

RE: Blue Screen when printing just like Microsoft Knowledge Base Article – 827953

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<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.printing/2004-02/0120.html>

From: Bill Peele [MS] (bpeele_at_online.microsoft.com)

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From: =?Utf-8?B?Rmls?= <fil@marion.sa.gov.au>

Subject: Blue Screen when printing just like Microsoft Knowledge Base Article – 827953

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I have the exact problem outlined in Microsoft Knowledge Base Article – 827953, where the PC crashes and a Stop

0x50 error is logged. There is a hotfix listed for this problem for SP3 however I am running SP4 with all the Windows updates applied and still getting this.....

Any help would be appreciated as this is occurring on a network of PC's now SP4 has been deployed!!

I cannot find any reference to this hotfix actually being included in SP4 (looked at the fixed list) so I am suspicious

its not been included!!

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You would be correct, this hotfix was not included with SP4. I'm not sure why the article does not will try to have it changed so it does. You should contact support to obtain the hotfix if your Symptoms in the article.

Bill Peele

Microsoft Enterprise Support

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