



Unable to reinstall RAS Universal Printing module due to Printer Spooler timeout

- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.3

Symptoms

When are you trying to install\uninstall Universal Printing Module following events occurred:

Cause

Universal Printing Module module failed to install\uninstall due to time out of staring\stopping spooler.

Resolution

By default, the timeout is 30 seconds. Sometimes Spooler needs some additional time to start\stop

In order to modify timeout for Spooler please follow steps:

1. Backup the registry Key:

HKEY_LOCAL_MACHINE\SOFTWARE\Parallels\ApplicationServer

2. You can download and use this reg file [spooler.reg](#)

3. Or you can add the following Keys manually:

HKEY_LOCAL_MACHINE\SOFTWARE\Parallels\ApplicationServer\DeveloperSettings
with DWORD value "SpoolerTimeout" and Hexadecimal Value data which contains time in seconds.

Example:

"SpoolerTimeout"=dword:180

Here we have increased timeout for 180 seconds

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