

Re: HP 2300c Scanner doesn't work after re-loading XP

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-05/msg05192.html>

- *From:* Canonman <Canonman@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 19 May 2007 18:23:00 -0700
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Well Rock, thanks for the reply none-the-less.

Spent about 7 hours re-building the PC today. BUT now I have one new problem with this installation.

Fixed the problem with the scanner as mentioned in my original thread and a number of missing .dll symptoms as well with apps like Nero for instance. Go figure!

You'd think that if someone was loading XP on the same platform using the same media, that the process should be repeatable and have a predictable outcome. However, each install brings with it a different set of issues.

Well, I'm afraid that MS is too complex a subject to allow consistency to be the rule.

Mine new problem started shortly after SP2 came down and updated.

I noticed that the PC went directly to the desktop each time it cycled with each pass of updates, bypassing the XP 'Welcome' splash screen entirely.

Once I loaded all of the latest patches (after SP2) it had 'quietened' down a bit, but it automatically opened the user group in Welcome and prompted for Owner's password without any human intervention. I haven't tried to add a second account to see if that changes what happens.

Has anyone seen this happen and is there a simple registry fix or patch for it?

I can capture a screen print if someone want to see what happens and is willing to view this through email.

Please let me know.

"Rock" wrote:

Re: HP 2300c Scanner doesn't work after re-loading XP

"Canonman" wrote

Hello All,

Yesterday, I re-loaded XP on our Gateway box because I was having repeated problems sharing within workgroups (I could see everyone in my network; – they could see me but not connect with me). Firewall(s) (ZoneAlarm and Windows Firewall) were disabled, no apparent reason why the other three machines could not access the shared folders.

Anyway, I re-loaded XP and pulled down the rollups and any additional software. This solved the sharing problems, but introduced a new bug.

The Updater 'saw' that I had an HP 2300c scanner attached, but lacking a driver because I had forgotten to disconnect the scanner during the Update phase. (hadn't gotten to the scanner yet!), so it selected an update called 'Hewlett-Packard – Other Hardware – HP Scanjet 2300c' and proceeded to install it.

Later, I tried to load the HP CD scanner software as one of the last steps in putting my system back to working order, BUT the HP Director crashes each time it accesses the scanner with a message similar to 'the device is not available.' (don't have the message at present).

I've unloaded the scanner driver and software three times. Cycled the PC, making sure the scanner was not connected during the software load, scanned the registry for any entry related to Scanjet or 2300c.

Even resorted to retrieving the driver from HP but that didn't work either.

I've re-loaded the XP system and re-loaded HP software once before without difficulties. This is the first time it has been this stubborn, further complicated (it would seem) by MS sticking its nose into something better left to the manufacturer of the scanner, I think.

The problem seems to be related to the Updater pulling down this gneric HP driver that I can't find and can't remove.

Any suggestions would be appreciated.

Sorry I can't help with your problem, but this is another example of why one should never get driver updates from the windows update site, unless it's an MS manufactured device. Screen all updates to make sure none are for

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drivers, and to make sure you want each of those updates.

Good luck.

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Rock [MS-MVP User/Shell]