

# RE: Client machines randomly locking up when printing

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg06094.html>

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- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
  - *Date:* Mon, 22 Aug 2005 07:24:26 GMT
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Hello Dave,

Thank you for posting to the SBS Newsgroup.

I am sorry for the delayed response due to weekend. Please understand that the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

I understand that in the SBS 2K3 domain, there are seven client workstations XP Professional, each of the workstation links with a local printer. When clients try to print, their workstations will "lock up". If I have misunderstood your concern, please let me know.

Due to complicate of this issue and lack of information for research, we need your help to gather the following information to isolate whether this is a server or client side issue. Please take your time to perform the following steps on the problematic clients' workstations.

1. Please perform Clean Boot on the problematic workstation to see whether this is a third party issue. The detail steps are:

a. Click Start->Run, type "MSCONFIG" (without the quotation marks) and click OK.

b. In the System Configuration Utility (MSConfig) window, click the "Startup" tab.

c. Click to clear all the check marks from the list box under "Startup".

d. Click the Services tab, check the "Hide all Microsoft Services" box and then click the "Disable All" button to disable the non-Microsoft services.

e. Click OK to close the MSConfig window. Click Yes when you are asked to restart your computer in order to enable the changes.

f. After restarting, please check whether this issue still exists.

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2. If Clean Boot does not work, please open Notepad, can you print and whether this issue occurs again?
3. What is the exact meaning of "locking up", workstations hang or clients being prompted a window to enter account name and password again?
4. Do you mean the Operation System "locking up" or the software about to print "locking up"? How long does this issue last? Can you print smoothly afterwards?
5. When the issue happening, can you press CTRL+ALT+DEL? If yes, please go to Task Manager, and check which process is occurring the largest CPU Usage.
6. Besides this issue, are you experiencing any performance problems on the server? Does your server work well now, for example, Exchange send/receive emails, clients access Companyweb etc.
7. On the server and problematic client workstation, run "eventvwr" (without quotation marks), check whether there is any error, if yes, double click it, click the Copy button and paste the full content to the Newsgroup.

I am appreciated your time and cooperation. If anything is unclear, please feel free to let me know.

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:  
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

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For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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>Thread-Topic: Client machines randomly locking up when printing  
>thread-index: AcWmp9XALporJMgrQVG0qHobsOC2Mg==  
>X-WBNR-Posting-Host: 162.83.93.231  
>From: "=?Utf-8?B?RGF2ZSBHcm9vdA==?=" <Dave Groot@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>Subject: Client machines randomly locking up when printing  
>Date: Sun, 21 Aug 2005 16:27:02 -0700  
>Lines: 14  
>Message-ID: <35D7AF21-01C8-4709-AFFF-EC76AF6D4E10@xxxxxxxxxxxxxx>  
>MIME-Version: 1.0  
>Content-Type: text/plain;  
> charset="Utf-8"  
>Content-Transfer-Encoding: 7bit  
>X-Newsreader: Microsoft CDO for Windows 2000  
>Content-Class: urn:content-classes:message  
>Importance: normal  
>Priority: normal  
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0  
>Newsgroups: microsoft.public.windows.server.sbs  
>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:146429  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>

>I have a customer who is using SBS 2003, 7 workstations and one server,  
>rolled out the network in DEC 2004, everything was fine till about a month  
>ago, now the machines are locking up when they go to print, not all  
>machines  
>at once, it seems to roam the network. It isn't specific to one  
>application,  
>it can be word Quickbooks Outlook, pretty much anything. They are all  
>using  
>Windows XP Pro, MS Works 2005 and have CA eTrust Antivirus. I have tried  
>many  
>things like checking for virus', spyware, made sure all updates were done  
>on  
>both server and workstations. They are using different types of printers  
>and  
>they are all local printers, each one has their own. Any help in this  
>matter  
>is greatly appreciated.  
>also i have checked the log files on the Client machines, they are logging

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>the application hang, but no further info is available. Any Ideas?

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>Please Help

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• ***Follow-Ups:***

- ◆ ***RE: Client machines randomly locking up when printing***

◇ *From:* Dave Groot

• ***References:***

- ◆ ***Client machines randomly locking up when printing***

◇ *From:* Dave Groot

- Prev by Date: ***RE: Error binding to local domain***
- Next by Date: ***RE: Sharpoint Error in SBS 2003***
- Previous by thread: ***Client machines randomly locking up when printing***
- Next by thread: ***RE: Client machines randomly locking up when printing***
- Index(es):
  - ◆ ***Date***
  - ◆ ***Thread***