No Local Ports Are Available for Printers

This article was previously published under Q255507

IMPORTANT: This article contains information about modifying the
registry. Before you modify the registry, make sure to back it up and
make sure that you understand how to restore the registry if a problem
occurs. For information about how to back up, restore, and edit the
registry, click the following article number to view the article in the Microsoft Knowledge Base:

Article ID   : 255507
Last Review : November 1, 2006
Revision   : 3.1

256986 (http://support.microsoft.com/kb/256986/EN-US/) Description of the Microsoft Windows Registry

SYMPTOMS

There may be no local ports available when you are configuring printers. Any printers that are connected to a local
port may stop working with the following error message:

Failed to open, retrying

Also, you may not be able to print to devices connected to LPT or COM ports.

CAUSE

The driver for the local port monitor (Localspl.dll) may have been replaced by a third-party local port monitor.
This print monitor may have been designed for previous versions of Windows and installed as part of a printer
driver for your device.

RESOLUTION

WARNING: If you use Registry Editor incorrectly, you may cause serious problems that may require you to
reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using
Registry Editor incorrectly. Use Registry Editor at your own risk.

To resolve this issue:

1. Start Registry Editor (Regedt32.exe).
2. Locate the following key:

    HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors\Local Port

3. Modify the Driver string value by double-clicking it, or by clicking it and then clicking **String** on the **Edit**
    menu. Change the string value to localspl.dll.
4. Click **OK**, and then quit Registry Editor.
5. Stop and restart the Spooler service.

STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed at the beginning of this
article.

MORE INFORMATION

When you are using the standard local port monitor (Localspl.dll), the available ports are LPT1 through LPT4,
COM1 through COM4, and FILE.

APPLIES TO

- Microsoft Windows 2000 Server
- Microsoft Windows 2000 Advanced Server
- Microsoft Windows 2000 Professional Edition

Keywords: kbprb kbprint KB255507