

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2006-03/msg00453.html

- *From:* "Mike Bayly" <mbayly@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 14 Mar 2006 10:45:37 +1030
-

An update on this issue. Not sure why since I'm apparently the only one in the world having it. :)

Microsoft recommended SP4 and the Update Rollup 1 for SP4 be installed which I have done, but the problem has now recurred on 2 servers. A reboot seems to have suppressed the problem for now (like it did last time) but it's back to the drawing board for a solution.

If anyone else has any ideas, I'm all ears!

Mike

"Mike Bayly" <mbayly@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:OybBUyTJGHA.1388@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Vera

Thanks for the reply. I spent a few hours on the phone to Microsoft Support and based on the fact that 4 servers suffered the exact same issue in the space of 48 hours, they suspected a trojan or malware. I ran the MS malicious software removal tool which found nothing though so the cause is still unclear. In the end, I rebooted all servers which then began to function normally, applied SP4 to the SP3 machines, and then installed the Update Rollup 1 for Windows 2000 SP4 patch on the advice from MS. They seemed to think that the Event Log errors were the result of some kind of registry corruption, which also meant that (using regedt32 to check) the registry key

HKEY_LOCAL_MACHINE\Software\Microsoft\WindowsNT\CurrentVersion couldn't be read properly and hence why the patches thought it was a checked version of the OS.

So, I still don't really know the cause of the problem, and in particular how it was replicated across the domain, but at least the magical reboot seems to have fixed it for now.

Mike

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

"Vera Noest [MVP]" <vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:Xns9757EEB9510D0veranoesthemutforsse@xxxxxxxxxxxxxxxxxxxx

Mmm, I've heard that before, about servers having an incorrect or incomplete pre-installed OS.
I always wipe them clean and install from scratch for that reason.

Actually, your original error message also points in that direction, the "The dynamic link library could not be found" error message reminds of the error message that you get when you have a version mismatch in a dll.

I'm not really sure what to advice. Personally, if I had a server with so many issues and errors, I would reinstall it from scratch immediately.

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

"Mike Bayly" <mbayly@xxxxxxxxxxxxxxxxxxxxxxxx> wrote on 26 jan 2006 in microsoft.public.windows.terminal_services:

I'm getting all kinds of event log errors and warnings (see end of message). A third server (THLADL2) has started this behaviour – this server already has SP4 installed so Microsoft Support suggested I install Security Rollup 1 for SP4 and some hotfixes, but when I attempt this, the server complains that "Setup cannot update a checked (debug) system with a free (retail) version of KB837585". This led the support guy to conclude that the wrong OS has been installed on this server – It's a Dell Poweredge 2550 with Server 2000 SP1 OEM from Dell. This happens on the one SP3 server I can access via VNC as well, which is a Dell Poweredge as well with Server 2000 OEM from Dell.

Checking last night's backup (Veritas Backup Exec) I see these errors for THLADL2 with is an additional concern:

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

Unable to attach to C:.
Unable to attach to C:.
Unable to attach to D:.
Unable to attach to D:.
Unable to attach to \\THLADL2\System?State.
Unable to attach to \\THLADL2\System?State.

On checking another remote domain controller (same setup, Server 2000 SP4, DC) I notice that there are the same Event Log messages: "The dynamic link library winsrv could not be found in the specified path Default Load Path". and "csrss.exe – Unable to Locate DLL" in 18th Jan. One of the other guys here had attempted to connect to that server and couldn't, so got a local user to perform a hard reboot on it. After that, the Application and System logs appear to have no reoccurrences of these error messages.

Another weird thing is that if I try to log in on the console with the administrator account, the box where you enter username, password and domain vanished for a split second, and then then "hit ctrl alt delete" screen appears. I have to log in with a different account that has administrator rights which gives a "Path too long" error in a popup box. Also, if I check the Performance tab in Task Manager, the CPU activity is hovering around 50%, but on the Processes tab, all of the running processes show 0% CPU.

I'm tempted to try and reboot one of the other servers to see if the problem just "goes away" given that I don't seem to be getting far with Microsoft Support, but because so far the users haven't really been impacted, I'd hate to reboot and have a server that won't boot back up. I'll see what MS have to say today (public holiday so might be lucky) and will check here for any further help here.

Thanks

Mike

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

Event Type: Warning
Event Source: SceCli

Event Category: None

Event ID: 1202

Date: 25/01/2006

Time: 7:51:52 PM

User: N/A

Computer: THLADL2

Description:

Security policies were propagated with warning. 0x4b8 : An extended error has occurred.

For best results in resolving this event, log on with a non-administrative account and search <http://support.microsoft.com> for "Troubleshooting Event 1202s".

Event Type: Warning

Event Source: SpntLog

Event Category: (4)

Event ID: 222

Date: 25/01/2006

Time: 7:42:21 PM

User: NT AUTHORITY\SYSTEM

Computer: THLADL2

Description:

The description for Event ID (222) in Source (SpntLog) cannot be found. The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer. You may be able to use the

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

/AUXSOURCE=
flag to retrieve this description; see Help and Support for
details. The following information is part of the event:
D:\Program Files\BackupExec\NT\ECM\bumodule.jar, 100.

Event Type: Error

Event Source: EventSystem

Event Category: (3)

Event ID: 4097

Date: 25/01/2006

Time: 7:36:33 PM

User: N/A

Computer: THLADL2

Description:

The description for Event ID (4097) in Source (EventSystem) cannot be found. The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer. You may be able to use the /AUXSOURCE= flag to retrieve this description; see Help and Support for details. The following information is part of the event: .\eventsystem2.cpp, 329, 800705AA.

Event Type: Error

Event Source: Userenv

Event Category: None

Event ID: 1000

Date: 25/01/2006

Time: 7:36:32 PM

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

User: NT AUTHORITY\SYSTEM

Computer: THLADL2

Description:

Windows cannot create a temporary profile directory.

Contact

your network administrator.

DETAIL – Insufficient system resources exist to complete the requested service.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Event Type: Warning

Event Source: SpntLog

Event Category: (4)

Event ID: 211

Date: 25/01/2006

Time: 7:26:07 PM

User: NT AUTHORITY\SYSTEM

Computer: THLADL2

Description:

The description for Event ID (211) in Source (SpntLog) cannot be found. The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer. You may be able to use the /AUXSOURCE= flag to retrieve this description; see Help and Support for details. The following information is part of the event:
F:\software\Symantec.Norton.Ghost.v9.0.Incl.Keygen-SSG.zip, nortonghost90p4.rar, 2.

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

Event Type: Warning

Event Source: MRxSmb

Event Category: None

Event ID: 3019

Date: 25/01/2006

Time: 7:19:51 PM

User: N/A

Computer: THLADL2

Description:

The redirector failed to determine the connection type.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Event Type: Information

Event Source: Application Popup

Event Category: None

Event ID: 26

Date: 25/01/2006

Time: 7:13:40 PM

User: N/A

Computer: THLADL2

Description:

Application popup: Explorer.EXE – Application Error : The instruction at "0x7831886a" referenced memory at "0x00000000".

The memory could not be "read".

Click on OK to terminate the program

For more information, see Help and Support Center at

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

<http://go.microsoft.com/fwlink/events.asp>.

Event Type: Information

Event Source: Application Popup

Event Category: None

Event ID: 26

Date: 25/01/2006

Time: 7:13:03 PM

User: N/A

Computer: THLADL2

Description:

Application popup: File Error : Cannot find NETWORK.DRV

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Event Type: Warning

Event Source: Srv

Event Category: None

Event ID: 2022

Date: 25/01/2006

Time: 7:03:18 PM

User: N/A

Computer: THLADL2

Description:

The server was unable to find a free connection 9 times in the last 60 seconds. This indicates a spike in network traffic. If

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

this is happening frequently, you should consider increasing the minimum number of free connections to add headroom. To do that, modify the MinFreeConnections and MaxFreeConnections for the LanmanServer in the registry.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Event Type: Information

Event Source: Application Popup

Event Category: None

Event ID: 26

Date: 25/01/2006

Time: 6:57:34 PM

User: N/A

Computer: THLADL2

Description:

Application popup: csrss.exe – Unable To Locate DLL : The dynamic link library winsrv could not be found in the specified path Default Load Path.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

"Vera Noest [MVP]"

<vera.noest@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

<news:Xns975697D944FA9veranoesthemutforsse@xxxxxxxxxxxxxxxxxxxx>

Is there anything in the EventLog on these servers?

Have you considered applying SP4 to all DCs?

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Vera Noest
MCSE, CCEA, Microsoft MVP – Terminal
Server
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___ please respond in newsgroup, NOT by
private email ___

"Mike Bayly"
<mbayly@xxxxxxxxxxxxxxxxxxxxxxxx> wrote
on 24 jan
2006 in
microsoft.public.windows.terminal_services:

Hi all

I have an interesting
problem that occurred
simultaneously on
two domain controllers
within my domain that I
remotely manage
with Terminal Services
(admin mode). Both servers
run Windows
Server 2000 SP3 and have
been running fine up until
now. When
attempting a remote desktop
or terminal services client
connection to either of these
machines, an application
popup
appears on the server screen
with title "csrss.exe –
Unable to
Locate DLL" and with the
popup box showing "The
dynamic link
library winsrv could not be
found in the specified path
Default Load Path".

I've checked the server
environment variables and
"Path"
includes
"C:\WINNT\System32" and
have also verified that
C:\WINNT\System32\WINSRV.DLL

Re: csrss.exe unable to locate DLL – Can't connect with Terminal Services

exists.

The only significant event for the domain was that a new Domain controller was installed 6 days ago – Windows Server 2000 SP4, with otherwise identical configuration to the other servers. In all there are 5 domain controllers in the domain, all separated by 16K CIR (128K access) frame relay links. There have been no other issues with the new server installed last week.

I've exhausted support.microsoft.com and really have no idea what the problem could be, so any help or advice at all would be greatly appreciated.

Thanks

Mike