

Windows NT Diagnostics Report WinMsd

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Introduction

This document provides a brief overview of some of the key points of a WinMsd Report. Refer to these articles on the Microsoft site for more complete information on WinMsd:

- How to Create a WinMSD Report
- How to Use WINMSDP.EXE

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Microsoft Windows Operating System

Components Used

The information in this document is based on Microsoft Windows NT 4.0 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

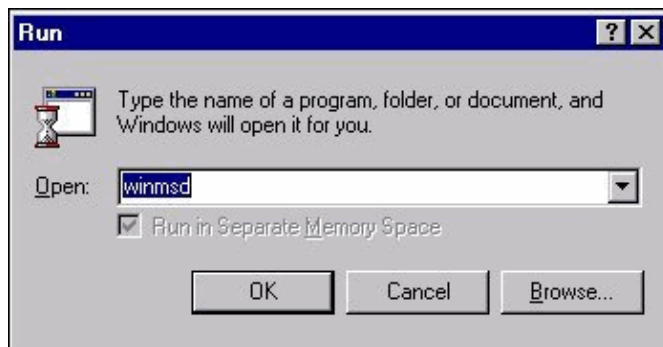
Refer to Cisco Technical Tips Conventions for more information on document conventions.

How to Gather a WinMsd Report

Complete these steps to get a WinMsd Report:

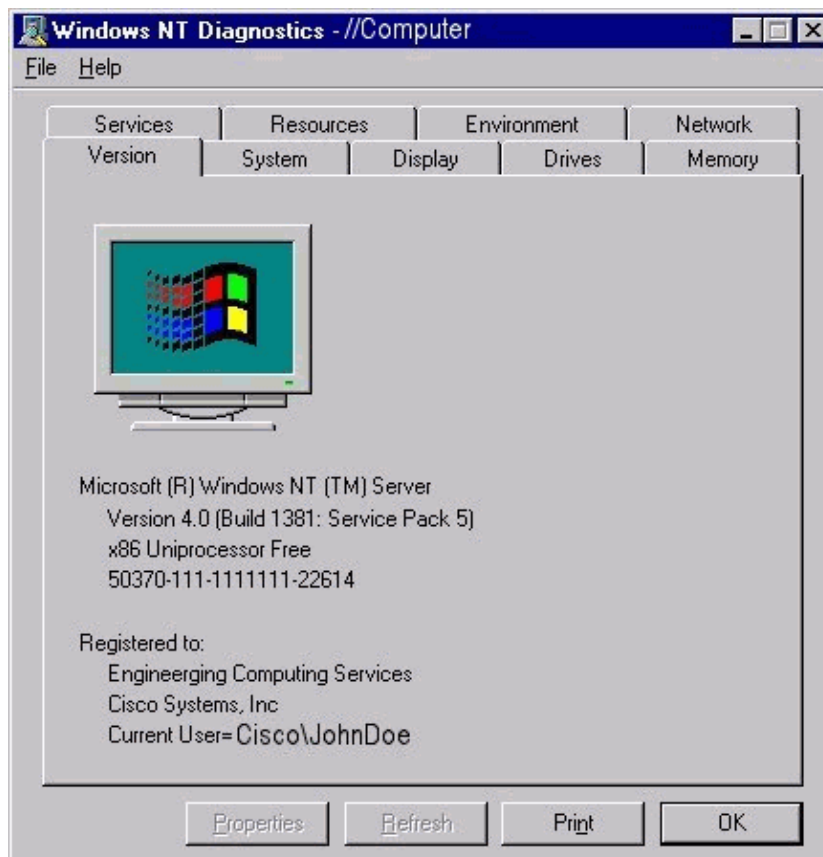
1. Select **Start > Run**.
2. Type **winmsd**.

Figure 1 Run – winmsd



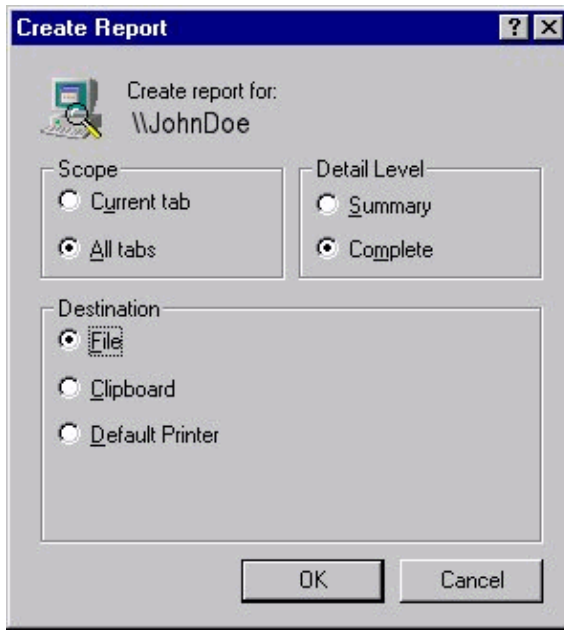
3. Click **OK**. The Microsoft Windows NT Diagnostics window opens.

Figure 2 Windows NT Diagnostics



4. Click **Print**. The Create Report window appears.

Figure 3 Create Report

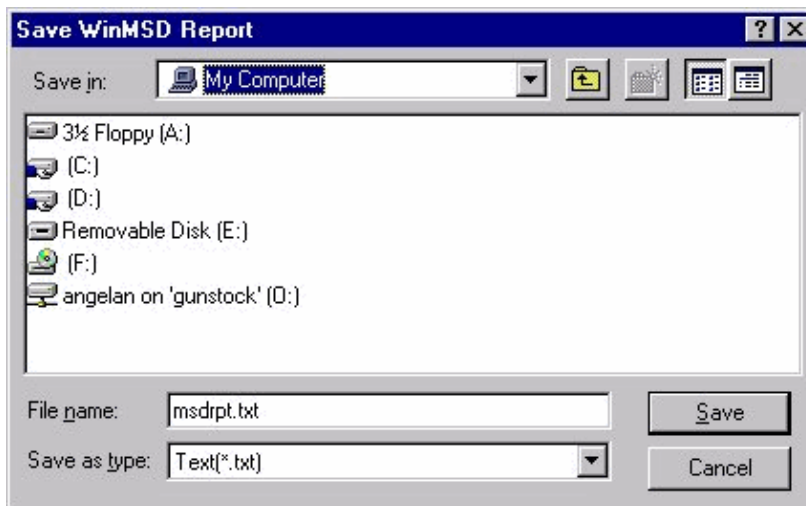


5. Select these items:

- ◆ Scope: **All tabs**.
- ◆ Detail Level: **Complete**.
- ◆ Destination: **File**.

6. Click **OK**. The Save WinMSD Report window appears.

Figure 4 Save WinMSD Report



7. Click **OK** to close the Microsoft Windows NT Diagnostic window.

Review a WinMsd Report

Operating System (OS)

This section of the WinMsd report indicates the name of the machine, the version of Windows NT and the Service Pack level that the OS runs.

Microsoft Diagnostics Report For \\GEOXXXX

OS Version Report

```
-----  
Microsoft (R) Windows NT (TM) Server  
Version 4.0 (Build 1381: Service Pack 4) x86 Multiprocessor Free  
Registered Owner: GEOXXX, XXXXL  
Product Number: 11111-111-111111-11111  
-----
```

System Report

Bios date and version together with processor list appear in the system report.

System Report

```
-----  
System: AT/AT COMPATIBLE  
Hardware Abstraction Layer: MPS 1.4 - APIC platform  
BIOS Date: 11/13/98  
BIOS Version: <unavailable>  
Processor list:  
  0:  x86 Family 6 Model 5 Stepping 3 GenuineIntel ~399 Mhz  
  1:  x86 Family 6 Model 5 Stepping 3 GenuineIntel ~399 Mhz  
  2:  x86 Family 6 Model 5 Stepping 3 GenuineIntel ~399 Mhz  
  3:  x86 Family 6 Model 5 Stepping 3 GenuineIntel ~399 Mhz
```

Video Display Report

This section shows the video properties, driver, and card type. In this example the "*File(s): ati.sys, awvideo.dll*" section indicates that pcAnywhere is installed. If problems are encountered during a system re-boot of the Windows NT server, there could be a bad driver installed or a conflict with pcAnywhere. Contact your system administrator to re-install pcAnywhere.

Video Display Report

```
-----  
BIOS Date: <unavailable>  
Adapter:  
  Setting: 1024 x 768 x 65536  
           60 Hz  
  Type: ati compatible display adapter  
  String: ATI Graphics Accelerator  
  Memory: 2 MB  
  Chip Type: ATI 3D RAGE IIC (UMC GT-B)  
  DAC Type: ATI Internal DAC  
Driver:  
  Vendor: ATI Technologies Inc.  
  File(s): ati.sys, awvideo.dll  
  Version: 5.1.118, 4.0.0
```

Drives Report

Note the amount of free space available and then check the Memory Report section for the location of the page file. If there is inadequate room for the page file, this affects your system performance in numerous ways. Refer to How to Determine Available Disk Space On an ICM NT Workstation.

Drives Report

```
-----  
C:\ (Local - NTFS) Total: 4,152,802 KB, Free: 510,264 KB  
  Serial Number: 58DF - 3CDA  
  Bytes per cluster: 512  
  Sectors per cluster: 1  
  Filename length: 255  
D:\ (Local - NTFS) Total: 106,691,564 KB, Free: 9,062,188 KB
```

Serial Number: 10 - D973
Bytes per cluster: 512
Sectors per cluster: 8
Filename length: 255

Memory Report

Based on the previous examples in this document and the drivers report, the Memory Report displays a couple of items. A page file should be set to RAM x 2 (the total amount of RAM on this system is approximately 1 gig, see the Physical Memory section of the example below). The pagefile should then be set to approximately 2 gig (however in the example below under Pagefile Space, it is only set to a little over 1 gig).

It is necessary to change the Pagefile size is necessary however it requires available disk space. The C drive only contains approximately 500 MB of free disk space where the D drive has 9 gig of free disk space.

```
Memory Report
-----
Handles: 94,310
Threads: 573
Processes: 55
Physical Memory (K)
  Total: 1,310,112
  Available: 533,844
  File Cache: 20,576

Kernel Memory (K)
  Total: 104,024
  Paged: 22,020
  Nonpaged: 82,004

Commit Charge (K)
  Total: 868,688
  Limit: 2,481,128
  Peak: 869,540

Pagefile Space (K)
  Total: 1,228,800
  Total in use: 118,180
  Peak: 135,364

C:\pagefile.sys
  Total: 1,228,800
  Total in use: 118,180
  Peak: 135,364
```

Services Report

This section lists all services that are installed on the Windows NT Server, regardless of whether or not they are running or stopped. The list also indicates the Service "Startup Values". The values for services are Automatic/Manual/Disabled.

Some examples of Services that could be loaded that are not Native NT related are:

1. AntiVirus Software
2. Compaq Management Utilities
3. BackUp Utilities/Software
4. Network Monitor is loaded, set to Manual, but this means that the drivers still load upon bootup.

Basic rule of thumb when troubleshooting issues:

1. If the service is not Windows NT or Cisco ICM related, disable it.
2. Disable nonessential services.

Essential Windows NT Services include:

- ◆ Netlogon
- ◆ Plug and Play
- ◆ Remote Procedure Call
- ◆ Server
- ◆ Workstation

Note: Some services have dependencies on some essential services so they cannot be disabled/stopped.

- ◆ NetBios Helper
- ◆ Event log

3. Start each Service individually and see which one brings the problem back.

Services Report

```

-----
Alerter                                     Running   (Automatic)
  C:\WINNT\System32\services.exe
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Shared Process
  Service Dependencies:
    LanmanWorkstation
ARCserveIT Database Engine (ARCserveIT)    Running   (Automatic)
  "C:\ARCSERVEIT\DBENG.EXE"
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process, Interactive
ARCserveIT Discovery Service               Running   (Automatic)
  "C:\WINNT\System32\ASDscSvc.exe"
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process, Interactive
  Service Dependencies:
    Browser
ARCserveIT Job Engine (ARCserveIT)         Running   (Automatic)
  "C:\ARCSERVEIT\JOBENG.EXE"
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process, Interactive
ARCserveIT Message Engine (ARCserveIT)    Running   (Automatic)
  "C:\ARCSERVEIT\MSGENG.EXE"
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process, Interactive
ARCserveIT Tape Engine (ARCserveIT)       Running   (Automatic)
  "C:\ARCSERVEIT\TAPEENG.EXE"
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process, Interactive
pcANYWHERE Host Service                   Running   (Automatic)
  C:\Program Files\pcANYWHERE\awhost32.exe
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process, Interactive
Computer Browser                           Running   (Automatic)
  C:\WINNT\System32\services.exe
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Shared Process

```

```

Service Dependencies:
  LanmanWorkstation
  LanmanServer
  LmHosts
Cheyenne Alert Notification Server          Running   (Automatic)
  C:\ALERT\ALERT.EXE
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
Insight Agents Event Notifier              Stopped   (Disabled)
  C:\WINNT\system32\CIMNtfy\CIMNtfy.EXE
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
  Service Dependencies:
    Tcpip
ClipBook Server                            Stopped   (Manual)
  C:\WINNT\system32\clipsrv.exe
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
  Service Dependencies:
    NetDDE
Compaq NIC Management Agents              Running   (Automatic)
  C:\WINNT\system32\cpqningt\CPQNIMGT.EXE
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
  Service Dependencies:
    SNMP
Compaq Remote Monitor Service             Running   (Automatic)
  SYSTEM32\CPQRMC.EXE
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process, Interactive
  Service Dependencies:
    SysMgmt
Insight Web Agent                          Running   (Automatic)
  C:\WINNT\system32\cpqmgmt\CPQWGMT.EXE
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
  Service Dependencies:
    CQMGHOST
Compaq Enhanced IMD Idle Screen           Running   (Automatic)
  SYSTEM32\CQIMDSVC.EXE
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
  Service Dependencies:
    SYSMGMT
Insight Host Agents                        Running   (Automatic)
  C:\WINNT\system32\cpqmgmt\CqMgHost\CqMgHost.exe
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
  Service Dependencies:
    CqMgServ
    CqMgStor
    CpqNicMgmt
Insight Server Agents                     Running   (Automatic)
  C:\WINNT\system32\cpqmgmt\CqMgServ\CqMgServ.EXE
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
  Service Dependencies:

```



```

C:\WINNT\System32\services.exe
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Shared Process
Group Dependencies:
    NetworkProvider
Event Log Watch                                Running    (Automatic)
    C:\WINNT\LogWatNT.exe
    Service Account Name: LocalSystem
    Error Severity: Ignore
    Service Flags: Own Process, Interactive
Messenger                                       Running    (Automatic)
    C:\WINNT\System32\services.exe
    Service Account Name: LocalSystem
    Error Severity: Normal
    Service Flags: Shared Process
    Service Dependencies:
        LanmanWorkstation
        NetBios
MSDTC (MS Transactions)                       Running    (Automatic)
    C:\WINNT\System32\msdtc.exe
    Service Account Name: LocalSystem
    Error Severity: Normal
    Service Flags: Own Process
    Service Dependencies:
        RPCSS
        NTLMSSP
MSSQLServer                                   Running    (Automatic)
    C:\MSSQL\BINN\SQLSERVER.EXE
    Service Account Name: usgeopru\administrator
    Error Severity: Normal
    Service Flags: Own Process
Network DDE (NetDDEGroup)                     Stopped    (Manual)
    C:\WINNT\system32\netdde.exe
    Service Account Name: LocalSystem
    Error Severity: Normal
    Service Flags: Shared Process
    Service Dependencies:
        NetDDESDM
Network DDE DSDM                              Stopped    (Manual)
    C:\WINNT\system32\netdde.exe
    Service Account Name: LocalSystem
    Error Severity: Normal
    Service Flags: Shared Process
Net Logon (RemoteValidation)                  Running    (Automatic)
    C:\WINNT\System32\lsass.exe
    Service Account Name: LocalSystem
    Error Severity: Normal
    Service Flags: Shared Process
    Service Dependencies:
        LanmanWorkstation
        LmHosts
Network Monitor Agent                         Stopped    (Manual)
    C:\WINNT\System32\nmagent.exe
    Service Account Name: LocalSystem
    Error Severity: Normal
    Service Flags: Own Process
    Service Dependencies:
        bh
NT LM Security Support Provider                Running    (Manual)
    C:\WINNT\System32\SERVICES.EXE
    Service Account Name: LocalSystem
    Error Severity: Normal
    Service Flags: Shared Process
Plug and Play (PlugPlay)                     Running    (Automatic)
    C:\WINNT\system32\services.exe

```

```

Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Shared Process
Protected Storage                                Running    (Automatic)
C:\WINNT\System32\pstores.exe
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Own Process, Interactive
Service Dependencies:
    RpcSs
Directory Replicator                            Stopped    (Manual)
C:\WINNT\System32\lmrepl.exe
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Own Process
Service Dependencies:
    LanmanWorkstation
    LanmanServer
Remote Procedure Call (RPC) Locator             Running    (Manual)
C:\WINNT\System32\LOCATOR.EXE
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Own Process
Service Dependencies:
    LanmanWorkstation
    Rdr
Remote Procedure Call (RPC) Service             Running    (Automatic)
C:\WINNT\system32\RpcSs.exe
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Own Process
Schedule                                         Running    (Automatic)
C:\WINNT\System32\AtSvc.Exe
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Own Process
SNMP                                             Running    (Automatic)
C:\WINNT\System32\snmp.exe
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Own Process
Service Dependencies:
    Tcpip
    EventLog
SNMP Trap Service                              Running    (Automatic)
C:\WINNT\System32\snmptrap.exe
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Own Process
Service Dependencies:
    Tcpip
    EventLog
Spooler (SpoolerGroup)                         Running    (Automatic)
C:\WINNT\system32\spoolss.exe
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Own Process, Interactive
SQLExecutive                                    Running    (Automatic)
C:\MSSQL\BINN\SQLEXEC.EXE
Service Account Name: usgeopru\administrator
Error Severity: Normal
Service Flags: Own Process
Compaq System Shutdown Service                 Running    (Automatic)
SYSTEM32\DRIVERS\SYSDOWN.EXE
Service Account Name: LocalSystem
Error Severity: Normal

```

```

Service Flags: Own Process
Service Dependencies:
  SysMgmt
Telephony Service                               Stopped   (Manual)
  C:\WINNT\system32\tapisrv.exe
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
UPS                                              Stopped   (Manual)
  C:\WINNT\System32\ups.exe
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process
World Wide Web Publishing Service              Running   (Automatic)
  C:\WINNT\System32\inetsrv\inetinfo.exe
  Service Account Name: LocalSystem
  Error Severity: Ignore
  Service Flags: Shared Process
  Service Dependencies:
    IISADMIN
GeoTel ICR pru Distributor                     Running   (Automatic)
  C:\icr\bin\nodemam /RegistryBase:ICR\pru\Distributor
  Service Account Name: USGEOPRU\prugeopruhds2
  Error Severity: Normal
  Service Flags: Own Process
  Service Dependencies:
    Eventlog
    MSSQLServer
ICR Inspect                                    Running   (Automatic)
  C:\icr\bin\InspectService
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process, Interactive
Ataman Telnetd Server                          Running   (Automatic)
  C:\icr\ataman\telnetd.exe
  Service Account Name: LocalSystem
  Error Severity: Normal
  Service Flags: Own Process

```

Drivers Report

This section lists all drivers that are installed on the Windows NT Server, whether they are running or stopped. The list also indicates the Drivers "Startup Values".

The values for services are System/Boot/Automatic/Manual/Disabled.

```

Drivers Report
-----
Abiosdsk (Primary disk)                        Stopped   (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
AFD Networking Support Environment (TDI)        Running   (Automatic)
  C:\WINNT\System32\drivers\afd.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Aha154x (SCSI miniport)                       Stopped   (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Aha174x (SCSI miniport)                       Stopped   (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
aic78xx (SCSI miniport)                      Stopped   (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process

```

```

Always (SCSI miniport)                Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
ami0nt (SCSI miniport)                Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
amsint (SCSI miniport)                Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Arrow (SCSI miniport)                 Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
atapi (SCSI miniport)                 Running (Boot)
  C:\WINNT\System32\DRIVERS\atapi.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Atdisk (Primary disk)                 Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
ati (Video)                           Running (System)
  System32\DRIVERS\ati.sys
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
AW_HOST (AWDrivers)                   Running (System)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Beep (Base)                           Running (System)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Network Monitor Agent Driver           Stopped (Manual)
  C:\WINNT\System32\drivers\bhnt.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
  Group Dependencies:
    NDIS
BusLogic (SCSI miniport)              Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Busmouse (Pointer Port)               Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Cdaudio (Filter)                       Stopped (System)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Cdfs (File system)                     Running (Disabled)
  Error Severity: Normal
  Service Flags: File System Driver, Shared Process
  Group Dependencies:
    SCSI CDROM Class
Cdrom (SCSI CDROM Class)               Running (System)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
  Group Dependencies:
    SCSI miniport
Changer (Filter)                       Stopped (System)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
cirrus (Video)                         Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Compaq Network Management Protocol Driver (Extended Base) Running (Automatic)
  SYSTEM32\DRIVERS\CNMPROT.SYS
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
cpq32fs2 (SCSI Miniport)              Running (Boot)
  C:\WINNT\System32\DRIVERS\cpq32fs2.sys

```

```

Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Cpqarray (SCSI miniport)                Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Compaq Fibre Channel Array Driver (SCSI Class) Running (System)
SYSTEM32\DRIVERS\CPQFCAC.SYS
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
Group Dependencies:
    SCSI Miniport
cpqfcalm (SCSI Miniport)                Running (Boot)
C:\WINNT\System32\DRIVERS\cpqfcalm.sys
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Compaq Fibre Channel Filter Driver (port) Running (Boot)
C:\WINNT\SYSTEM32\DRIVERS\CPQFCFTR.SYS
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
Group Dependencies:
    SCSI Miniport
cpqfws2e (SCSI miniport)                Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Compaq SCSI Device Monitor (Filter)      Running (Boot)
C:\WINNT\SYSTEM32\DRIVERS\CPQSDM.SYS
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
dac960nt (SCSI miniport)                Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
dce376nt (SCSI miniport)                Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Delldsa (SCSI miniport)                 Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Dell_DGX (Video)                        Stopped (Disabled)
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
Disk (SCSI Class)                       Running (Boot)
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
Group Dependencies:
    SCSI miniport
Diskperf (Filter)                       Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
dlttape (SCSI Class)                    Stopped (Disabled)
System32\DRIVERS\dlttape.sys
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Group Dependencies:
    SCSI Miniport
DptScsi (SCSI miniport)                 Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
dte329x (SCSI miniport)                 Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
et4000 (Video)                           Stopped (Disabled)
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
Fastfat (Boot file system)               Running (Disabled)
Error Severity: Normal
Service Flags: File System Driver, Shared Process

```

```

Fd16_700 (SCSI miniport)                Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Fd7000ex (SCSI miniport)                Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Fd8xx (SCSI miniport)                  Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
flashpnt (SCSI miniport)                Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Floppy (Primary disk)                   Running (System)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Ftdisk (Filter)                          Running (Boot)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Gernuwa (Base)                           Running (System)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
i8042 Keyboard and PS/2 Mouse Port Driver (Keyboard Port) Running (System)
  System32\DRIVERS\i8042prt.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Inport (Pointer Port)                   Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Jazzg300 (Video)                         Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Jazzg364 (Video)                         Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Jzvxl484 (Video)                         Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Keyboard Class Driver (Keyboard Class)   Running (System)
  System32\DRIVERS\kbdclass.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
KSecDD (Base)                            Running (System)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
mga (Video)                              Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
mga_mil (Video)                          Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
mitsumi (SCSI miniport)                  Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
mkecr5xx (SCSI miniport)                 Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Modem (Extended base)                    Stopped (Manual)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Mouse Class Driver (Pointer Class)        Running (System)
  System32\DRIVERS\mouclass.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Msfs (File system)                       Running (System)
  Error Severity: Normal
  Service Flags: File System Driver, Shared Process

```

```

Mup (Network)                                Running    (Manual)
  C:\WINNT\System32\drivers\mup.sys
  Error Severity: Normal
  Service Flags: File System Driver, Shared Process
Compaq Netelligent 10 or 10/100 PCI Intel Controller Driver (NDIS) Running (Automatic)
  C:\WINNT\System32\drivers\nl00nt.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Ncr53c9x (SCSI miniport)                      Stopped   (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
ncr77c22 (Video)                              Stopped   (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Ncrc700 (SCSI miniport)                      Stopped   (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Ncrc710 (SCSI miniport)                      Stopped   (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Microsoft NDIS System Driver (NDIS)          Running   (System)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
NetBIOS Interface (NetBIOSGroup)            Running   (Manual)
  C:\WINNT\System32\drivers\netbios.sys
  Error Severity: Normal
  Service Flags: File System Driver, Shared Process
  Group Dependencies:
    TDI
WINS Client(TCP/IP) (PNP_TDI)                Running   (Automatic)
  C:\WINNT\System32\drivers\netbt.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
  Service Dependencies:
    Tcpip
NetDetect                                    Stopped   (Manual)
  C:\WINNT\system32\drivers\netdtect.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Npfs (File system)                           Running   (System)
  Error Severity: Normal
  Service Flags: File System Driver, Shared Process
Ntfs (File system)                           Running   (Disabled)
  Error Severity: Normal
  Service Flags: File System Driver, Shared Process
Null (Base)                                  Running   (System)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Oliscsi (SCSI miniport)                     Stopped   (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Parallel (Extended base)                     Running   (Automatic)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
  Service Dependencies:
    Parport
  Group Dependencies:
    Parallel arbitrator
Parport (Parallel arbitrator)                Running   (Automatic)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
ParVdm (Extended base)                       Running   (Automatic)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
  Service Dependencies:
    Parport

```

```

Group Dependencies:
  Parallel arbitrator
PCIDump (PCI Configuration)                Stopped (System)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Pcmcia (System Bus Extender)                Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
PnP ISA Enabler Driver (Base)               Stopped (System)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Compaq ProLiant Storage System Driver (SCSI Class) Running (System)
  SYSTEM32\DRIVERS\PRLNTSS.SYS
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Group Dependencies:
  SCSI Miniport
psidisp (Video)                             Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
qic117 (Primary disk)                       Stopped (Disabled)
  \??\C:\WINNT\System32\drivers\qic117.sys
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Qll0wnt (SCSI miniport)                    Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
qv (Video)                                  Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Rdr (Network)                               Running (Manual)
  C:\WINNT\System32\drivers\rdr.sys
  Error Severity: Normal
  Service Flags: File System Driver, Shared Process
s3 (Video)                                  Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Scsiprnt (Extended base)                    Stopped (Automatic)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Group Dependencies:
  SCSI miniport
Scsiscan (SCSI Class)                       Stopped (System)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Group Dependencies:
  SCSI miniport
Serial (Extended base)                      Running (Automatic)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Sermouse (Pointer Port)                     Stopped (Disabled)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Sfloppy (Primary disk)                      Stopped (System)
  Error Severity: Ignore
  Service Flags: Kernel Driver, Shared Process
Group Dependencies:
  SCSI miniport
Simbad (Filter)                             Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
slcd32 (SCSI miniport)                      Stopped (Disabled)
  Error Severity: Normal
  Service Flags: Kernel Driver, Shared Process
Sparrow (SCSI miniport)                     Stopped (Disabled)
  Error Severity: Normal

```

```

Service Flags: Kernel Driver, Shared Process
Spock (SCSI miniport)                Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Special Purpose Utility Driver        Running (Manual)
C:\WINNT\System32\drivers\spud.sys
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Srv (Network)                        Running (Manual)
C:\WINNT\System32\drivers\srv.sys
Error Severity: Normal
Service Flags: File System Driver, Shared Process
symc810 (SCSI miniport)              Stopped (Disabled)
System32\DRIVERS\symc810.sys
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Compaq System Management Driver (System Management) Running (System)
SYSTEM32\DRIVERS\SYSMGMT.SYS
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
T128 (SCSI miniport)                Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
T13B (SCSI miniport)                Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
TCP/IP Service (PNP_TDI)             Running (Automatic)
C:\WINNT\System32\drivers\tcpip.sys
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
tga (Video)                          Stopped (Disabled)
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
tmv1 (SCSI miniport)                Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Ultral24 (SCSI miniport)            Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Ultral4f (SCSI miniport)            Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Ultra24f (SCSI miniport)            Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
update (Base)                       Stopped (System)
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
v7vram (Video)                      Stopped (Disabled)
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
VgaSave (Video Save)                Running (System)
C:\WINNT\System32\drivers\vga.sys
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
VgaStart (Video Init)               Stopped (System)
C:\WINNT\System32\drivers\vga.sys
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
Wd33c93 (SCSI miniport)              Stopped (Disabled)
Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
wd90c24a (Video)                    Stopped (Disabled)
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
wdvga (Video)                       Stopped (Disabled)

```

```

Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
weitek9 (Video)                               Stopped (Disabled)
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process
Xga (Video)                                   Stopped (Disabled)
Error Severity: Ignore
Service Flags: Kernel Driver, Shared Process

```

IRQ and Port Report

Here you can check for any interrupt request level (IRQ) conflicts.

```

IRQ and Port Report
-----
Devices                Vector Level  Affinity
-----
i8042prt                1           1 0xffffffff
i8042prt                12          12 0xffffffff
Serial                  4           4 0x00000000
Serial                  3           3 0x00000000
Floppy                  6           6 0x00000000
N100                    9           9 0x00000000
N100                    8           8 0x00000000
SysMgmt                 44          44 0x0000000f
SysMgmt                 44          44 0x0000000f
SysMgmt                 13          13 0x00000001
atapi                   0           14 0x00000000
cpq32fs2                52          52 0x00000000
cpq32fs2                53          53 0x00000000
cpqfcalm                8           8 0x00000000

```

Devices, DMA, and Memory Reports

Listed are devices, physical memory addresses and length, direct memory access (DMA) and memory report. Check here for any Memory Addressing conflicts.

```

Devices                Physical Address  Length
-----
i8042prt                0x00000060      0x0000000001
i8042prt                0x00000064      0x0000000001
Parport                 0x00000378      0x0000000003
Serial                  0x000003f8      0x0000000007
Serial                  0x000002f8      0x0000000007
Floppy                  0x000003f0      0x0000000006
Floppy                  0x000003f7      0x0000000001
N100                    0x00004020      0x000000001c
N100                    0x00004000      0x000000001c
SysMgmt                 0x0000cd4       0x0000000001
SysMgmt                 0x00001800      0x0000000100
atapi                   0x000001f0      0x0000000008
atapi                   0x000003f6      0x0000000001
cpq32fs2                0x00002800      0x0000000100
cpq32fs2                0x00002c00      0x0000000100
cpqfcalm                0x00002000      0x0000000100
cpqfcalm                0x00002400      0x0000000100
ati                     0x000003b0      0x000000000c
ati                     0x000003c0      0x0000000020
ati                     0x000003c4      0x0000000002
ati                     0x000003c5      0x0000000001
ati                     0x000003ce      0x0000000002
ati                     0x000003cf      0x0000000001
ati                     0x00003000      0x0000000100

```


Network Report

This report shows how many users were accessing the system at the time of the report. If there is a report of a memory usage problem and you check here and find numerous users, the problem might be insufficient memory. If insufficient memory is the problem add more RAM.

Network Report

```
-----  
Your Access Level: Admin & Local  
Workgroup or Domain: GEOXXXX  
Network Version: 4.0  
LanRoot: GEOXXXX  
Logged On Users: 9  
Current User (1): Administrator  
  Logon Domain: GEOXXXX  
  Logon Server: GEOPRULGRB  
Current User (2): Administrator  
  Logon Domain: GEOXXXX  
  Logon Server: GEOXXXX  
Current User (3): Administrator  
  Logon Domain: GEOXXXX  
  Logon Server: GEOXXXX  
Current User (4): user  
  Logon Domain: GEOXXXX  
  Logon Server: GEOXXXX  
Current User (5): Administrator  
  Logon Domain: GEOXXXX  
  Logon Server: GEOXXXX  
Current User (6): Administrator  
  Logon Domain: GEOXXXX  
  Logon Server: GEOXXXX  
Current User (7): Administrator  
  Logon Domain:GEOXXXX  
  Logon Server: GEOXXXX  
Current User (8): Administrator  
  Logon Domain: GEOXXXX  
  Logon Server: GEOXXXX  
Current User (9): Administrator  
  Logon Domain: GEOXXXX  
  Logon Server: GEOXXXX
```

Network Interface Card Report

Protocols loaded and bound to NIC's, MAC addresses:

```
Transport: NetBT_N1001, 00-08-C7-07-AF-57, VC's: 2, Wan: Wan  
Transport: NetBT_N1002, 00-08-C7-07-AF-58, VC's: 1, Wan: Wan
```

Further NT Reports

This section contains very granular reports from various processes and settings within Windows NT. A few keynotes in this section are:

- Use Opportunistic Locking
- Use Unlock Behind
- Should always be set to TRUE

In bottom entries large numbers in any entry could indicate a problem. For example, high numbers of:

- **Server Disconnects** A high number of disconnects could be caused by network issues.

- **Server Sessions Timed Out** Sessions timed out could be caused by network issues.
- **Server Password Errors** High number can mean someone is attempting to access the system that is suspect. Check the Windows NT Event Log.
- **Server Permission Errors** High number can mean someone is attempting to access system that is suspect. Check the Windows NT Event Log.

```

Character Wait: 3,600
Collection Time: 250
Maximum Collection Count: 16
Keep Connection: 600
Maximum Commands: 5
Session Time Out: 45
Character Buffer Size: 512
Maximum Threads: 50
Lock Quota: 6,144
Lock Increment: 10
Maximum Locks: 500
Pipe Increment: 10
Maximum Pipes: 500
Cache Time Out: 40
Dormant File Limit: 45
Read Ahead Throughput: 4,294,967,295
Mailslot Buffers: 3
Server Announce Buffers: 20
Illegal Datagrams: 5
Datagram Reset Frequency: 60
Log Election Packets: False
Use Opportunistic Locking: True
Use Unlock Behind: True
Use Close Behind: True
Buffer Pipes: True
Use Lock, Read, Unlock: True
Use NT Caching: True
Use Raw Read: True
Use Raw Write: True
Use Write Raw Data: True
Use Encryption: True
Buffer Deny Write Files: True
Buffer Read Only Files: True
Force Core Creation: True
512 Byte Max Transfer: False
Bytes Received: 1,450,928,733
SMB's Received: 11,418,712
Paged Read Bytes Requested: 12,147,200
Non Paged Read Bytes Requested: 56,250,275
Cache Read Bytes Requested: 1,690,909
Network Read Bytes Requested: 39,337,476
Bytes Transmitted: 1,766,680,174
SMB's Transmitted: 11,418,719
Paged Read Bytes Requested: 0
Non Paged Read Bytes Requested: 107,190
Cache Read Bytes Requested: 0
Network Read Bytes Requested: 31,452
Initially Failed Operations: 0
Failed Completion Operations: 9
Read Operations: 7,579
Random Read Operations: 6,986
Read SMB's: 7,519
Large Read SMB's: 359
Small Read SMB's: 141
Write Operations: 1,695
Random Write Operations: 75
Write SMB's: 1,651
Large Write SMB's: 3
Small Write SMB's: 72

```

Raw Reads Denied: 0
Raw Writes Denied: 0
Network Errors: 0
Sessions: 7,329
Failed Sessions: 5
Reconnects: 3
Core Connects: 0
LM 2.0 Connects: 0
LM 2.x Connects: 0
Windows NT Connects: 7,311
Server Disconnects: 12
Hung Sessions: 0
Use Count: 14,369
Failed Use Count: 3
Current Commands: 0
Server File Opens: 6,053
Server Device Opens: 0
Server Jobs Queued: 0
Server Session Opens: 1
Server Sessions Timed Out: 48
Server Sessions Errored Out: 51
Server Password Errors: 806,065
Server Permission Errors: 743
Server System Errors: 0
Server Bytes Sent: 162,129,458
Server Bytes Received: 358,521,940
Server Average Response Time: 0
Server Request Buffers Needed: 0
Server Big Buffers Needed: 0

Related Information

- [Microsoft Knowledge Base Search](#)
 - [How to Create a WinMSD Report](#)
 - [How to Use WINMSDP.EXE](#)
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