

Re: Print Spooler Subsystem Error

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-09/msg00108.html>

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 - *Date:* Wed, 03 Sep 2008 10:52:03 GMT
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Hello,

Thank you for posting here.

According to your description, I understand that:
The spoolsv.exe crashes in the ZSR.dll when you try to print on the printer.

If I have misunderstood the problem, please don't hesitate to let me know.

Many printer related problems are caused by third party printer monitors. Based on my research, the ZSR.dll file is a file included in HP printer driver. It was reported that this HP printer driver may cause spooler crash issues. For your reference, I have included the following links that include discussion on this issue:

Laserjet 1020 & spooler.exe trouble

<http://forums12.itrc.hp.com/service/forums/questionanswer.do?admit=109447627+1220420989578+28353475&threadId=1153974>

Spoolsv.exe & ZSR.dll

http://www.experts-exchange.com/OS/Microsoft_Operating_Systems/Windows/XP/O_22957336.html

NOTE: This response contains a reference to a third party World Wide Web site. Microsoft is providing this information as a convenience to you. Microsoft does not control these sites and has not tested any software or information found on these sites; therefore, Microsoft cannot make any representations regarding the quality, safety, or suitability of any software or information found there.

Generally speaking, we highly recommend that you contact our Microsoft Customer Service and Support (CSS) to get a memory dump to analyze the root cause of the spoolsv.exe crash because a memory dump is generally needed to find out the root cause. For a complete list of Microsoft Product Support Services phone numbers and information about support costs, please go to the following address on the World Wide Web:

<http://support.microsoft.com/directory/overview.asp>

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Having said that , I am still willing to provide some suggestions for your reference. You may perform the following steps to remove the third party port monitor and use the default local port monitor to see whether it can be of assistance. It is always recommended that you backup the corresponding registry keys before you delete them.

NOTE: Using Registry Editor incorrectly can cause serious problems that may require you to reinstall Windows. Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

256986 Description of the Microsoft Windows Registry

<http://support.microsoft.com/?id=256986>

1. Start Registry Editor.
2. Locate the Local Port value under the following key in the registry:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors\Local Port

3. Double-click the Driver subkey, and then edit the value. Change the string value to Localspl.dll, and then click OK.
4. Check the following registry key for third-party monitors. Remove any non-default monitors:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors

The default port monitors are:

AppleTalk Printing Devices (When Services for Macintosh is installed)
BJ Language Monitor
Local Port
PJL Language Monitor
Standard TCP/IP Port
USB Monitor
Windows NT Fax Monitor
** LPR Port

NOTE: Do not remove LPR Port Monitor unless advised by a Microsoft Support Professional.

5. Check the following registry key for third-party print providers. Remove any non-default print providers:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Providers

The default print providers are:

Internet Print Provider
LanMan Print Services

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6. Check the following registry key for third-party print processors.
Remove any non-default print processors:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Print Processors

The default print processor is:

WinPrint

To find out what printer is using the print processor, use the Microsoft Product Support Reporting Tool (MPS_REPORTS) tool to open MachineName_PRINTDRIVERS.TXT, and then search for the third-party print processor and for the queues that are using the print processor.

7. Change the third-party print processor to WinPrint.
8. Click Start, point to Settings, and then click Control Panel.
9. Double-click Printers, right-click the printer, and then click Properties.
10. On the Advanced tab, click Print Processor.
11. In the Print Processor box, click WinPrint.
12. Click OK two times.
13. Quit Registry Editor.
14. Browse to the Spool directory listed in the path
%rootdrive%\%rootdirectory%\System32\Spool and delete the 2 and/or 3 folders listed in the full path
%rootdrive%\%rootdirectory%\System32\Spool\Drivers\W32x86; also check for any other files listed in
%rootdrive%\%rootdirectory%\System32\Spool\prtprocs\W32x86 other than the default SFMPSVRT.DLL
15. After you edit the registry, restart the print spooler.

I hope that the above information can be of assistance.

Best regards,
Miles Li

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