
lpstat -t and lpstat -o give "memory fault" message after info on Nth printer is displayed.

Keywords

lpstat remote **printer** netware memory fault fails openserver v5 osr5 1.0.0 1.1.0 internet faststart 5.0.0 5.0.2 5.0.4 novell lpd lpsched nth

Release

SCO OpenServer Enterprise System Release 5.0.0, 5.0.2, 5.0.4
SCO OpenServer Host System Release 5.0.0, 5.0.2, 5.0.4
SCO OpenServer Desktop System Release 5.0.0, 5.0.2, 5.0.4
SCO OpenServer Internet FastStart Release 5.0.4
SCO Internet FastStart Release 1.0.0, 1.1.0

Problem

I have several remote **printers** configured on my OpenServer 5.0.x system and am experiencing one or more of the following problems:

1. lpstat -t starts to list available **printers**, gets to a certain **printer**, then gives the message "memory fault" and returns the prompt.
2. lpstat -t starts to list available **printers**, gets to a certain **printer**, then gives the message "memory fault" and the system hangs.
3. lpstat -t starts to list available **printers**, gets to a certain **printer**, then gives the messages "memory fault" and "core dumped".

Similar behavior is seen with lpstat -o.

Cause

This could be caused by improper **printer** configuration, unrecognized **printer** data being returned by non-UNIX **printers**, or corrupt lpd, lpstat, or lp binaries. Follow the steps below to troubleshoot the problem.

Solution

1. Does scoadmin list available **printers** correctly? Use scoadmin to list available **printers**:
scoadmin -> **printers** -> **printer** manager. If the configured **printers** are not displayed

correctly, remove and reinstall the **printers** incorrectly displayed.

2. Check the /usr/spool/lp/admins/lp/**printers** directory for entries that do not correspond to a **printer** you have configured. Remove these entries from the directory.
3. Check permissions on /etc/printcap (should be 644 owner:root group:sys), /usr/lib/lpd (should be 4711 owner:root group:bin), /usr/lpd/remote/lpstat (should be 6711 owner:root group:daemon). After updating these permissions and ownerships (which can also be done via software -> system -> verify), stop and start nfs and TCP/IP:

```
# nfs stop; tcp stop
# tcp start; nfs start
```

4. Run lpstat -t -l on each **printer** configured. In each set of output, check for a blank line under the line that starts with "Description:". If you see a blank line, do the following (see [Technical Article 104681](#), "Lpstat -t gives memory fault/core dump; other options work for lpstat."):

```
# cd /usr/spool/lp/admins/lp/printers/printer_name
# vi comment (this is the description field)
```

Remove the extra line, and save the file. Do this for each **printer** where output showed the blank line.

5. Check the file named "configuration" that lives in each **printer's** directory: /usr/spool/lp/admins/lp/**printers**/**printer_name**. If the line beginning with the word "Device" is commented out, remove the comment, and save the file.
6. Check each line of the /etc/printcap file for extra characters or other discrepancies. If there are several, zero-out the file, remove all **printers** and reconfigure them one at a time, checking lpstat -t and the /etc/printcap file in between each one.
7. If you have Novell NetWare **printers** (or other non-UNIX **printers**) configured, the "memory fault" error could be caused by these foreign **printers** returning information that lpstat cannot interpret. To test for this, remove all non-UNIX **printers** and test lpstat -t. If successful, reinstall each non-UNIX **printer** one at a time, testing lpstat -t after each one.
8. If the above solutions do not solve the problem, install Support Level Supplement (SLS) [OSS449F](#), which has updated versions of lpstat, lpd, and lp.

See Also

[Technical Article 104681](#), "Lpstat -t gives memory fault/core dump; other options work for lpstat."

[Technical Article 107704](#), "What is the SLS [OSS449F](#) Network Maintenance Supplement?"

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