

Re: Verclsid, recent security updates problem

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-04/msg01900.htm

- *From:* DLJ01 <DLJ01@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 15 Apr 2006 14:43:01 -0700
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Hello, and thanks for your reply. But, I don't have any HP devices that I know of used with my computer. In fact, I have a fairly new install on an NVIDIA MB, with an NVIDIA chipset video card. The only other thing I have a a Broadxent modem, and a Sony DVD writer. I think MSFT needs to look further into this problem, Thanks again!

"Carey Frisch [MVP]" wrote:

Email the Windows Update support team:
<http://support.microsoft.com/oas/default.aspx?gprid=6527>

Possible solution:

From a post in IE6 Browser newsgroup by Stephen Hui [MSFT] (13 Apr-06):

<QP>

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.

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

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

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- 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

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

Notes:

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

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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 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 [Automatic Updates] enabled for your own safety.

</QP>

Source:

<http://groups.google.com/group/microsoft.public.windows.inetexplorer.ie6.browser/msg/094143b42d0c3ca2>

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Carey Frisch  
Microsoft MVP

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Windows – Shell/User  
Microsoft Community Newsgroups  
<news://msnews.microsoft.com/>

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"DLJ01" wrote:

| Not sure which update it was, but I just rolled back my computer to April  
| 2nd, 2006, and now everything is fine.

|

| **THE PROBLEM:** When I tried to copy and paste, the computer would freeze up.  
| Copy was ok, but right click to paste caused the hourglass to appear, and  
| hang probably forever. Brought up task–manager, ended the VERCLSID process,  
| then could continue to paste. Uninstalled recent windows security update,  
| then everything was ok, and the verclsid did not show up while copying and  
| pasting. Re–installed recent updates, problem re–occured. I am running  
| windows XP home edition, with all major security updates except for the ones  
| that I installed after I had downloaded them April 2nd through present, in  
| 2006.