



# CTSI

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## Dns.exe consuming a large amount of nonpaged pool memory and file handles

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### Issue

A Windows server hangs, reboots, becomes unresponsive or network clients disconnect due to Dns.exe consuming a large amount of nonpaged pool memory and file handles.

### Solution:

Log on to the server using the local or domain **Administrator** account, open an elevated command prompt and perform the following steps.

1. Press the Windows Logo+R, type **runas /user:administrator@domain.local cmd** where **domain.local** is replaced by the name of the Active Directory domain or local server name and press **Enter**. The same task can be accomplished using the **Command Prompt** and **Run as Administrator**.
2. Type the **Administrator** account password when prompted and press **Enter**.
3. Type **dnscmd.exe /config /socketpoolsize 1000** and press **Enter**.
4. Type **net stop dns && net start dns** and press **Enter**.



```
Administrator: C:\Windows\system32\cmd.exe
C:\Users\Administrator>dnscmd /config /socketpoolsize 1000
Registry property socketpoolsize successfully reset.
Command completed successfully.

C:\Users\Administrator>net stop dns && net start dns
The DNS Server service is stopping.
The DNS Server service was stopped successfully.

The DNS Server service is starting.
The DNS Server service was started successfully.

C:\Users\Administrator>_
```

Tags

2012 R2

DNS

Microsoft

Windows