Corporate KnowledgeBase

ERROR: Not enough server storage is available to process this command

Corporate KnowledgeBase ID: KB59932
Last Modified: May 11, 2010

Environment

For details of all supported operating systems, see KB51109 (index?page=content&id=KB51109)

Problem 1

Either of the following errors is displayed when clients attempt to access network shares:

Not enough server storage is available to process this command.

Not enough memory to complete transaction. Close some applications and retry.

Problem 2

Windows System Event logs records:

Event ID : **2011**
Source : **Srv**
Description: The Server's configuration parameter **"IRPStackSize" is too small** for the server to use a local device. Please increase the value of this parameter.

Problem 3

These errors might be reported on some computers after applying a VirusScan Patch.

Cause

- On some computers the issue may be seen after installing a VirusScan Enterprise Patch that updates the drivers.
- This issue has been seen on some low specification computers where the available CPU or RAM is insufficient for the VirusScan FEAD optimizer to execute.
  FEAD is a high compression tool used pre VSE 8.7i.

Solution 1

Restart your computer
If this issue is seen after applying a VirusScan Enterprise Patch (updating the VirusScan drivers), this is resolved by restarting your computer. In all other cases, follow solution 2.

Solution 2

Increase the IRPStackSize value in the registry

CAUTION: This article contains information about opening or modifying the registry.

- The following information is intended for System Administrators. Registry modifications are irreversible and could cause system failure if done incorrectly.
- Before proceeding, McAfee strongly recommends backing up your registry and understanding the restore process. For more information, see: http://support.microsoft.com/kb/256986 (http://support.microsoft.com/kb/256986)
- Do not run a .REG file that is not confirmed to be a genuine registry import file.

1. Click **Start**, **Run**, type **regedit** and click **OK**.
2. Navigate to the following key:
   [HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanServer\parameters]

3. In the right pane, locate the **IRPStackSize** key.
   If the IRPStackSize value does not exist:

   1. In the **Parameters** folder, right-click in a blank area of the right pane and select **New**.
   2. From the menu, select **DWORD Value** and change the default name to **IRPStackSize** and press ENTER.

      NOTE: The **IRPStackSize** name is case-sensitive.

4. Double click the **IRPStackSize** key.
5. In the **Base** section select **decimal**.
6. In the **Value data** field type a value that is larger than the value listed and click OK.

   NOTE: McAfee recommends that you increase the value by 3. Example: If the previous value was **11**, type **14**. The default value is **15**.

7. Exit the registry editor and restart your computer.

   If the issue persists, increase the value of IRPStackSize in further increments of **3**. The maximum value for Windows 2000 is **50** (0x32 hex).

Solution 3

Additional Information

Windows XP, Windows 2000, Windows Server 2003

- The default value of IRPStackSize is 15, and the range is from 11 to 50.

Windows NT 4.0

- The default value of IRPStackSize is 0x4, and the range is from 0x4 to 0xC (4-12).

- Windows NT 4.0 with Service Pack 5 or later ignores values less than 0x7.

  NOTE: If you are running Windows NT 4.0 and the problem persists after you complete this procedure, apply Windows NT Service Pack 6a.

Microsoft KnowledgeBase
See Microsoft KnowledgeBase article **106167** - Antivirus software may cause Event ID 2011
(http://support.microsoft.com/kb/177078/ (http://support.microsoft.com/kb/177078/))

Previous Document ID

KB47899