

Re: KB908531 had to be uninstalled to copy pic files

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-04/msg00729.html>

- *From:* Gene <live1@xxxxxxxxx(donotspam)>
 - *Date:* Sun, 16 Apr 2006 13:22:02 -0700
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What I did was reinstall KB908531 by itself and restarted the computer. Now the picture problem is resolved. I really appreciated you quick response to my problem. On another computer I did the same but I am now not able to use Windows Movie Maker to record my pictures from the time line to my Sony Camera tape as I had been doing. I may try reinstalling Windows Movie Maker.

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Gene

"PA Bear" wrote:

See:

Problems in Windows Explorer or the Windows shell after you install security update MS06-015:

<http://support.microsoft.com/?kbid=918165>

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~Robear Dyer (PA Bear)

MS MVP-Windows (IE/OE, Shell/User, Security), Aumha.org VSOP, DTS-L.org

Gene wrote:

I checked the registry as you explained and discovered that theDWORD value was already set to 1. So It looks like that Option 1 is not required. Option 2 doesn't seem like a good fix.

From a post in IE6 Browser newsgroup by Stephen Hui (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

Re: KB908531 had to be uninstalled to copy pic files

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

– 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

Re: KB908531 had to be uninstalled to copy pic files

– 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/0941>

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~Robear Dyer (PA Bear)  
MS MVP-Windows (IE/OE, Shell/User, Security),  
Aumha.org VSOP, DTS-L.org

Gene wrote:

After installing the latest updates I could not copy my picture files. I uninstalled KB908531, which also caused an auto reboot, and then I could copy my picture files. With

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KB908531 installed when I clicked on a picture file the computer would stall with the hour glass showing. I had to use Ctrl, Alt, Delete to be able to continue.

Now I'm concerned about not having the update installed. I noticed in some previous posts that HP files may be causing some kind of problem. I have HP Share to Web and other files. What should I do now? I really don't use the Share to Web program.