

Hello all,

I've got a group of devices in LANDesk with a recurring inventory scan crash condition. Whenever the inventory scanner is run, it will crash within 5-10 seconds of opening.

Running with the /debug flag doesn't seem to generate any (additional) logs.

uninstallwinclient.exe and agent reinstall doesn't appear to resolve the issue.

MS Visual Studio debug log below, may indicate a User Rights issue? Can't quite tell.

MS Visual Studio 2010
'LDISCN32.EXE': Loaded 'C:\Program Files (x86)\LANDesk\LDClient\LDISCN32.EXE', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\ntdll.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\kernel32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\KernelBase.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\sysfer.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\ELOGAPI.DLL', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\user32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\gdi32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\lpk.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\usp10.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\msvcrt.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\advapi32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\sechost.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\rpcrt4.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\sspicli.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\cryptbase.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\winmm.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\ws2_32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\nsi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\loc32vc0.dll', Binary was not built with debug information.
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\version.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\mpr.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\psapi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\netapi32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\netutils.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\srvccli.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\wkscli.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\samcli.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\cfgmgr32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\shlwapi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\msimg32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\winpool.driv', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\shell32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\uxtheme.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\ole32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\oleaut32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\userenv.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\profapi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\wtsapi32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\powrprof.dll', Cannot find or open the PDB file

'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\setupapi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\devobj.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\oleacc.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\winsxs\x86_microsoft.windows.gdiplus_6595b64144ccf1df_1.1.7601.23407_...
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\imm32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\msctf.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\ntmarta.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\Wldap32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\clbcatq.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\msxml3.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\bcrypt.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Program Files (x86)\LANDesk\LDCClient\rollinglog.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\pdh.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\perfos.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Program Files (x86)\LANDesk\LDCClient\enuSCN32.DLL', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Program Files (x86)\LANDesk\LDCClient\enuSCN32.MRL', Binary was not built with del...
'LDISCN32.EXE': Unloaded 'C:\Program Files (x86)\LANDesk\LDCClient\enuSCN32.MRL'
'LDISCN32.EXE': Loaded 'C:\Program Files (x86)\LANDesk\LDCClient\libhttp.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\mswsock.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\WSHTCPIP.DLL', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\apphelp.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'ImageAtBase0x22b0000', Loading disabled by Include/Exclude setting.
'LDISCN32.EXE': Unloaded 'ImageAtBase0x22b0000'
'LDISCN32.EXE': Loaded 'ImageAtBase0xa40000', Loading disabled by Include/Exclude setting.
'LDISCN32.EXE': Unloaded 'ImageAtBase0xa40000'
'LDISCN32.EXE': Loaded 'ImageAtBase0xa40000', Loading disabled by Include/Exclude setting.
'LDISCN32.EXE': Unloaded 'ImageAtBase0xa40000'
'LDISCN32.EXE': Loaded 'ImageAtBase0x22b0000', Loading disabled by Include/Exclude setting.
'LDISCN32.EXE': Unloaded 'ImageAtBase0x22b0000'
'LDISCN32.EXE': Loaded 'ImageAtBase0x4100000', Loading disabled by Include/Exclude setting.
'LDISCN32.EXE': Unloaded 'ImageAtBase0x4100000'
'LDISCN32.EXE': Loaded 'ImageAtBase0x22b0000', Loading disabled by Include/Exclude setting.
'LDISCN32.EXE': Unloaded 'ImageAtBase0x22b0000'
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\IPHLPAPI.DLL', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\winnsi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\dhcpcsvc6.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\dhcpcsvc.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\FirewallAPI.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\hnetcfg.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\atl.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\slc.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\gpapi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\cryptsp.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\rsaenh.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\RpcRtRemote.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\netshell.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\nlaapi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\wbem\wbemprox.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\wbemcomn2.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\wbem\wbemsvc.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\wbem\fastprox.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\ntdsapi.dll', Cannot find or open the PDB file

First-chance exception at 0x0041488c in LDISCN32.EXE: 0xC000001D: Illegal Instruction.
First-chance exception at 0x00414908 in LDISCN32.EXE: 0xC0000096: Privileged instruction.
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\taskschd.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\xmllite.dll', Cannot find or open the PDB file
First-chance exception at 0x00414908 in LDISCN32.EXE: 0xC0000096: Privileged instruction.
First-chance exception at 0x0041488c in LDISCN32.EXE: 0xC000001D: Illegal Instruction.
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\wevtapi.dll', Cannot find or open the PDB file
First-chance exception at 0x777bfa02 in LDISCN32.EXE: 0xC0000008: An invalid handle was specified.
Unhandled exception at 0x777bfa02 in LDISCN32.EXE: 0xC0000008: An invalid handle was specified.
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\wintrust.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\crypt32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\msasn1.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Program Files (x86)\LANDesk\LDClient\ldavhlpr.dll', Binary was not built with debug information.
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\msi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\winsta.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\MMDevAPI.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\propsys.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\wdmaud.driv', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\ksuser.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\avrt.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\rdpendp.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\msacm32.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\AudioSes.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\msacm32.driv', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\midimap.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Program Files (x86)\LANDesk\LDClient\ldaccount.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\samlib.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\cscapi.dll', Cannot find or open the PDB file
'LDISCN32.EXE': Unloaded 'C:\Program Files (x86)\LANDesk\LDClient\ldaccount.dll'
'LDISCN32.EXE': Loaded 'C:\Windows\SysWOW64\logoncli.dll', Cannot find or open the PDB file

STATUS_STACK_BUFFER_OVERRUN encountered

LDISCN32.EXE has triggered a breakpoint

The thread 'Win32 Thread' (0x6b0) has exited with code -1073740791 (0xc0000409).

The thread 'Win32 Thread' (0x730) has exited with code -1073740791 (0xc0000409).

The thread 'Win32 Thread' (0x1538) has exited with code -1073740791 (0xc0000409).

The thread 'Win32 Thread' (0x15d4) has exited with code -1073740791 (0xc0000409).

The thread 'Win32 Thread' (0x974) has exited with code -1073740791 (0xc0000409).

The thread 'Win32 Thread' (0xd9c) has exited with code -1073740791 (0xc0000409).

The thread 'Win32 Thread' (0x17b4) has exited with code -1073740791 (0xc0000409).

The program '[460] LDISCN32.EXE: Native' has exited with code -1073740791 (0xc0000409).

Heyas - so, you'll need to contact support here. Reason for that is that (usually) if you have consistent crashes, then - yes - it's usually an issue with "something" on the box that the scanner doesn't like.

Support will also be able to give you the relevant latest version(s) that are relevant to what ever version you're running - possible we've already fixed the problem you have.

Aside from that, a couple of tips around this sort of thing.

Run (from command line) LDISCN32 with the following switches:

```
LDISCN32 /F /SYNC /DEBUG /V
```

- /F - forces a software scan. If the "crash" is caused by the software section (unlikely, given that it crashes in the first 10 seconds), this will ensure that you attempt to scan for software (as by default, we only check 1x / day).
- /SYNC - not a requirement but just 'good manners' - forces a full non-delta scan to be sent (shouldn't make a difference here, because you don't get that far).
- /DEBUG - enables a bunch of debug logging to the following logs / locations (and support may benefit from **both**):
 - **C:\Program Files (x86)\LANDesk\LDClient\Data\ldiscn32.log**
 - **C:\ProgramData\LANDesk\Log\LDISCN32.log**
- /V - enables visual feedback / progress bar. By default, the inventory-scan is quiet unless it runs into errors.

The Debug log(s) will keep a progress of "as we go through the scanner", so that it's pretty easy to determine at what point the crash occurs (say - "CPU" for argument's sake). The "main" useful log will probably be the - **C:\Program Files (x86)\LANDesk\LDClient\Data\ldiscn32.log** - in all likelihood. One run of a "/DEBUG" log can easily add 6-10 MB of data to that log, so be careful 😊.

That should help you along a bit, I hope 😊.

This document was generated from the following discussion: [Inventory Scanner crashing](#)