

Port Monitors are affecting Print Manager Plus operation

You cannot add a printer, and you receive printer spooler error messages

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SYMPTOMS

You may experience any of the following symptoms on your Windows XP-based computer:

- After you start your computer, you may receive the following error message:
Spooler subsystem app has encountered a problem and needs to close.
- When you try to start the Print Spooler service, you may receive the following error message:
Spooler subsystem app has encountered a problem and needs to close.
- When you try to stop the Print Spooler service, you may receive the following error message:
Spooler subsystem app has encountered a problem and needs to close.
- When you click **Start**, and then click **Printers and Faxes**, you may receive the following error message:
Spooler subsystem app has encountered a problem and needs to close.
- When you click **Start**, and then click **Printers and Faxes** to try to view your printers, no printers appear. This issue may occur even if you have a printer installed.
- When you click **Add a printer**, or when you try to print, you may receive the following error message and cannot add a printer:
Operation could not be completed.

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CAUSE

This issue may occur if a third-party printer driver or a third-party service that is installed prevents you from adding printers, or if the third-party printer driver or the third-party service affects the functionality of a newly installed printer.

For example, this issue may occur if the Lexmark print service (LexBce Server service) is installed and is running on your computer before you try to add another printer.

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RESOLUTION

Important This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](#) How to back up and restore the registry in Windows

To resolve this issue, follow these steps:

1. If you do not have a Lexmark printer installed, go to step 4. If you do have a Lexmark printer installed, go to step 2.
2. If the Lexmark print service is installed on your computer, turn off the LexBce Server service. To do this, follow these steps:
 - a. Click **Start**, right-click **My Computer**, and then click **Manage**.
 - b. Expand **Services and Applications**, and then click **Services**.
 - c. In the details pane, right-click **LexBce Server**, and then click **Properties**.
 - d. On the **General** tab, in the **Startup type** list, click **Disabled**.
 - e. Under **Service status**, click **Stop**, and then click **OK**.
 - f. Right-click the **Print Spooler** service, and then click **Start** (if it is stopped).
 - g. Exit Computer Management.
3. Test whether the issue is resolved. If the issue is resolved, you do not have to follow the remaining steps. If the issue is not resolved, go to step 4, and then follow the remaining steps.
4. Start the computer in safe mode. To do this, follow these steps:
 - a. Restart your computer and start pressing the F8 key on your keyboard. On a computer that is configured to start multiple operating systems, you can press the F8 key when the **Boot** menu appears.
 - b. Select an option when the **Windows Advanced Options** menu appears, and then press ENTER.
 - c. When the **Boot** menu appears again, and the words "Safe Mode" appear in blue at the bottom, select the installation that you want to start, and then press ENTER.

Note For more information about how to start your computer in safe mode, click **Start**, click **Help and Support**, type **safe mode** in the **Search** box, press the ENTER key, and then click the **Start Windows in safe mode** topic.
5. Start Microsoft Windows Explorer, and then delete all the files and the folders in the following two folders (where C: is the drive where you have Windows XP installed):
 - C:\Windows\System32\Spool\Printers

- C:\Windows\System32\Spool\Drivers\w32x86
6. Start Registry Editor. To do this, click **Start**, click **Run**, type **regedit** in the **Open** box, and then click **OK**.
 7. Locate and expand the following registry key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86
View the list of subkeys. There should only be the following subkeys:
 - Drivers
 - Print Processors
 8. If there are any subkeys other than the subkeys that are listed in step 7, follow these steps:
 - a. On the **File** menu, click **Export**.
In the **File Name** box, type the name that you want to use for this key, such as
 - b. **WindowsNTx86regkey**, and then click **Save**.

You can use this backup of the
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT
x86 registry key to restore the key if you experience any issues after you complete this
procedure.
 - c. Delete all the subkeys other than the subkeys that are listed in step 6. To do this, right-click
each subkey that is not on the list, and then click **Delete**. Click **Yes** when you are prompted to
confirm the deletion.
 9. Locate and then expand the following registry key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers
The registry entries for the printer drivers that are installed on the computer are stored in the
Version-x subkey or subkeys, where *x* is a number (typically 2 or 3).
 10. Export the **Version-x** subkey or subkeys. To do this, follow these steps:
 - a. On the **File** menu, click **Export**.
In the **File Name** box, type the name that you want to use for this key, such as **print driver**,
 - b. and then click **Save**.
 11. Expand the **Version-x** subkey or subkeys, and then delete the printer driver entries. To do this,
right-click each printer driver subkey, and then click **Delete**. Click **Yes** when you are prompted to
confirm the deletion.
 12. Locate and then expand the following registry key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors
View the list of subkeys. There should only be the following subkeys for the default print monitors:
 - BJ Language Monitor
 - Local Port
 - PJI Language Monitor
 - Standard TCP/IP Port
 - USB Monitor
 13. If there are any subkeys other than the subkeys that are listed in step 12, follow these steps:
 - a. On the **File** menu, click **Export**.

- b. In the **File Name** box, type the name that you want to use for this key, such as **MonitorsRegkey**, and then click **Save**.

You can use this backup of the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors registry key to restore the key if you experience any issues after you complete this procedure.

- c. Delete all the subkeys other than the subkeys that are listed in step 10. To do this, right-click each subkey that is not on the list, and then click **Delete**. Click **Yes** when you are prompted to confirm the deletion.
- 14 If you have a printer attached, disconnect the printer cable from the computer, and then restart the computer.
 - 15 Verify that the Print Spooler service is running. To do this, follow these steps:
 - a. Click **Start**, right-click **My Computer**, and then click **Manage**.
 - b. Expand **Services and Applications**, and then click **Services**.
 - c. In the details pane, right-click the **Print Spooler** service, and then click **Start** (if it is stopped).
 - d. Exit Computer Management.

Note If you cannot start the Print Spooler service, follow the steps in the following Microsoft Knowledge Base article to start the Print Spooler service:
[919750](#) You experience problems printing, viewing printer icons, and adding printers, the Print Spooler service does not function correctly, and you receive print-related error messages on a Windows XP-based computer

- 16 If you have a printer attached, reconnect the printer cable to the computer, add the printer that you want, and then try to print a test page. To add your printer, follow these steps:
 - a. Click **Start**, and then click **Printers and Faxes**.
 - b. Click **Add a printer**.

The Add Printer Wizard starts.
 - c. Follow the instructions in the Add Printer Wizard to install the printer that you want.

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MORE INFORMATION

For more information about how to troubleshoot printing problems in Windows XP, click the following article numbers to view the articles in the Microsoft Knowledge Base:

[314085](#) Advanced troubleshooting for when you cannot print in Windows XP

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