




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. For more complete information on WinMsd please see articles on the the [Microsoft](#)  site, including:

- [How to Create a WinMSD Report](#) 

- [How to Use WINMSDP.EXE](#) 

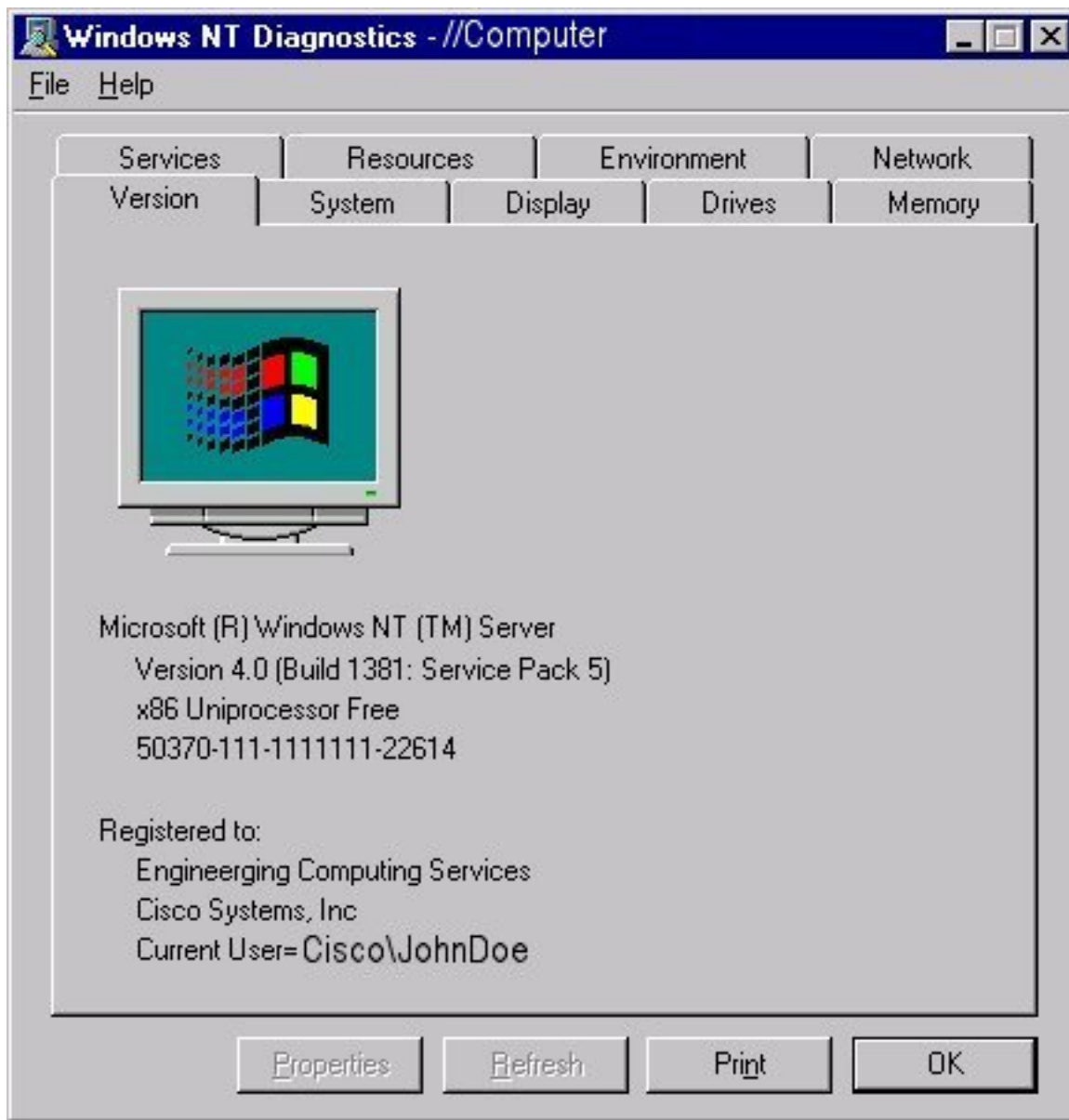
How to Gather a WinMsd Report

To get a WinMsd Report start at your desktop.

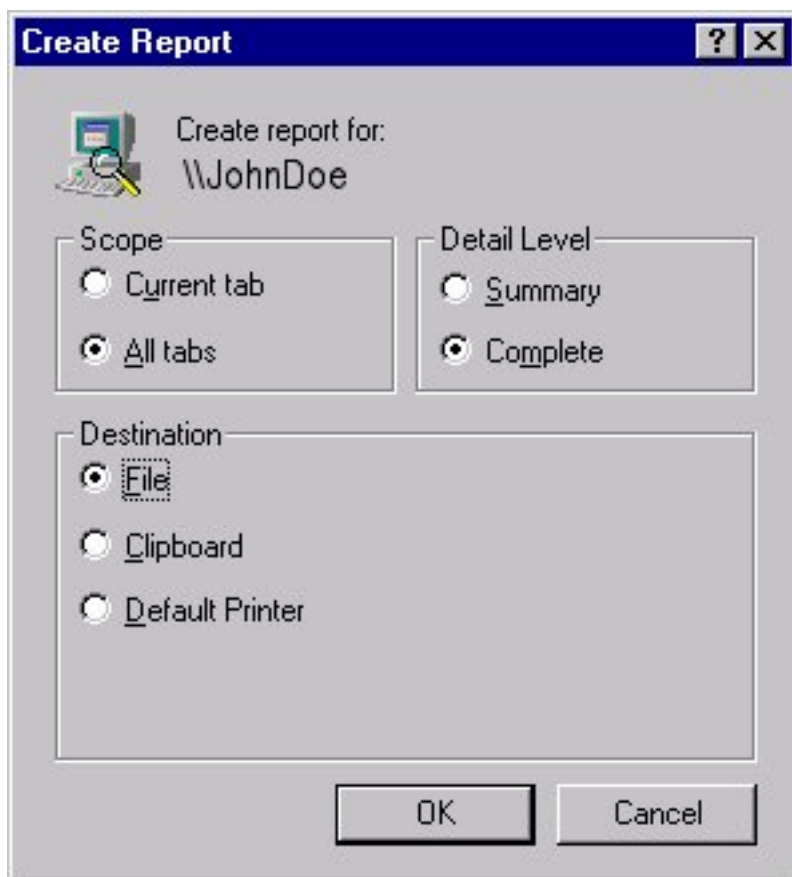
1. Click on Start.
2. Click on Run
3. Type in **winmsd**



4. The Windows NT Diagnostics Dialog Box will appear



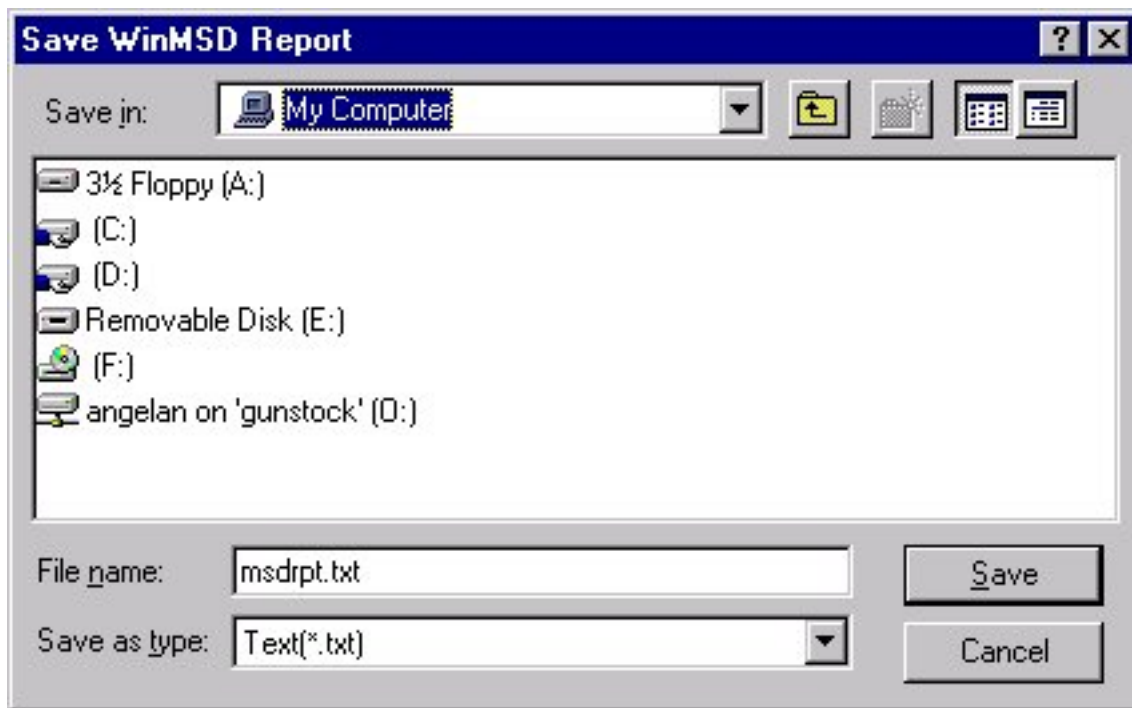
5. Click on Print. The **Create Report** dialog box will display



6. Select the following:

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

7. The Save As dialog box will display



- Click OK to close the windows NT Diagnostic dialog box

Reviewing a WinMsd Report

Operating System (OS)

This section of the WinMsd report indicates the name of the machine, the version of NT and the Service Pack level that the OS is currently at.

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: 11111-1111-111111-11111

System Report

Bios and Processor Report, shows in this example quad 400 Mhz, Bios date of 11/13/98

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 the example below, notice the "File(s):" section. ati.sys and awvideo.dll indicates that PCAnywhere is installed. If problems are encountered during a system re-boot of the NT server, there could be a bad driver installed or a conflict with PCAnywhere. Contact your system admin 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 next section ([Memory Report](#)) for the location of the page file. If there is inadequate room for the page file, this will affect your system performance in numerous ways. Please see [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 examples above, Drivers Report, and below, The Memory Report can tell us a couple of things.

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.

Changing the Pagefile size is needed, however, changing the pagefile 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 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 NT or ICM related, disable it.
2. Disable nonessential services.

Essential NT Services are;

- 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. See if it works
 4. If it does, start services individually and see which one brings 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\cpqnimgt\CPQNIMGT.EXE
Service Account Name: LocalSystem
Error Severity: Normal
Service Flags: Own Process
Service Dependencies:
 SNMP

Compaq Remote Monitor Service Running (Automatic)
SYSTEM32\CPQRCMC.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:
 SNMP

Insight Storage Agents Running (Automatic)
 C:\WINNT\system32\cpqmgmt\CqMgStor\CqMgStor.EXE
 Service Account Name: LocalSystem
 Error Severity: Normal
 Service Flags: Own Process
 Service Dependencies:
 SNMP

Backup Agent Communication Server Stopped (Manual)
 C:\DBASQL\DBABRD.EXE
 Service Account Name: LocalSystem
 Error Severity: Normal
 Service Flags: Own Process

Backup Agent RPC Server Running (Automatic)
 "C:\DBASQL\dbasvr.exe"
 Service Account Name: LocalSystem
 Error Severity: Normal
 Service Flags: Own Process, Interactive

DHCP Client (TDI) Stopped (Disabled)
 C:\WINNT\System32\services.exe
 Service Account Name: LocalSystem
 Error Severity: Normal
 Service Flags: Shared Process
 Service Dependencies:
 Tcpip
 Afd
 NetBT

EventLog (Event log) Running (Automatic)
 C:\WINNT\system32\services.exe
 Service Account Name: LocalSystem

Error Severity: Normal

Service Flags: Shared Process

IDS Server Running (Automatic)

C:\IDSServer\idss.exe

Service Account Name: LocalSystem

Error Severity: Normal

Service Flags: Own Process

IIS Admin Service Running (Automatic)

C:\WINNT\System32\inetsrv\inetinfo.exe

Service Account Name: LocalSystem

Error Severity: Normal

Service Flags: Shared Process

Service Dependencies:

RPCSS

NTLMSSP

ProtectedStorage

Server Running (Automatic)

C:\WINNT\System32\services.exe

Service Account Name: LocalSystem

Error Severity: Normal

Service Flags: Shared Process

Group Dependencies:

TDI

Workstation (NetworkProvider) Running (Automatic)

C:\WINNT\System32\services.exe

Service Account Name: LocalSystem

Error Severity: Normal

Service Flags: Shared Process

Group Dependencies:

TDI

License Logging Service Running (Automatic)

C:\WINNT\System32\llssrv.exe

Service Account Name: LocalSystem

Error Severity: Normal

Service Flags: Own Process

TCP/IP NetBIOS Helper Running (Automatic)

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:
 NetDDEDSM

Network DDE DSM 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\nodeman /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 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
 Caudio (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\CNMMPROT.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
 Dellds (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
 dtc329x (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
 Jzvx1484 (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\n100nt.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
 Nrc700 (SCSI miniport) Stopped (Disabled)
 Error Severity: Normal
 Service Flags: Kernel Driver, Shared Process
 Nrc710 (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:

Tcipip

NetDetect Stopped (Manual)

C:\WINNT\system32\drivers\netdect.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

Olisci (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

Ql10wnt (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: Normal
Service Flags: Kernel Driver, Shared Process
Ultra124 (SCSI miniport) Stopped (Disabled)

Error Severity: Normal
Service Flags: Kernel Driver, Shared Process
Ultra14f (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
VgaSave	0x000003b0	0x000000000c
VgaSave	0x000003c0	0x0000000020
VgaSave	0x000001ce	0x0000000002

DMA and Memory Report

Devices	Channel	Port
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Floppy	2	0
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Devices	Physical Address	Length
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MPS 1.4 - APIC platform	0xfec00000	0x00000400
MPS 1.4 - APIC platform	0xfe000000	0x00000400
N100	0xc6ce0000	0x0000001c
N100	0xc6cf0000	0x0000001c
SysMgmt	0xc6be0000	0x00000100
SysMgmt	0xc6df0000	0x00000100
cpq32fs2	0xc6bc0000	0x00000100
cpq32fs2	0xc6bb0000	0x00000100
cpq32fs2	0xc6ba0000	0x00000100
cpq32fs2	0xc6b90000	0x00000100
cpqfcalm	0xc6bf0000	0x00000200
ati	0x000a0000	0x00020000
ati	0xc5000000	0x00800000
VgaSave	0x000a0000	0x00020000

Environment Report

Check here if there is a system environment variable problem.

Environment Report

System Environment Variables

CATPATH=C:\ARCSERVEIT\DATABASE
ComSpec=C:\WINNT\system32\cmd.exe
INCLUDE=C:\Program Files\Mts\Include
LIB=C:\Program Files\Mts\Lib
LNNAME=ARCSERVE
NUMBER_OF_PROCESSORS=4
OS=Windows_NT
Os2LibPath=C:\WINNT\system32\os2\dll;
Path=C:\icr\tools\perl\bin;C:\WINNT\system32;C:\WINNT;c:\Program
Files\Powersoft\InfoMaker 5.0;c:\Program Files\Common Files\Powersoft
Shared;C:\MSSQL\BINN;C:\Program
Files\Powersoft\shared;C:\icr\bin;;C:\Program Files\Mts;c:\;c:\winnt\system32;c:\winnt;
PROCESSOR_ARCHITECTURE=x86
PROCESSOR_IDENTIFIER=x86 Family 6 Model 5 Stepping 3, GenuineIntel
PROCESSOR_LEVEL=6
PROCESSOR_REVISION=0503
RNNAME=GEOPRUHDS2
windir=C:\WINNT

Environment Variables for Current User

TEMP=C:\TEMP
TMP=C:\TEMP

Network Report

Look here to see 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 NT.

Couple of keynotes in this section;

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

In bottom entries large numbers in any entry could indicate 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 may mean someone is attempting to access system that is suspect. Check in the NT Event Log.
- Server Permission Errors - High number may mean someone is attempting to access system that is

suspect. Check in the 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](#)  (Select country from the drop down menu in the upper left.)
- [How to Create a WinMSD Report](#) 
- [How to Use WINMSDP.EXE](#) 
- [Cisco ICM/NAM Index Page](#)

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