



# *Client Platform Management* **Technical Bulletin**

**Bulletin ID:** TB1016  
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**Issue:** Windows 2000 SP4 Communication Error

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## **This bulletin applies to:**

- Windows® 2000 with Service Pack 4
- CCC Pathways

## **Symptoms:**

CCC has determined that users who have installed Service Pack 4 for Windows 2000 and have created a new dial-up connection are unable to connect after doing so. Upon connecting, the following error is received:

*CommService.exe has generated errors and will be closed by Windows. You will need to restart the program. An error log is being generated.*

Following this error, the COM port associated with the modem is unavailable until the system has been rebooted.

## **Cause:**

Microsoft® has introduced a problem in Windows 2000 Service Pack 4 as it relates to File and Printer Sharing and dial-up connections. On systems with Service Pack 4 installed, newly created connectoids include File and Printer Sharing enabled by default. The presence of this setting generates the aforementioned error during a communication session.

## **Resolution:**

To work around this problem, File and Printer Sharing must be disabled on the dial-up connection used by CCC Pathways.

### **Steps to disable File and Printer Sharing:**

1. Open the properties for the CCC Network connectoid.
2. Navigate to the Network Tab.
3. Uncheck "File and Printer Sharing."
4. Click "Apply."
5. Click "OK."
6. Have users restart their system if they haven't since the last communications failure.