

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

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2004-06/0658.html>

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

**Date:** 06/03/04

Date: Thu, 3 Jun 2004 22:24:12 +0100

Hi Paul,

Thanks for your reply!

I have 512Megs installed, and Norton System Works 2003!!!

Have have checked my system with Spybot and Ad-aware both show up clean, and will try clean out my system a bit.

Thanks

DaViD

Paul wrote:

|| How much ram is installed David?? I use the Photosmart  
|| 145 printer. Do you have Norton Internet Security 2003  
|| installed by any chance?

||

|| I would also get Spybot to check ya system  
|| for spyware.... Wonder your system works at all  
|| with all those programs running at startup lol

||

|| If you havent got a lot of ram, I would remove  
|| some of those commands/entries from startup. Or  
|| remove some programs completely.

||

||

|| "DaViD" <david@reply.com> wrote in message  
|| news:40b9b749\$0\$25324\$cc9e4d1f@news-text.dial.pipex.com...

|||

||| Can anyone help please??

|||

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

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|||  
||| 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!!


|||  
||| 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  
||| 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\inetrv\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

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||| 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  
||| 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} -

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```
||| 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
||| 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
```

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```
||| 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\SNDMon.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 updater.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 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 – QLiner.com (HKLM)
||| O9 – Extra button: AIM (HKLM)
||| O9 – Extra button: ICQ 4.0 (HKLM)
||| O9 – Extra 'Tools' menuitem: ICQ Lite (HKLM)
```

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||| 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/install/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/iuctl.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>  
|||

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|||  
||| --  
||| DaViD  
|||  
|||  
||| *****  
||| Never write software that patronizes the user.  
||| *****
```