

## Re: MMC.exe stops responding for up to 5 minutes during AD GPO browse / edit

*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active\\_directory/2004-06/1014.html](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active_directory/2004-06/1014.html)

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**Date:** 06/17/04

Date: Thu, 17 Jun 2004 18:09:34 GMT

Thanks, the dump was helpful in getting us further!

The dump is a snap shot in time so a different dump may show a slightly different thing. Also this wasn't a complete memory dump but rather only mmc.exe so I only have the data available in that processes address space.

Gptext.dll is loaded in the mmc.exe process, it spawned a new thread in the process, and the purpose of that thread is to load the ADM template. That thread is supposed to signal an event that it has done its work and we can proceed.

We wait for 250 ms and if it is not signaled we then load the wait cursor and wait forever for it to be signaled. That is the state of what you see in the interface, you are in wait mode.

In the other thread we spawned we are trying to copy a file. It could be different depending on what you clicked on but in this particular dump the file name is

( I have removed your company name and replaced with MyCompany)

The operation we are performing is a copy with the following parameters

Source file

\\MyCompany.lan\SysVol\MyCompany.lan\Policies\{DD8110D3-28F1-4DCE-A19C-7BA9B5FE601C}\Adm\conf.adm

Destination file

C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\1\adm2.tmp

If the file exists override it

I suspect if you performed the following command you would see a hang as well

Copy

```
\\MyCompany.lan\SysVol\MyCompany.lan\Policies\{DD8110D3-28F1-4DCE-A19C-7BA9B5FE601C}\Adm\conf.adm C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\1\adm2.tmp
```

>From this dump I cannot tell you anything beyond this because we are only looking at user mode space and we now transition into kernel mode to do the copy. I am not sure from the dump if we are trying to access a server that is our self or if it is remote. It could be a network issue, but I suspect it may be our self and that it may be a filter driver in the kernel. Either way it would be interesting to see if you can eliminate the mmc.exe process by using a simply copy at the command line to reproduce the hang.

The call stack and info about the kernel transition follows:

```
ChildEBP RetAddr Args to Child
02b9efb4 7c578328 02b9f058 80100080 02b9eff4 ntdll!NtCreateFile+0xb
02b9f050 7c58e2b9 00000000 80000000 00000001 KERNEL32!CreateFileW+0x343
02b9f650 7c58e65e 02b9fd9c 02b9f8f4 00000000 KERNEL32!BasepCopyFileExW+0x10c
02b9f6ac 7c59f18c 02b9fd9c 02b9f8f4 00000000 KERNEL32!CopyFileExW+0x52
02b9f6c8 6fa479b2 02b9fd9c 02b9f8f4 00000000 KERNEL32!CopyFileW+0x1c
02b9fb34 6fa47870 02b9fd9c 6becbeb8 6fa40000
gptext!CPolicyComponentData::ParseTemplate+0xeb
02b9ffa8 6fa47282 6becbeb8 0001003f 7c57438b
gptext!CPolicyComponentData::LoadTemplates+0x214
02b9ffb4 7c57438b 00c374d8 6becbeb8 0001003f
gptext!CPolicyComponentData::LoadTemplatesThread+0x20
02b9ffec 00000000 6fa47262 00c374d8 00000000 KERNEL32!BaseThreadStart+0x52
0:003> u ntdll!NtCreateFile ntdll!NtCreateFile+0xb
ntdll!ZwCreateFile:
77f87cac b820000000 mov eax,0x20
77f87cb1 8d542404 lea edx,[esp+0x4]
77f87cb5 cd2e int 2e
```

Thanks,

Greg Lirette

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