

RE: TS crashed and Blue Screen of Death

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2005-11/msg00643.html

- *From:* "Vera Noest [MVP]" <vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 26 Nov 2005 04:07:30 -0800
-

This sounds rather hopeless, I'm afraid.

But you have a technician on site who can log on to the console of the server, is that correct?

I think I would ask the technician to perform a virus scan of the servers system disk. Use several of the online virus checks which can be found on the web, to make sure that you scan with updated virus information.

Also, can you ask your technician to report the EventID and Source, together with the description:

- > "The session manager system process terminated
- > unexpectedly with a status of 0xc0000005 (0x77e8c3610x002df810).
- > The system has been shutdown."

Are there any more EventIDs, related to your latest error message?

Vera Noest
MCSE, CCEA, Microsoft MVP – Terminal Server
TS troubleshooting: <http://ts.veranoest.net>
___ please respond in newsgroup, NOT by private email ___

"=?Utf-8?B?RXJ3YW4=?" <Erwan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote on 26 nov 2005 in microsoft.public.windows.terminal_services:

- > First of all sorry for taking too long to answer to all your
- > questions here.
- >
- > The affected machine is located about 100miles away from HQ(my
- > place). I just joined this construction company less than 3
- > months ago so there's nothing really much that I can tell you
- > what's changed. Anyway, they've been using this appl for few
- > years and then the problem started to happen I would say
- > somewhere in Oct 2004. Then they stopped using the system. One
- > of my task is to try to rectify this problem.
- >
- > This is what I found when doing one rdp session to that server;

RE: TS crashed and Blue Screen of Death

>
> 1. There are 2 partitions, M=4GB and N=250GB.
> M is for windows files and N for Data. Currently there are only
> 270MB or so left inside M. I don't know why this happens
> because when checking through Win Explorer, and calculating the
> amount of file sizes that are already in there, I should have
> about more than 2GB left in this partition.????
>
> Will this contribute to the problem that I have???
>
> This is the exact error message given by one of my technician
> there. "The session manager system process terminated
> unexpectedly with a status of 0xc0000005 (0x77e8c3610x002df810).
> The system has been shutdown."
>
> At the moment I was unable to rdp at all to the remote server.
> I tried deleting some files to free up some space and now I
> cannot connect. It give me the login screen and soon after I
> sign on I got error "The system cannot log you on due to the
> following error: The network request is not supported"
> Guess I have to call the technician again to restore all the
> files that I
> deleted and keep my fingers crossed.
>
> I cannot afford to reinstall windows because the
> construction-related software inside the server can only be
> installed by the people from UK, who deployed the system last
> time. I am located in South East Asia. Imagined the cost
> involved to get those people coming down here.
>
> Thanks all.
>
> Regards,
> Erwan.
> "Patrick Rouse" wrote:
>
>> Did this just start happening to a server that used to work? If
>> so, what's changed?
>> --
>> Patrick Rouse
>> Microsoft MVP – Terminal Server
>> <http://www.sessioncomputing.com>
>>
>>
>> "umi" wrote:
>>
>>> Perhaps these link can give any idea!
>>>
>>> <http://www.windowsitpro.com/Article/ArticleID/21972/21972.html>
>>>
>>>

RE: TS crashed and Blue Screen of Death

RE: TS crashed and Blue Screen of Death

>>>
>>> "Erwan" wrote:
>>>
>>>> Server is 2000 SP3 and has 5TS CAL along with Citrix
>>>> Metaframe XP. Problem is whenever the second rdp or ICA
>>>> client tried to connect, The server will go into Blue
>>>> Screen of Death and then restart itself. Sorry, I was not
>>>> able to write down the error message during the Blue Screen
>>>> since it was so long and fast. I remember seeing something
>>>> like 0x0000001E.
>>>>
>>>> Please HELP.
>>>>
>>>> Regards,

• **Follow-Ups:**

- ◆ **RE: TS crashed and Blue Screen of Death**
◇ From: Erwan

• **References:**

- ◆ **RE: TS crashed and Blue Screen of Death**
◇ From: Erwan

- Prev by Date: **Re: Adding printers to NTPRINT.INF**
- Next by Date: **Re: The RDP protocol component X.224 detected an error in the protocol stream and has disconnected the client.**
- Previous by thread: **RE: TS crashed and Blue Screen of Death**
- Next by thread: **RE: TS crashed and Blue Screen of Death**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**