

## My HP Printer driver crashes under XP Pro can anyone help plz???

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2004-05/4500.html>

---

**From:** DaViD (*david\_at\_reply.com*)

**Date:** 05/30/04

Date: Sun, 30 May 2004 11:28:22 +0100

Can anyone help please??

I'm running XP Pro SP1. and have installed the current HP printer drivers for my Photosmart 7260 printer.

I can turn the printer on when my PC is running, BUT any attempt at turn it off and I get the BLUE SCREEN of death, which tells me its bumping my memory to save my computer from being damaged.

HP have been of no real help, they can only tell me how to install the drivers, by removing all running applications (something which is not disclosed in their help files or manuals).

Has anyone come across this kind of problem and found a fix please. I have enclosed my HijackThis file if its any help!!

TIA

DaViD

\*\*\*\*\*

Leon: Nothing is worse than having an itch you can never scratch!

\*\*\*\*\*

Logfile of HijackThis v1.97.7  
Scan saved at 11:22:46, on 30/05/2004  
Platform: Windows XP SP1 (WinNT 5.01.2600)  
MSIE: Internet Explorer v6.00 SP1 (6.00.2800.1106)

Running processes:  
C:\WINDOWS\System32\smss.exe  
C:\WINDOWS\system32\winlogon.exe

microsoft.public.windowsxp.hardware: My HP Printer driver crashes under XP Pro can anyone help plz???

C:\WINDOWS\system32\services.exe  
C:\WINDOWS\system32\lsass.exe  
C:\WINDOWS\system32\svchost.exe  
C:\WINDOWS\System32\svchost.exe  
C:\Program Files\TGTSoft\StyleXP\StyleXPService.exe  
C:\WINDOWS\system32\spoolsv.exe  
C:\Program Files\Common Files\Symantec Shared\ccEvtMgr.exe  
C:\WINDOWS\System32\inetsrv\inetinfo.exe  
C:\WINDOWS\system32\drivers\KodakCCS.exe  
C:\Program Files\Norton SystemWorks\Norton AntiVirus\navapvc.exe  
C:\Program Files\Norton Personal Firewall\NISUM.EXE  
C:\Program Files\Norton SystemWorks\Norton Utilities\NPROTECT.EXE  
C:\WINDOWS\System32\nvsvc32.exe  
C:\WINDOWS\System32\ScsiAccess.EXE  
C:\PROGRA~1\NORTON~1\SPEEDD~1\nopdb.exe  
C:\WINDOWS\System32\svchost.exe  
C:\WINDOWS\System32\Tablet.exe  
C:\Program Files\Norton Personal Firewall\ccPxySvc.exe  
C:\WINDOWS\System32\HPZipm12.exe  
C:\WINDOWS\system32\winlogon.exe  
C:\WINDOWS\Explorer.EXE  
C:\WINDOWS\System32\spool\drivers\w32x86\3\hpztsb09.exe  
C:\Program Files\HP\hpcoretech\hpcmpmgr.exe  
C:\WINDOWS\System32\hphmon05.exe  
C:\Program Files\Hewlett-Packard\HP Software Update\HPWuSchd2.exe  
C:\WINDOWS\System32\CTHELPER.EXE  
C:\Program Files\GIANT Company Software\Spam Inspector\siService.exe  
C:\WINDOWS\System32\rundll32.exe  
C:\WINDOWS\System32\LVCOMSX.EXE  
C:\WINDOWS\System32\taskswitch.exe  
C:\Program Files\Common Files\Symantec Shared\ccApp.exe  
C:\Program Files\Common Files\Real\Update\_OB\realsched.exe  
C:\WINDOWS\System32\ctfmon.exe  
C:\Program Files\Magic Notes\Sticky32.exe  
C:\Program Files\GIANT Company Software\Spam Inspector\siMailProxyServer.exe  
C:\Program Files\GIANT Company Software\Spam Inspector\siSpamFilterEngine.exe  
C:\Program Files\Wacom\TabUserW.exe  
C:\Program Files\XPKeepPerUserDisplaySettings\XPKeepPerUserDisplaySettings.exe  
C:\Program Files\Kodak\Kodak EasyShare software\bin\EasyShare.exe  
C:\Program Files\Quotes\Quotes.exe  
C:\Program Files\Logitech\Video\LogiTray.exe  
C:\Program Files\Shove-it\Shove-it.exe  
C:\Program Files\Logitech\Video\FxSvr2.exe  
C:\Program Files\Messenger\msmsgs.exe  
C:\WINDOWS\system32\winlogon.exe  
C:\Program Files\Kodak\KODAK Software Updater\7288971\Program\Kodak Software Updater.exe  
C:\Program Files\Yahoo!\Messenger\YPager.exe  
C:\Program Files\Internet Explorer\iexplore.exe

My HP Printer driver crashes under XP Pro can anyone help plz???

microsoft.public.windowsxp.hardware: My HP Printer driver crashes under XP Pro can anyone help plz???

C:\Program Files\Messenger\msmsgs.exe  
C:\Program Files\Outlook Express\msimn.exe  
C:\Program Files\OE-QuoteFix\oequotefix.exe  
C:\Program Files\GIANT Company Software\Spam Inspector\siClientUI.exe  
C:\Program Files\GIANT Company Software\Spam Inspector\siMain.exe  
C:\Program Files\HijackThis\HijackThis.exe

R0 – HKCU\Software\Microsoft\Internet Explorer\Main,Start Page =  
<http://www.google.co.uk/>

R1 – HKCU\Software\Microsoft\Windows\CurrentVersion\Internet  
Settings,ProxyOverride = localhost

R0 – HKCU\Software\Microsoft\Internet Explorer\Main,Local Page =

R1 – HKCU\Software\Microsoft\Internet Explorer\Main,Start Page\_bak =  
<http://www.google.co.uk/>

O2 – BHO: (no name) – {02478D38–C3F9–4efb–9B51–7695ECA05670} –  
C:\WINDOWS\Downloaded Program Files\ycomp5\_1\_6\_0.dll

O2 – BHO: (no name) – {029CA12C–89C1–46a7–A3C7–82F2F98635CB} – C:\Program  
Files\Kontiki\bin\bh309190.dll

O2 – BHO: (no name) – {06849E9F–C8D7–4D59–B87D–784B7D6BE0B3} – C:\Program  
Files\Adobe\Acrobat 6.0\Reader\ActiveX\AcroIEHelper.dll

O2 – BHO: (no name) – {4E7BD74F–2B8D–469E–C0FF–FD60B590A87D} –  
C:\PROGRA~1\COMMON~1\Real\Toolbar\realbar.dll

O2 – BHO: (no name) – {AA58ED58–01DD–4d91–8333–CF10577473F7} – c:\program  
files\google\googletoolbar1.dll

O2 – BHO: (no name) – {BDF3E430–B101–42AD–A544–FADC6B084872} – C:\Program  
Files\Norton SystemWorks\Norton AntiVirus\NavShExt.dll

O3 – Toolbar: Norton AntiVirus – {42CDD1BF–3FFB–4238–8AD1–7859DF00B1D6} –  
C:\Program Files\Norton SystemWorks\Norton AntiVirus\NavShExt.dll

O3 – Toolbar: REALBAR – {4E7BD74F–2B8D–469E–C0FF–FD60B590A87D} –  
C:\PROGRA~1\COMMON~1\Real\Toolbar\realbar.dll

O3 – Toolbar: Yahoo! Companion – {EF99BD32–C1FB–11D2–892F–0090271D4F88} –  
C:\WINDOWS\Downloaded Program Files\ycomp5\_1\_6\_0.dll

O3 – Toolbar: &Radio – {8E718888–423F–11D2–876E–00A0C9082467} –  
C:\WINDOWS\system32\msdxm.ocx

O3 – Toolbar: &Google – {2318C2B1–4965–11d4–9B18–009027A5CD4F} – c:\program  
files\google\googletoolbar1.dll

O4 – HKLM\..\Run: [HPDJ Taskbar Utility]

C:\WINDOWS\System32\spool\drivers\w32x86\3\hpztsb09.exe

O4 – HKLM\..\Run: [HPHUPD05] C:\Program

Files\Hewlett-Packard\{D946675D–1D6C–4dc8–9E0D–B4B8EAA30EAA}\hphupd05.exe

O4 – HKLM\..\Run: [HP Component Manager] "C:\Program

Files\HP\hpcoretech\hpcmpmgr.exe"

O4 – HKLM\..\Run: [HPHmon05] C:\WINDOWS\System32\hphmon05.exe

O4 – HKLM\..\Run: [HP Software Update] "C:\Program Files\Hewlett-Packard\HP  
Software Update\HPWuSchd2.exe"

O4 – HKLM\..\Run: [WINDVDPatch] CTHELPER.EXE

O4 – HKLM\..\Run: [UpdReg] C:\WINDOWS\UpdReg.EXE

O4 – HKLM\..\Run: [siService.exe] "C:\Program Files\GIANT Company  
Software\Spam Inspector\siService.exe"

O4 – HKLM\..\Run: [nwiz] nwiz.exe /install

O4 – HKLM\..\Run: [NvMediaCenter] RUNDLL32.EXE

My HP Printer driver crashes under XP Pro can anyone help plz???

microsoft.public.windowsxp.hardware: My HP Printer driver crashes under XP Pro can anyone help plz???

C:\WINDOWS\System32\NvMcTray.dll,NvTaskbarInit  
O4 – HKLM\..\Run: [LVCOMSX] C:\WINDOWS\System32\LVCOMSX.EXE  
O4 – HKLM\..\Run: [LogitechGalleryRepair] C:\Program Files\Logitech\Video\ISStart.exe  
O4 – HKLM\..\Run: [KernelFaultCheck] %systemroot%\system32\dumprep 0 –k  
O4 – HKLM\..\Run: [InCD] C:\Program Files\Ahead\InCD\InCD.exe  
O4 – HKLM\..\Run: [CoolSwitch] C:\WINDOWS\System32\taskswitch.exe  
O4 – HKLM\..\Run: [ccRegVfy] "C:\Program Files\Common Files\Symantec Shared\ccRegVfy.exe"  
O4 – HKLM\..\Run: [ccApp] "C:\Program Files\Common Files\Symantec Shared\ccApp.exe"  
O4 – HKLM\..\Run: [NvCplDaemon] RUNDLL32.EXE C:\WINDOWS\System32\NvCpl.dll,NvStartup  
O4 – HKLM\..\Run: [QuickTime Task] "C:\Program Files\QuickTime\qttask.exe" –atboottime  
O4 – HKLM\..\Run: [TkBellExe] "C:\Program Files\Common Files\Real\Update\_OB\realsched.exe" –osboot  
O4 – HKCU\..\Run: [ctfmon.exe] C:\WINDOWS\System32\ctfmon.exe  
O4 – HKCU\..\Run: [Magic Notes] "C:\Program Files\Magic Notes\Sticky32.exe"  
O4 – HKCU\..\Run: [H/PC Connection Agent] "C:\Program Files\Microsoft ActiveSync\WCESCOMM.EXE"  
O4 – HKCU\..\Run: [Symantec NetDriver Monitor] C:\PROGRA~1\Symantec\LIVEUP~1\SNDDMon.EXE  
O4 – HKCU\..\Run: [STYLEXP] C:\Program Files\TGTSoft\StyleXP\StyleXP.exe –Hide  
O4 – Startup: Kodak EasyShare software.lnk = C:\Program Files\Kodak\Kodak EasyShare software\bin\EasyShare.exe  
O4 – Startup: Kodak software updatel.lnk = C:\Program Files\Kodak\KODAK Software Updater\7288971\Program\Kodak Software Updater.exe  
O4 – Startup: Quotes.LNK = C:\Program Files\Quotes\Quotes.exe  
O4 – Startup: Shortcut to LogiTray.lnk = C:\Program Files\Logitech\Video\LogiTray.exe  
O4 – Startup: Shove-it.lnk = C:\Program Files\Shove-it\Shove-it.exe  
O4 – Global Startup: TabUserW.lnk = C:\Program Files\Wacom\TabUserW.exe  
O4 – Global Startup: XP Keep Per User Display Settings.lnk = C:\Program Files\XPKeepPerUserDisplaySettings\XPKeepPerUserDisplaySettings.exe  
O8 – Extra context menu item: &Google Search – res://C:\Program Files\Google\GoogleToolbar1.dll/cmsearch.html  
O8 – Extra context menu item: Backward &Links – res://C:\Program Files\Google\GoogleToolbar1.dll/cmbacklinks.html  
O8 – Extra context menu item: Cac&hed Snapshot of Page – res://C:\Program Files\Google\GoogleToolbar1.dll/cmcache.html  
O8 – Extra context menu item: Download with GetRight – C:\Program Files\GetRight\GRdownload.htm  
O8 – Extra context menu item: E&xport to Microsoft Excel – res://C:\PROGRA~1\MICROS~2\Office10\EXCEL.EXE/3000  
O8 – Extra context menu item: Open with GetRight Browser – C:\Program Files\GetRight\GRbrowse.htm  
O8 – Extra context menu item: Si&milar Pages – res://C:\Program Files\Google\GoogleToolbar1.dll/cmsimilar.html  
O8 – Extra context menu item: Translate into English – res://C:\Program

My HP Printer driver crashes under XP Pro can anyone help plz???

microsoft.public.windowsxp.hardware: My HP Printer driver crashes under XP Pro can anyone help plz???

Files\Google\GoogleToolbar1.dll/cmtrans.html

O9 – Extra button: Create Mobile Favorite (HKLM)

O9 – Extra 'Tools' menuitem: Create Mobile Favorite... (HKLM)

O9 – Extra button: Messenger (HKLM)

O9 – Extra 'Tools' menuitem: Yahoo! Messenger (HKLM)

O9 – Extra button: Insert signature (HKLM)

O9 – Extra 'Tools' menuitem: Quotes plugin – QLinier.com (HKLM)

O9 – Extra button: AIM (HKLM)

O9 – Extra button: ICQ 4.0 (HKLM)

O9 – Extra 'Tools' menuitem: ICQ Lite (HKLM)

O9 – Extra button: @C:\Program Files\Messenger\Msgslang.dll,-61144 (HKLM)

O9 – Extra 'Tools' menuitem: @C:\Program Files\Messenger\Msgslang.dll,-61144 (HKLM)

O16 – DPF: {00B71CFB-6864-4346-A978-C0A14556272C} (Checkers Class) – <http://messenger.zone.msn.com/binary/msgrchkr.cab>

O16 – DPF: {166B1BCA-3F9C-11CF-8075-444553540000} (Shockwave ActiveX Control) –

<http://fpdownload.macromedia.com/pub/shockwave/cabs/director/swdir.cab>

O16 – DPF: {19E28AFC-EAE3-4CE5-AC83-2407B42F57C9} (MSSecurityAdvisor Class) –

O16 – DPF: {25365FF3-2746-4230-9DA7-163CCA318309} (GTDDownloader Control) –

<http://h30043.www3.hp.com/as/en/fix/gtdownlr.cab>

O16 – DPF: {30528230-99F7-4BB4-88D8-FA1D4F56A2AB} (YInstStarter Class) –

<http://download.yahoo.com/dl/installs/yinst0401.cab>

O16 – DPF: {3E68E405-C6DE-49FF-83AE-41EE9F4C36CE} (Office Update Installation Engine) –

<http://office.microsoft.com/officeupdate/content/opuc.cab>

O16 – DPF: {4E62C4DE-627D-4604-B157-4B7D6B09F02E} (AccountTracking Profile Manager Class) – <http://moneymanager.egg.com/activex/accounttracking.cab>

O16 – DPF: {814EA0DA-E0D9-4AA4-833C-A1A6D38E79E9} (DASWebDownload Class) –

<http://das.microsoft.com/activate/cab/x86/i486/NTANSI/retail/DASAct.cab>

O16 – DPF: {8E0D4DE5-3180-4024-A327-4DFAD1796A8D} (MessengerStatsClient Class) – <http://messenger.zone.msn.com/binary/MessengerStatsClient.cab>

O16 – DPF: {90A29DA5-D020-4B18-8660-6689520C7CD7} (DmiReader Class) –

<http://support.euro.dell.com/global/apps/systemprofiler/PROFILER.CAB>

O16 – DPF: {90C9629E-CD32-11D3-BBFB-00105A1F0D68} (InstallShield

International Setup Player) – <http://www.installengine.com/engine/isetup.cab>

O16 – DPF: {9F1C11AA-197B-4942-BA54-47A8489BB47F} (Update Class) –

<http://v4.windowsupdate.microsoft.com/CAB/x86/unicode/iucl.CAB?37878.3341898148>

O16 – DPF: {AD7FAFB0-16D6-40C3-AF27-585D6E6453FD} –

O16 – DPF: {C2FCEF52-ACE9-11D3-BEBD-00105AA9B6AE} (Symantec RuFSI Registry Information Class) –

<http://security.symantec.com/sscv6/SharedContent/common/bin/cabsa.cab>

O16 – DPF: {D27CDB6E-AE6D-11CF-96B8-444553540000} (Shockwave Flash Object) –

<http://download.macromedia.com/pub/shockwave/cabs/flash/swflash.cab>

O16 – DPF: {EF99BD32-C1FB-11D2-892F-0090271D4F88} (Yahoo! Companion) –

[http://us.dl1.yimg.com/download.companion.yahoo.com/dl/toolbar/yiebio5\\_1\\_6\\_0.cab](http://us.dl1.yimg.com/download.companion.yahoo.com/dl/toolbar/yiebio5_1_6_0.cab)

O16 – DPF: {F6BF0D00-0B2A-4A75-BF7B-F385591623AF} (Solitaire Showdown Class) – <http://messenger.zone.msn.com/binary/SolitaireShowdown.cab>

--

My HP Printer driver crashes under XP Pro can anyone help plz???

microsoft.public.windowsxp.hardware: My HP Printer driver crashes under XP Pro can anyone help plz???

DaViD

\*\*\*\*\*

Never write software that patronizes the user.

\*\*\*\*\*