

# Enterprise NLB Terminal Server Print Spooler Jam. New Flavor

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  - *Date:* 8 Aug 2006 13:33:38 -0700
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Hello,

The problem I am writing about has to do with print spoolers that seem to keep getting jammed up for no reason. Hopefully someone can help me figure out why.

First, however I will give you our setup as it is a little more complex than just a workstation with a spooler.

We are a five site organization (geographically). We are in a star configuration by which I mean one central location and four satellite offices. Two of these offices are connected via dedicated T-1's, One is connecting by a cable modem (over VPN), and one is connected by a 3MB Fiber dedicated.

All of our applications (including our main app which is an EMR) are run on two NLB clustered 2003 Enterprise Terminal Servers. All of the printers for all sites and applications are installed locally on the clustered terminal servers as IP printers with local ports.

The printers are Identical on each server. In fact, they were initially setup on one server and then migrated to the other with the Microsoft printer Migration tool and have been kept identical.

One last detail, about 30 of our users have tablets that they use at all the locations and roam.

The detail of the problem is as follows:

The printers are all working fine from the start in the morning (I restart the Terminal Servers nightly). Inevitably I will get a call either around early morning or early afternoon that the printers are not working in one of the two T1 locations. When I check the Servers sure enough the jobs are in the print Queues; however, for some reason they are not printing. No errors, nothing. The only way to get the print jobs moving again is to 1. Restart the particular printer that the jobs are stuck in and then restart the print spooler for the

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particular server. It does not seem to help if I just do one or the other. Once I do this they seem to run perfectly until another shift change or even the next day. It is also is not predictable. Some days I have nothing happen and then some it happens two times a day.

Here are a couple of Facts about the problem above:

1. This only happens to our sites connected by the T1s all other sites do not exhibit this problem
2. There also seems to be no other communication problems happening at the same time over these t1's.
3. It seems to only happen when a tablet user comes online and starts to print. I stress "seems" because I can't prove that yet. This may just be a red herring.

I have been working on this phenomenon for about three weeks and cannot nail down what is causing it. Any Ideas and solutions are appreciated.

Have a great day and Thank you,

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