

Re: Network printing – HowTo?

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2008-03/msg00090.html

- *From:* "Alan Morris [MSFT]" <alanmo@xxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 26 Mar 2008 09:48:18 -0700
-

From the drwatson log could you find the FAULT stack and send it?

also what is the timestamp of this file?

C:\WINDOWS\system32\hpdemon.dll

—

Alan Morris

Windows Printing Team

Search the Microsoft Knowledge Base here:

<http://support.microsoft.com/search/?adv=1>

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"Linn Kubler" <lkubler@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:e9sijRfjIHA.4868@xxxxxxxxxxxxxxxxxxxxxxxx

Alan,

Ok, did what you suggested but I'm not sure I understand what I'm looking at. Here is the capture from the ntsd program:

Microsoft (R) Windows Debugger Version 5.2.3790.3959
Copyright (c) Microsoft Corporation. All rights reserved.

Loading Dump File [user.dmp]

User Mini Dump File: Only registers, stack and portions of memory are available

Comment: 'Dr. Watson generated MiniDump'

Windows Server 2003 Version 3790 (Service Pack 2) MP (8 procs) Free x86 compatib

le

Product: LanManNt, suite: TerminalServer SingleUserTS

Debug session time: Mon Mar 24 10:07:51 2008

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System Uptime: not available
Process Uptime: 0 days 1:28:27.000
Symbol search path is: *** Invalid *** : Verify _NT_SYMBOL_PATH setting
Executable search path is:

```
.....  
The call to LoadLibrary(ext) failed, Win32 error 2  
"The system cannot find the file specified."  
Please check your debugger configuration and/or network access.  
The call to LoadLibrary(exts) failed, Win32 error 2  
"The system cannot find the file specified."  
Please check your debugger configuration and/or network access.  
The call to LoadLibrary(uext) failed, Win32 error 2  
"The system cannot find the file specified."  
Please check your debugger configuration and/or network access.  
The call to LoadLibrary(ntsdxets) failed, Win32 error 2  
"The system cannot find the file specified."  
Please check your debugger configuration and/or network access.  
(cfc.10c4): Access violation – code c0000005 (!!! second chance !!!)  
eax=400183df ebx=00ed0000 ecx=8e4200b6 edx=8e4200b7 esi=00ed0748  
edi=00000004  
eip=7c81bd02 esp=0195ef9c ebp=00ed0748 iopl=0 nv up ei pl nz na pe  
nc  
cs=001b ss=0023 ds=0023 es=0023 fs=003b gs=0000 efl=00010202  
*** ERROR: Symbol file could not be found. Defaulted to export symbols  
for ntdll  
l.dll –  
ntdll!ExpInterlockedPopEntrySListFault:  
7c81bd02 8b18 mov ebx,[eax] ds:0023:400183df=????????  
0:017> k  
ChildEBP RetAddr  
WARNING: Stack unwind information not available. Following frames may be  
wrong.  
00ed0748 00000000 ntdll!ExpInterlockedPopEntrySListFault  
0:017>
```

The last entry in the drwtsn32.log file looks something like this:

```
Application exception occurred:  
App: C:\WINDOWS\system32\spoolsv.exe (pid=3324)  
When: 3/24/2008 @ 10:07:51.336  
Exception number: c0000005 (access violation)
```

```
*-----> System Information <-----*  
Computer Name: CMW-FILE2  
User Name: SYSTEM  
Terminal Session Id: 0  
Number of Processors: 8  
Processor Type: x86 Family 15 Model 6 Stepping 4  
Windows Version: 5.2  
Current Build: 3790  
Service Pack: 2
```

Re: Network printing – HowTo?

Current Type: Multiprocessor Free
Registered Organization: Chartwell Midwest Wisconsin
Registered Owner: Linn Kubler

-----> Task List <-----

0 System Process
4 System
388 smss.exe
436 csrss.exe
464 winlogon.exe
512 services.exe
524 lsass.exe
664 Ati2evxx.exe
696 svchost.exe
852 svchost.exe
928 svchost.exe
964 svchost.exe
980 svchost.exe
1036 ccSetMgr.exe
1064 ccEvtMgr.exe
1272 SPBBCSvc.exe
1760 msdtc.exe
1948 aqagent.exe
1972 beremote.exe
2064 DefWatch.exe
2084 Dfssvc.exe
2104 dns.exe
2212 svchost.exe
2360 inetinfo.exe
2380 pds.exe
2432 ismserv.exe
2448 PowerMonitor.exe
2480 miniwinagent.exe
2628 NSCTOP.EXE
2800 ntfrs.exe
2868 svchost.exe
2880 ReporterSvc.exe
2908 RaidServ.exe
2972 Rtvscan.exe
3160 svchost.exe
3172 svchost.exe
3188 lserver.exe
3332 wins.exe
3440 tcpsvcs.exe
3464 hndlrsvc.exe
3500 MsgSys.EXE
3576 iao.exe
3612 xfr.exe
3632 svchost.exe
4396 wmiprvse.exe
672 logon.scr

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3324 spoolsv.exe
5176 csrss.exe
5904 winlogon.exe
1668 rdpclip.exe
4076 Explorer.EXE
4504 BacsTray.exe
5376 ccApp.exe
768 scrnsave.scr
5444 drwtsn32.exe

-----> Module List <-----

000000000de0000 – 000000000df4000: C:\WINDOWS\system32\hpdcmn.dll
000000000e10000 – 000000000eb0000: C:\WINDOWS\system32\ssnetmon.dll
000000000100000 – 0000000001010000: C:\WINDOWS\system32\spoolsv.exe
0000000001960000 – 0000000001c25000: C:\WINDOWS\system32\xpsp2res.dll
000000001000000 – 0000000010015000: C:\WINDOWS\system32\AUCPLMNT.DLL
000000005f270000 – 000000005f2ca000: C:\WINDOWS\system32\hnetcfg.dll
000000005f8c0000 – 000000005f8c7000: C:\WINDOWS\system32\NETRAP.dll
00000000608f0000 – 0000000060901000: C:\WINDOWS\system32\ADMWPROX.DLL
0000000068000000 – 0000000068035000: C:\WINDOWS\system32\rsaenh.dll
0000000069500000 – 0000000069517000: C:\WINDOWS\system32\faultrep.dll
00000000712d0000 – 00000000712fe000: C:\WINDOWS\system32\adsl dp.dll
0000000071ae0000 – 0000000071ae8000: C:\WINDOWS\System32\wshtcpip.dll
0000000071b20000 – 0000000071b61000: C:\WINDOWS\system32\mswsock.dll
0000000071bb0000 – 0000000071bb9000: C:\WINDOWS\system32\WSOCK32.dll
0000000071bf0000 – 0000000071bf8000: C:\WINDOWS\system32\WS2HELP.dll
0000000071c00000 – 0000000071c17000: C:\WINDOWS\system32\WS2_32.dll
0000000071c40000 – 0000000071c97000: C:\WINDOWS\system32\NETAPI32.dll
0000000071ca0000 – 0000000071cf8000: C:\WINDOWS\system32\kerberos.dll
0000000071f50000 – 0000000071f58000: C:\WINDOWS\system32\snmpapi.dll
0000000071ff0000 – 0000000071ffe000: C:\WINDOWS\system32\wsnmp32.dll
0000000072000000 – 0000000072007000: C:\WINDOWS\system32\mgmtapi.dll
0000000072010000 – 0000000072018000: C:\WINDOWS\system32\tcpmib.dll
0000000072450000 – 0000000072458000: C:\WINDOWS\system32\usbmon.dll
0000000072460000 – 000000007246e000: C:\WINDOWS\system32\tcpmon.dll
0000000073070000 – 0000000073097000: C:\WINDOWS\system32\winpool.drv
0000000074000000 – 0000000074007000: C:\WINDOWS\system32\pjimon.dll
0000000074010000 – 0000000074015000: C:\WINDOWS\system32\icmp.dll
0000000074020000 – 000000007402e000: C:\WINDOWS\system32\cnbjmon.dll
0000000074030000 – 0000000074054000: C:\WINDOWS\system32\win32spl.dll
0000000074060000 – 0000000074078000: C:\WINDOWS\system32\SPOOLSS.DLL
0000000074080000 – 0000000074096000: C:\WINDOWS\system32\inetpp.dll
0000000075da0000 – 0000000075e5d000: C:\WINDOWS\system32\SXS.DLL
0000000076130000 – 0000000076186000: C:\WINDOWS\system32\localspl.dll
0000000076190000 – 00000000761a2000: C:\WINDOWS\system32\MSASN1.dll
00000000761b0000 – 0000000076243000: C:\WINDOWS\system32\CRYPT32.dll
00000000762b0000 – 00000000762f9000: C:\WINDOWS\system32\comdlg32.dll
00000000766e0000 – 00000000766ec000: C:\WINDOWS\system32\cryptdll.dll
00000000766f0000 – 0000000076704000: C:\WINDOWS\system32\NTDSAPI.dll
00000000767a0000 – 00000000767d6000:
C:\WINDOWS\system32\spool\DRIVERS\W32X86\3\UNIDRVUI.DLL

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00000000767e0000 – 0000000076825000:
C:\WINDOWS\system32\spool\DRIVERS\W32X86\3\UNIDRV.DLL
0000000076920000 – 00000000769e2000: C:\WINDOWS\system32\USERENV.dll
0000000076a80000 – 0000000076a98000: C:\WINDOWS\system32\ATL.DLL
0000000076b70000 – 0000000076b7b000: C:\WINDOWS\system32\PSAPI.DLL
0000000076b80000 – 0000000076bae000: C:\WINDOWS\system32\credui.dll
0000000076bb0000 – 0000000076bdb000: C:\WINDOWS\system32\WINTRUST.dll
0000000076be0000 – 0000000076c0b000: C:\WINDOWS\system32\sfc_os.dll
0000000076c10000 – 0000000076c38000: C:\WINDOWS\system32\imagehlp.dll
0000000076cf0000 – 0000000076d0a000: C:\WINDOWS\system32\iphlpapi.dll
0000000076dc0000 – 0000000076de8000: C:\WINDOWS\system32\adsldpc.dll
0000000076df0000 – 0000000076e24000: C:\WINDOWS\system32\ACTIVEDS.dll
0000000076ed0000 – 0000000076efa000: C:\WINDOWS\system32\DNSAPI.dll
0000000076f10000 – 0000000076f3e000: C:\WINDOWS\system32\WLDAP32.dll
0000000076f50000 – 0000000076f63000: C:\WINDOWS\system32\Secur32.dll
0000000076f70000 – 0000000076f77000: C:\WINDOWS\System32\winrnr.dll
0000000076f80000 – 0000000076f85000: C:\WINDOWS\system32\rasadhlp.dll
0000000077010000 – 00000000770d6000: C:\WINDOWS\system32\COMRes.dll
00000000770e0000 – 00000000771e8000: C:\WINDOWS\system32\SETUPAPI.dll
00000000771f0000 – 0000000077201000: C:\WINDOWS\system32\WINSTA.dll
0000000077380000 – 0000000077411000: C:\WINDOWS\system32\USER32.dll
0000000077420000 – 0000000077523000:
C:\WINDOWS\WinSxS\x86_Microsoft.Windows.Common-Controls_6595b64144ccf1df_6.0.3790.3959_x-ww-
0000000077670000 – 00000000777a9000: C:\WINDOWS\system32\ole32.dll
00000000777b0000 – 0000000077833000: C:\WINDOWS\system32\CLBCatQ.DLL
0000000077b90000 – 0000000077b98000: C:\WINDOWS\system32\VERSION.dll
0000000077ba0000 – 0000000077bfa000: C:\WINDOWS\system32\msvrt.dll
0000000077c00000 – 0000000077c48000: C:\WINDOWS\system32\GDI32.dll
0000000077c50000 – 0000000077cef000: C:\WINDOWS\system32\RPCRT4.dll
0000000077d00000 – 0000000077d8b000: C:\WINDOWS\system32\OLEAUT32.dll
0000000077da0000 – 0000000077df2000: C:\WINDOWS\system32\SHLWAPI.dll
0000000077e00000 – 0000000077e21000: C:\WINDOWS\system32\NTMARTA.DLL
0000000077e40000 – 0000000077f42000: C:\WINDOWS\system32\kernel32.dll
0000000077f50000 – 0000000077feb000: C:\WINDOWS\system32\ADVAPI32.dll
000000007a900000 – 000000007ab1b000:
C:\WINDOWS\system32\spool\DRIVERS\W32X86\3\ss#dpl-u.dll
000000007c800000 – 000000007c8c0000: C:\WINDOWS\system32\ntdll.dll
000000007c8d0000 – 000000007d0cf000: C:\WINDOWS\system32\SHELL32.dll
000000007e020000 – 000000007e02f000: C:\WINDOWS\system32\SAMLIB.dll

-----> State Dump for Thread Id 0x1670 <-----

eax=00000000 ebx=00000000 ecx=00098200 edx=000000d0 esi=00000000
edi=00000060
eip=7c8285ec esp=0007fbd0 ebp=0007fc38 iopl=0 nv up ei pl zr na po
nc
cs=001b ss=0023 ds=0023 es=0023 fs=003b gs=0000 efl=00000246

*** ERROR: Symbol file could not be found. Defaulted to export symbols
for C:\WINDOWS\system32\ntdll.dll –
function: ntdll!KiFastSystemCallRet

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```
7c8285ce e82c000000 call ntdll!RtlRaiseException
(7c8285ff)
7c8285d3 8b0424 mov eax,[esp]
7c8285d6 8be5 mov esp,ebp
7c8285d8 5d pop ebp
7c8285d9 c3 ret
7c8285da 8da42400000000 lea esp,[esp]
7c8285e1 8da42400000000 lea esp,[esp]
ntdll!KiFastSystemCall:
7c8285e8 8bd4 mov edx,esp
7c8285ea 0f34 sysenter
ntdll!KiFastSystemCallRet:
7c8285ec c3 ret
7c8285ed 8da42400000000 lea esp,[esp]
7c8285f4 8d642400 lea esp,[esp]
ntdll!KiIntSystemCall:
7c8285f8 8d542408 lea edx,[esp+0x8]
7c8285fc cd2e int 2e
7c8285fe c3 ret
ntdll!RtlRaiseException:
7c8285ff 55 push ebp
7c828600 8bec mov ebp,esp
7c828602 8da42430fdffff lea esp,[esp-0x2d0]
```

-----> Stack Back Trace <-----

*** ERROR: Symbol file could not be found. Defaulted to export symbols
for C:\WINDOWS\system32\ADVAPI32.dll –

*** ERROR: Symbol file could not be found. Defaulted to export symbols
for C:\WINDOWS\system32\spoolsv.exe –

*** ERROR: Symbol file could not be found. Defaulted to export symbols
for C:\WINDOWS\system32\kernel32.dll –

ChildEBP RetAddr Args to Child

WARNING: Stack unwind information not available. Following frames may be
wrong.

0007fc38 77f65edb 00000060 0007fd04 0000021a ntdll!KiFastSystemCallRet

0007fc64 77f65f82 00000060 0007fd04 0000021a

ADVAPI32!LookupPrivilegeValueW+0x114

0007fcd8 77f51ed9 00000060 0007fd04 0000021a

ADVAPI32!LookupPrivilegeValueW+0x1bb

0007ff3c 01004019 0100d5bc 010047a2 00000001

ADVAPI32!StartServiceCtrlDispatcherW+0x8b

0007ffc0 77e6f23b 00000000 00000000 7ffdf000 spoolsv+0x4019

0007fff0 00000000 0100468c 00000000 78746341

kernel32!ProcessIdToSessionId+0x209

-----> Raw Stack Dump <-----

That's not all of it but it was pretty big. Can you make any sense of it?

Thanks much,
Linn

Re: Network printing – HowTo?

"Alan Morris [MSFT]" <alanmo@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:%23hsOjFdjIHA.4336@xxxxxxxxxxxxxxxxxxxxxx

Look for user.dmp files when the spooler fails.

open a command window, change to the directory of the user.dmp file and execute

```
ntsd -z user.dmp
```

this will launch another window and there will be a prompt.

Type k

this will dump a stack trace of the failure

Copy and paste the stack.

If there is no user.dmp file see if there is a drwtsn32.log in the
\windows directory

open this in notepad and look for failures in spoolsv.exe

then look for FAULT

you will see something like this

```
function: localspl
7c781616 90 nop
7c781617 90 nop
7c781618 90 nop
7c781619 90 nop
7c78161a 90 nop
7c78161b 90 nop
7c78161c 90 nop
7c78161d 90 nop
7c78161e 90 nop
7c78161f 90 nop
FAULT ->7c781620 cc int 3
7c781621 40 inc eax
7c781622 a07c7cff15 mov al,[15ff7c7c]
7c781627 b410 mov ah,0x10
7c781629 787c js localspl+0x16a7 (7c7816a7)
7c78162b c3 ret
7c78162c 90 nop
7c78162d 90 nop
```

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7c78162e 90 nop
7c78162f 90 nop
7c781630 90 nop

-----> Stack Back Trace <-----

ChildEBP RetAddr Args to Child

WARNING: Stack unwind information not available. Following frames may be

wrong.

03f2ef9c 740643b5 11ea2200 73075bb0 00000005 localspl+0x1620

03f2efd0 01001616 109d1cd8 73075bb0 00000005

SPOOLSS!GetPrinterDriverExW+0x65

03f2f014 7307679b 109d1cd8 73075bb0 00000005

spoolsv!YGetPrinterDriver2+0x7c

03f2f098 730769ae 0b394914 73075bb0 00000005

winspool!GetPrinterDriverW+0xcb

03f2f140 00000000 00000000 00000000 00000000

winspool!Ordinal212+0x3e

--

Alan Morris

Windows Printing Team

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<http://support.microsoft.com/search/?adv=1>

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"Linn Kubler" <lkubler@xxxxxxxxxxxxxxxxxxxx> wrote in message
<news:OO9UwwbjIHA.5208@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Windows server 2003 Standard, sp2.

Linn

"Alan Morris [MSFT]" <alanmo@xxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

<news:eJdjW16iIHA.3512@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

what operating system is the server running?

--

Alan Morris

Windows Printing Team

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Re: Network printing – HowTo?

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"Linn Kubler"

<lkubler@xxxxxxxxxxxxxxxxxxxx> wrote in message

news:uxLJ7f6iIHA.5160@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thanks for the response Hal.
Yeah, that's the method I'm currently using

Guess I'm wondering if sharing my network printers off of a server is the best way to go about this or if there is some other method I could use. I'm not even sure there is another way, maybe this is it but I don't know.

My problem is that the print spooler on one of my print servers keeps crashing. I can't figure out why so I was wondering if there is any way to take the server out of the loop.

Thanks,
Linn

"Hal Hostetler [MVP P/I]"

<hhh@xxxxxxx> wrote in message

news:e3Mn3W4iIHA.3400@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

See if this helps:

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

Adding a network printer for all Users

Re: Network printing – HowTo?

Hal

--

Hal

Hostetler,

CPBE --

hhh@xxxxxxxx

Senior

Engineer/MIS

-- MS

MVP-Print/Imaging

--

WA7BGX

<http://www.kvoa.com>

-- "When

News

breaks, we

fix it!"

KVOA

Television,

Tucson,

AZ. NBC

Channel 4

Live at Hot

Licks –

www.badnewsbluesband.com

"Linn

Kubler"

<lkubler@xxxxxxxxxxxxxxxxxxxx>

wrote in

message

news:eKTKuQ2iIHA.4744@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi,

I'm

running

a

smallish

network,

50

computers,

9

servers

and

about

26

printers.

Most

everyone

Re: Network printing – HowTo?

needs
access
to
about
half
of
the
printers.
What
is
the
best
way
to
accomplish
this?

Currently
I
have
two
servers
setup
with
printers
installed
and
shared
and
then
I
attach
the
workstations
to
those
shares.
This
was
working
Ok
for
a
while
but
now
the
spooler
on
one
of

Re: Network printing – HowTo?

my
servers
keeps
crashing
and
I'm
not
sure
why.
It
was
suggested
that
I
need
to
update
the
printer
drivers
but

I

already
have
the
latest
printer
drivers
installed
and
have
basically
the
same
drivers
installed
on
each
server.
The
other
server
is
running
just
fine
so
far.

Re: Network printing – HowTo?

I'm
thinking
the
best
way
to
solve
this
is
to
setup
a
new
server
and

migrate

the
printers
over
to
it,
hopefully
finding
or
simply
replacing
the
corrupt
driver
along
the
way.

But
that
got
me
thinking....
Is
there
a
better
way
to
deploy
printers?

Keep

Re: Network printing – HowTo?

in
mind
that
only
a
few
of
my
users
actually
have
their
own
computer,
most
move
around
from
computer
to
computer
from
day
to
day
and
having
them
install
their
own
printers
is
not
practical.

Guess
I'm
wondering,
how
would
you
handle
this
situation?

Thanks
in
advance,
Linn

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