Customer Tips

… for the user

Resolving SPOOL32 Errors in Windows 95/98/ME

Purpose

This document describes a problem and provides solutions for a SPOOL32 error that a Document Centre/WorkCentre may experience in a Windows 95A/98/ME or OSR2 environment.

Problem

When you send a job to a printer in the Windows 9x environment, the following scenarios might occur:

- SPOOL32 causes a stack fault in module SPOOLSS.DLL at

  <xxxx : xxxxxxxx>

  where <xxxx : xxxxxxxx> is a series of hexadecimal digits representing the code segment and the actual address where the stack fault occurred.

- Print and other workstation capabilities stop temporarily. When your workstation recovers, no printers exist in the Printers folder. The next time you attempt to print, you may receive the following error message:

  "There is no default printer. To install and select a default printer, click The Start button, point to settings, click Printers, and then double-click Add Printer."

This problem generally occurs when you have the Microsoft client for NetWare networks installed on your workstation, although the problem is not network related. To correct the problem, remove the Microsoft client for NetWare and install the Novell client as described in the next section.Heading 1 (Ctrl-Alt 1 to apply)

This document applies to these Xerox products:

x	WC Pro 32/40 Color
x	WC Pro 65/75/90
x	WC Pro 35/45/55
x	WC M35/M45/M55
x	DC 555/545/535
x	DC 490/480/470/460
x	DC 440/432/425/420
x	DC 340/332
x	DC 265/255/240
x	DC 230/220
	DCCS 50

Solutions

There are two possible solutions.

- **Solution 1**

  Remove the Microsoft client for NetWare and add the Novell client service.

  NOTE: You do not need to perform a full installation of the Novell client on your workstation. Installation of the Novell client service is not necessary.

  Steps to adding the Novell client service

  1. Right-click on **Network Neighborhood** and select **Properties**.
  2. Select **Client for NetWare Networks** and click **Remove**.
  3. Click **Add**.
  4. Select **Client** in the windowpane.
  5. Click **Add**.
  6. Select **Novell** under the Manufacturers windowpane.
  7. Select **Novell NetWare Client** under NetWare Clients windowpane.
  8. Click **OK** twice.
  9. Reboot the workstation.

- **Solution 2**

  NOTE: Microsoft states that this procedure is not thoroughly tested – perform at your own risk. You must perform this procedure for each printer on each workstation using the updated SPOOLSS.DLL file. For more information regarding this fix, contact Microsoft technical support or refer to Microsoft Tips Q167775 and Q159873.

  Update or assure that the SPOOLSS.DLL is version 4.00.952 dated 04/17/97 or later.

  To implement the resolution, follow these steps in addition to installing the update:

  1. Select **Start: Settings: Printers**.
  2. Right-click the printer, then select **Properties**.
  3. Select the [**Details**] tab, then select **Spool Settings**.
  4. Select **Start printing after last page is spooled**.

Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at http://www.xerox.com.

Other Tips about Xerox multifunction devices are available at the following URL: http://www.xerox.com/DocumentCentreFamily/Tips.

THE DOCUMENT COMPANY
XEROX