

RE: Trouble upgrading to XP Pro

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.setup_deployment/2004-08/2142.html

From: Jeff Gilstrap (*anonymous_at_discussions.microsoft.com*)

Date: 08/20/04

Date: Fri, 20 Aug 2004 09:39:19 -0700

Thank you for your help!

>-----Original Message-----

>hi Jeff,

> This is a file that is used as a driver for the
Multimedia 6 in 1 card

>reader.

>The right procedure is to remove the "Multimedia card
Reader" driver, before

>updating Windows XP.

>1.) Remove old "Multimedia card Reader" driver. Click
on "Start", "Control

>Panel".

>"Add or Remove Programs", locate "Multimedia Card
Reader", Click "Remove" to

>uninstall the program.

>2.) Restart the PC.

>3.) Upgrade the OS to Windows XP

>4.) Go to www.HP.com <<http://www.HP.com>> and
download 'HP_6dot13_PATCH',

>'Multimedia Card Reader' driver and install it. This is
the HP web link:

><ftp://ftp.hp.com/pub/softlib/software3/...P24009.exe>

><<ftp://ftp.hp.com/pub/softlib/software3/COL5516/pv-18496-1/SP24009.exe>>

>

>Hope this fixes the issue, good luck!

>if you need more help pl mail back at v-
2mnair@mssupport.microsoft.com

>

>

>"Jeff Gilstrap" wrote:

>

>> I am getting a blue screen when trying to do an upgrade

>> installation on a machine with XP home Ed. the message

>> is "A problem has been detected and windows has been
shut

>> down to prevent damage to your computer. The problem

microsoft.public.windowsxp.setup_deployment: RE: Trouble upgrading to XP Pro

>> *seems to be caused by the following file: sunkfilt.sys"*

>>

>> *Any suggests on how to remedy this situation to
continue*

>> *the install?*

>> *thanks*

>> *Jeff G*

>>

>

>