

RE: TS crashed and Blue Screen of Death

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2005-11/msg00689.html

- *From:* "Vera Noest [MVP]" <vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 29 Nov 2005 11:31:09 -0800
-

That's not what I get out of the information from the Bug Check code page.

IMHO, the most likely cause (not only for this problem, but for 99% of all problems with TS) is this:

<quote>

Because bug check 0xC000021A occurs in a user-mode process, the most common culprits are third-party applications. If the error occurred after the installation of a new or updated device driver, system service, or third-party application, the new software should be removed or disabled.

</quote>

But I realize that it will be difficult to find out after so long time which application or driver was installed prior to the start of the problem. And if the TS wasn't completely locked down, it could be something installed by a user, so you wouldn't even have a record of it in your system documentation.

Personally, I would reinstall the system from scratch. And then have the UK people either install the application over an rdp session from the UK, or send you the documentation and let you do it.

It's anyway not a good idea to be so dependent on people at the other side of the globe. After they installed the application the first time, they should have left full documentation.

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 29 nov 2005 in microsoft.public.windows.terminal_services:

> Ok, I am able to rdp to the server now. It was actually nothing

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> 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@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
>> on 28 nov 2005:
>>
>>> 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.
>>>

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>>> 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:
>>>>>
>>>>>> 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.
>>>>>>

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>>>> 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:
>>>>
>>>>> 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:
>>>>>

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>> >> >> > Perhaps these link can give any idea!
>> >> >> >
>> >> >> >
>> <http://www.windowsitpro.com/Article/ArticleID/21972/21972.h>
>> >> >> > 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,

• **References:**

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