

## Unable to Open Command Prompt Window or Other Applications

<b>Problem Summary</b>	It fails when trying to open a command prompt window, or some other application.
<b>Error Message</b>	None.
<b>Possible Cause</b>	There are too many Windows threads in use on the system.
<b>Recommended Action</b>	<p>If the total number of calls configured in Call Server and VBAAdmin is too high, the system can run out of threads.</p> <ul style="list-style-type: none"> <li>• 1. Open the <b>Task Manager</b> on the Call Server.</li> <li>2. Click the <b>Processes</b> tab.</li> <li>3. Click the <b>View</b> menu.</li> <li>4. Click the <b>Select Columns</b> option.</li> <li>5. Check the <b>Thread Count</b> box.</li> <li>6. Click the <b>Threads</b> heading to sort by decreasing thread count. If the thread count starts approaching 2000, then this is most likely the problem.</li> </ul> <p>In VBAAdmin, the <b>ShowMaxTotalCalls</b> should never exceed 400.</p>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.