

Re: Explorer slow to find drives after Cameras installed

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-12/msg02521.htm

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Fri, 28 Dec 2007 14:01:42 -0000
-

The HP Photosmart 2610 is an all in one incorporating a scanner. HP Scanners have caused problems with WIA in the past as evidenced by KB 819017 posted by Ramesh. It's funny how life goes round in never ending circles.

Sorry I could help you to a quicker solution but my last post was suggesting investigating drivers.

Thanks for reporting the outcome.

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Regards.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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DocProc2007 wrote:

Gerry

The problem is resolved....I hope

After your last response, I went through and noted that I had DEP turned off for Generic Host processes for WIN32 Services as I was getting errors on boot. This error occurred on Boot

Event Type: Error

Event Source: Application Error

Event Category: (100)

Event ID: 1000

Date: 28/12/2007

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Time: 10:30:50 PM

User: N/A

Computer: TRICKY_*****

Description:

Faulting application svchost.exe, version 5.1.2600.2180, faulting module unknown, version 0.0.0.0, fault address 0x009a96bc.

Knowing that svchost.exe was the bug, as WIA is started from this, I searched other posts. (exhaustive process)

<http://www.microsoft.com/windowsxp/expertzone/newsgroups/reader.msp?dg=microsoft.public.windows.me>

This post hinted at a conflict or driver error of a device. The last post on this page took me to –

<http://motls.blogspot.com/2006/08/generic-host-process-for-win32.html>

This post/page mentioned HP printer issues could be the cause, and funnily enough, I run an HP photosmart 2610 networked via the router. Went to HP and downloaded an update to correct this error on boot. After installing this update, no issues with DEP message and WIA now working with no error messages. I do have the HP update manager installed, but it seems to have left this one off the list of updates.

Have just installed Logitech Webcam and have all drives visible...Happy day. Can't believe that a ^&*##* Printer driver could cause such trouble.

As an aside, the time conflicts you noted is because I post from the Antipodes and the message is time stamped in US time.

Cheers and thanks for your time

Dctrprctr2007

"Gerry" wrote:

The clock on the computer producing the Event Viewer Reports would seem to be wrong. It seems to be ahead of time. It does not match the time in your message headers!

I did not comment on another error in your previous post. This link gives possible explanations:

<http://64.233.169.104/search?q=cache:Tu6j5QCq4FQJ:www.eventid.net/display.asp%3Feventid%3D7>

Resolving the 18042prt driver error does not, however, resolve the

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camera error.

The camera problem could be one of it's related drivers. Have you checked for updated third party (not Microsoft) drivers?

Are there any yellow question marks in Device Manager? Right click on the My Computer icon on your Desktop and select Properties, Hardware, Device Manager. If yes what is the Device Error code?

Try Start, Run, type "sigverif.exe" without quotes and hit OK. What drivers are listed as unsigned? Disregard those which are not checked.

You provided two further Event Viewer error reports referring to the Windows Search Service. What is the status of Outlook Express on the computer? Whilst it is unlikely Outlook Express will have any direct connection to the problem I am wondering whether a non-functioning service of this ilk might?

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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DocProc2007 wrote:

Gerry. Thanks

WIA is set to automatic startup and have installed UPHClean
I have restored system to working state, so can use 'My
Computer'
and see drives. Cameras not installed.
WIA still fails to start as shown in error msg

Event Type: Error

Event Source: Service Control Manager

Event Category: None

Event ID: 7034

Date: 28/12/2007

Time: 10:25:26 AM

User: N/A

Computer: TRICKY-*****

Description:

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The Windows Image Acquisition (WIA) service terminated unexpectedly.
It has done this 2 time(s).

The registry has been restored to its previous state before cleaning
and will leave as is.

for what it is worth, here is the Registry file associated with WIA

Windows Registry Editor Version 5.00

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\stisvc]
"Type"=dword:00000020
"Start"=dword:00000002
"ErrorControl"=dword:00000001
"ImagePath"=hex(2):25,00,53,00,79,00,73,00,74,00,65,00,6d,00,52,00,6f,00,6f,00,\
74,00,25,00,5c,00,73,00,79,00,73,00,74,00,65,00,6d,00,33,00,32,00,5c,00,73,\
00,76,00,63,00,68,00,6f,00,73,00,74,00,2e,00,65,00,78,00,65,00,20,00,2d,00,\
6b,00,20,00,69,00,6d,00,67,00,73,00,76,00,63,00,00,00
"DisplayName"="Windows Image Acquisition (WIA)"
"DependOnService"=hex(7):52,00,70,00,63,00,53,00,73,00,00,00,00,00
"DependOnGroup"=hex(7):00,00
"ObjectName"="LocalSystem"
"Description"="Provides image acquisition services for
scanners and
cameras."

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\stisvc\Parameters]
"ServiceDll"=hex(2):25,00,53,00,79,00,73,00,74,00,65,00,6d,00,52,00,6f,00,6f,\
00,74,00,25,00,5c,00,73,00,79,00,73,00,74,00,65,00,6d,00,33,00,32,00,5c,00,\
77,00,69,00,61,00,73,00,65,00,72,00,76,00,63,00,2e,00,64,00,6c,00,6c,00,00,\
00

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\stisvc\Security]
"Security"=hex:01,00,14,80,90,00,00,00,9c,00,00,00,14,00,00,00,30,00,00,00,02,\
00,1c,00,01,00,00,00,02,80,14,00,ff,01,0f,00,01,01,00,00,00,00,00,01,00,00,\
00,00,02,00,60,00,04,00,00,00,00,00,14,00,fd,01,02,00,01,01,00,00,00,00,00,\
05,12,00,00,00,00,18,00,ff,01,0f,00,01,02,00,00,00,00,00,05,20,00,00,00,\
20,02,00,00,00,00,14,00,8d,01,02,00,01,01,00,00,00,00,00,05,0b,00,00,00,00,\
00,18,00,fd,01,02,00,01,02,00,00,00,00,00,05,20,00,00,00,23,02,00,00,01,01,\
```

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00,00,00,00,00,05,12,00,00,00,01,01,00,00,00,00,00,05,12,00,00,00

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[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\stisvc\Enum]
"0"="Root\LEGACY_STISVC\0000"
"Count"=dword:00000001
"NextInstance"=dword:00000001
```

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\stisvc

"Gerry" wrote:

Start , Control Panel, Administrative Tools,
Services. Click on
Windows Image Acquisition and check that
the StartUp type is
automatic and it has started.

Download and install the User Profile Hive
Cleanup Service
Download details: User Profile Hive
Cleanup Service
<http://snipurl.com/5b61>

UPHClean v1.5e readme.txt
<http://snipurl.com/ko8m>

Reasons why you should not use a registry
cleaner:
<http://aumha.net/viewtopic.php?t=28099>

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Hope this helps.

Gerry
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FCA  
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