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## The Csrss.exe process in a terminal-server session continuously consumes more than 50 percent of CPU resources on a Windows Server 2003-based terminal server



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### SYMPTOMS

On a Microsoft Windows Server 2003-based terminal server, you may experience one or more of the following symptoms:

- System performance becomes slow.
- The terminal server stops responding (hangs).
- The Csrss.exe process in a terminal server session continuously consumes more than 50 percent of CPU resources. Then, the terminal-server session stops responding. Additionally, you cannot log off from this terminal server session. You also cannot disconnect from this session.

These symptoms typically occur after the terminal server has been running for a while.

### CAUSE

This problem occurs because an error in the Winsrv.dll file causes an access violation in the Csrss.exe process. The Csrss.exe process tries to de-reference an object that has already been released. This access violation generates high CPU usage in the Csrss.exe process. Therefore, the terminal-server session stops responding.

### RESOLUTION

#### Hotfix information

A supported hotfix is available from Microsoft. However, this hotfix is intended to correct only the problem that is described in this article. Apply this hotfix only to systems that are experiencing this specific problem. This hotfix might receive additional testing. Therefore, if you are not severely affected by this problem, we recommend that you wait for the next software update that contains this hotfix.

If the hotfix is available for download, there is a "Hotfix download available" section at the top of this Knowledge Base article. If this section does not appear, contact Microsoft Customer Service and Support to obtain the hotfix.

**Note** If additional issues occur or if any troubleshooting is required, you might have to create a separate service request. The usual support costs will apply to additional support questions and issues that do not qualify for this specific hotfix. For a complete list of Microsoft Customer Service and Support telephone numbers or to create a separate service request, visit the following Microsoft Web site: <http://support.microsoft.com/contactus/?ws=support> (<http://support.microsoft.com/contactus/?ws=support>)

**Note** The "Hotfix download available" form displays the languages for which the hotfix is available. If you do not see your language, it is because a hotfix is not available for that language.

#### Prerequisites

To apply this hotfix, you must have Windows Server 2003 Service Pack 1 or Windows Server 2003 Service Pack 2 installed on the computer. For more information, click the following article number to view the article in the Microsoft Knowledge

Base: [889100](http://support.microsoft.com/kb/889100/) (http://support.microsoft.com/kb/889100/ ) How to obtain the latest service pack for Windows Server 2003

### Restart requirement

You must restart the computer after you apply this hotfix.

### Hotfix replacement information

This hotfix does not replace any other hotfixes.

### File information

The English version of this hotfix has the file attributes (or later file attributes) that are listed in the following table. The dates and times for these files are listed in Coordinated Universal Time (UTC). When you view the file information, it is converted to local time. To find the difference between UTC and local time, use the **Time Zone** tab in the **Date and Time** item in Control Panel.

#### Windows Server 2003 with Service Pack 1, x86-based versions

File name	File version	File size	Date	Time	Platform
Winsrv.dll	5.2.3790.2913	299,520	10-Apr-2007	02:41	x86

#### Windows Server 2003 with Service Pack 2, x86-based versions

File name	File version	File size	Date	Time	Platform
Winsrv.dll	5.2.3790.4056	301,056	10-Apr-2007	03:10	x86

#### Windows Server 2003 with Service Pack 1, Itanium-based versions

File name	File version	File size	Date	Time	Platform
Winsrv.dll	5.2.3790.2913	819,712	09-Apr-2007	12:51	IA-64

#### Windows Server 2003 with Service Pack 2, Itanium-based versions

File name	File version	File size	Date	Time	Platform
Winsrv.dll	5.2.3790.4056	819,712	09-Apr-2007	12:57	IA-64

#### Windows Server 2003, x64-based versions

File name	File version	File size	Date	Time	Platform
Winsrv.dll	5.2.3790.2913	513,536	09-Apr-2007	12:51	x64

#### Windows Server 2003 with Service Pack 2, x64-based versions

File name	File version	File size	Date	Time	Platform
Winsrv.dll	5.2.3790.4056	513,536	09-Apr-2007	12:56	x64

### STATUS

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Microsoft has confirmed that this is a problem in the Microsoft products that are listed in the "Applies to" section.

### MORE INFORMATION

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For more information, click the following article number to view the article in the Microsoft Knowledge Base: [824684](http://support.microsoft.com/kb/824684/) (http://support.microsoft.com/kb/824684/ ) Description of the standard terminology that is used to describe Microsoft software updates

### APPLIES TO

- Microsoft Windows Server 2003, Standard Edition (32-bit x86)

- Microsoft Windows Server 2003, Web Edition
- Microsoft Windows Server 2003, Enterprise Edition (32-bit x86)
- Microsoft Windows Server 2003, Datacenter Edition (32-bit x86)
- Microsoft Windows Server 2003, Standard x64 Edition
- Microsoft Windows Server 2003, Enterprise x64 Edition
- Microsoft Windows Server 2003, Datacenter x64 Edition
- Microsoft Windows Server 2003, Enterprise Edition for Itanium-based Systems
- Microsoft Windows Server 2003, Datacenter Edition for Itanium-Based Systems

**Keywords:** kbautohotfix kbexpertiseinter kbwinserv2003postsp2fix kbbug kbfix kbhotfixserver kbqfe kbpubtypekc KB934330



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