the
faulty
module
is
located
in
the
DLL,
localspl.dll.
I
tried
re-installing

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SP2
and
that
didn't
work,
now
the
spooler
subsystem
error
appears
on
system
load
and
the
service
won't
run
for
more
than
a
minute.

"Alan
Morris
[MSFT]"
wrote:

Did
you
run
the
Lexmark
and
HP
uninstall
applications
specifically
for
each
model
installed

The
next
step
after
that

Re: Add Printer Wizard and Spooler Subsystem

is
system
restore
or
debug
the
spoolsv.exe
process
and
find
the
faulty
module.

--

Alan
Morris
Windows
Printing
Team
Search
the
Microsoft
Knowledge
Base
here:

[http://support.microsoft.com/default.aspx?scid=fh:\[ln\]](http://support.microsoft.com/default.aspx?scid=fh:[ln])

This
posting
is
provided
"AS
IS"
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warranties,
and
confers
no
rights.

"Steve"

<Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

<news:E3B40AD5-12B5-45D2-851C-39169D99351>

Re: Add Printer Wizard and Spooler Subsystem

I've
tried
everything
I
can
find
on
the
net.
1.Deleted
all
spooler
temp
files
2.Cleaned
registry
settings
3.Ran
cleanspl.exe

My
system
will
not
install
a
printer
from
the
Add
Printer
wizard
or
if
I
use
the
HP
printer
driver
install
program
the
"spooler
subsystem"
error
is
displayed.
The
spooler
service

Re: Add Printer Wizard and Spooler Subsystem

is
running.
The
Lexmark
and
HP
services
and
drivers
have
been
removed
from
the
system.
Essentially
the
system
should
be
clean
of
any
old
printer
driver
info.

What
other
solutions
exist?
I've
tried
everything
found
from
a
search
on
google
for
"spooler
subsystem".

Thanks!

Re: Add Printer Wizard and Spooler Subsystem