

## Re: Update KB908531 problems

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-04/msg05335.html>

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- *From:* "kurtrail" <[dontemailme@xx](mailto:dontemailme@xx)>
  - *Date:* Sat, 15 Apr 2006 11:09:20 -0400
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MAP wrote:

kurtrail wrote:

BillW wrote:

Bob,

Thanks for the heads-up. This kind of informational post is really valuable and a great service to the rest of us. It keeps others from having to spend the same amount of time trying to resolve a problem that you have already solved. Again, thanks for taking the time to let us know about this.

It would have been more helpful if he given us the registry workaround.

I found this in another group.

Hi,

If this problem appeared after updates from Microsoft were installed (last couple of days) see this information from Stephen Hui [MSFT]

We've determined that the majority of the issues people are having with MS06-015 / KB908531 are due to a bad interaction between the security update and a software component included with various HP hardware devices, including but not limited to printers, scanners, and cameras.

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Here are two fixes which should fix problems caused by the interaction with the HP software:

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### Option 1 – Modify the registry

- (If you have multiple user accounts set up) Log onto the computer using an account with Administrator privileges
- Click the Start button, then click Run and type "regedit" at the prompt, without the quotes; this will start Registry Editor
- Locate the  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Shell Extensions\Cached key in Registry Editor
- Right click on the key and select New / DWORD Value
- Rename the resulting value "{A4DF5659-0801-4A60-9607-1C48695EFDA9}{000214E6-0000-0000-C000-000000000046} 0x401", without the quotes
- Right click the value, select Modify, and type "1" into the Value Data field
- Close Registry Editor

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### Option 2 – Kill the HP process

- Wait until Internet Explorer, Windows Explorer, or whichever component is encountering problems is in an unresponsive state
- Click the Start button, then select Run and type "taskmgr" at the prompt, without the quotes; this will start Task Manager
- Locate any instances of hpgs2wnd.exe or hpgs2wnf.exe in Task Manager, then right click on them and select End Process

(Note: Option 2 this may disable some HP device-specific functionality until you restart your computer.)

If your computer is not currently unresponsive, you should only have to do Option 1 or Option 2, not both. If your computer is currently unresponsive, you should be fixed by doing Option 2.

I'm very sorry about the inconvenience this has caused you all; hopefully this will get things back on track. Please note that MS06-015 fixes a critical security vulnerability, so it's very important that you reinstall it as soon as possible if you've

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uninstalled it. Please also keep in mind that disabling Auto Update will leave your computer unprotected even after we release security updates. I understand that this experience has been very frustrating for many of you, but I really must still strongly recommend that you leave Auto Update enabled for your own safety.

Last but not least --- if anyone encounters similar problems after attempting both options above, please post about it here so that we can continue to investigate.

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For the removal option look for another discussion also named "Address Bar Not Working" (April 14) you will be giving up the enhanced security provided by this update.

Hope this helps,  
Don  
[MS MVP- IE]

Thanks!

Later on Stephen Hui [MSFT] wrote:

"Actually, it appears that I spoke too soon. Option 2 will correct the problem for the logged-in user, but not for all users on a computer with multiple user accounts. For that reason, Option 1 is the preferred option."

<http://microscum.kurttrail.com/postsp2/index.htm#kb908531>

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Peace!  
Kurt Kirsch  
Self-anointed Moderator  
<http://microscum.com>  
"It'll soon shake your Windows  
And rattle your walls  
For the times they are a-changin'."

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