

RE: TS crashed and Blue Screen of Death

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2005-11/msg00669.html

- *From:* "Erwan" <Erwan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 28 Nov 2005 20:40:04 -0800
-

Ok, I am able to rdp to the server now. It was actually nothing to do with what I was deleted when trying to free up some space. According to my technician, this thing happened before when he could not login to the system and after a reboot the problem will b solved.

So looking at the BUg Check Code, the only thing that I can relate to as the culprit is the Citrix Metaframe XP. Even though it is weird since the server was working fine with Citrix and the PMS(Pavement Management System) software before.

Any Advice???

Thanks and Regards,
Erwan.

"Vera Noest [MVP]" wrote:

- > OK, I've done some searching and found the related bug check code:
- > 0xC000021A: STATUS_SYSTEM_PROCESS_TERMINATED
- >
- > Have a look at the MSDN Bug Check Codes for this error at
- >
- > http://msdn.microsoft.com/library/default.asp?url=/library/en-us/DevTest_g/hh/DevTest_g/t08_bugs_END_7b197f47-8362-496c-83f8-7ae501401457.xml.asp?frame=true
- >
- > for causes and troubleshooting tips.
- >
- > _____
- > Vera Noest
- > MCSE, CCEA, Microsoft MVP – Terminal Server
- > TS troubleshooting: <http://ts.veranoest.net>
- > *----- Please reply in newsgroup -----*
- >
- >
- > "=?Utf-8?B?RXJ3YW4=?" <Erwan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote on
- > 28 nov 2005:
- >

RE: TS crashed and Blue Screen of Death

>> Thanks again Vera,
>>
>> That's correct! I do have one technician available on the site.
>> I would ask him to scan the system and then see what happen
>> after that. As for the EventID, I forgot to mention it last
>> time that I was unable to gain anything from the Event Viewer
>> that could relate to the problem. It just stated something like
>> the previous shutdown was not expected and did not give any
>> detail. There is also Event stated that M partition is running
>> low and another one was notifying that the PERC battery
>> controller needs replacement, which I think is trivial to this
>> issue.
>>
>> This error is what my technician jot down on the blue screen
>> after he set the system not auto-restart on error.
>>> "The session manager system process terminated
>>> unexpectedly with a status of 0xc0000005
>>> (0x77e8c3610x002df810). The system has been shutdown."
>>
>> Thanks again.
>> Erwan.
>>
>> "Vera Noest [MVP]" wrote:
>>
>>> 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@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
>>> on 26 nov 2005 in microsoft.public.windows.terminal_services:
>>>

RE: TS crashed and Blue Screen of Death

>>>> 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;
>>>>
>>>> 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:
>>>>

RE: TS crashed and Blue Screen of Death

> > > > 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.h](http://www.windowsitpro.com/Article/ArticleID/21972/21972.htm)
> > > > tml
> > > >
> > > >
> > > >
> > > > "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: Vera Noest [MVP]

 - **References:**
 - ◆ **RE: TS crashed and Blue Screen of Death**
◇ From: Erwan
 - ◆ **RE: TS crashed and Blue Screen of Death**
◇ From: Vera Noest [MVP]
 - ◆ **RE: TS crashed and Blue Screen of Death**
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◇ From: Vera Noest [MVP]

 - Prev by Date: **Re: Epson T88III printers**

RE: TS crashed and Blue Screen of Death

- Next by Date: ***Re: Using Terminal Server 2003 and Port Redirection***
- 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***
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