

RE: KB912812 Serious Problems in XP Home SP2

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-04/msg01409.html>

- *From:* Kathie <Kathie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 24 Apr 2006 13:43:02 -0700
-

I want to share with the group the anomaly I experienced with the KB912812 security update. I installed this update, along with KB911562, on 4/12/06. I immediately started to get "Internet Explorer has caused an error in KERNEL32.DLL" upon close of I.E. This did not happen all the time, but the instances were too much drama (each time I needed to reboot my PC). Also, I was unable to launch my HP scanner software (it got script errors). I am using WindowsME.

Long story short: I did a system restore (prior to the updates) and then installed the security updates one at a time to determine which was causing the scanner software script errors. I determined that KB911562 was the culprit. I called HP on April 17th and learned that the HP director software utilizes MDAC (Microsoft Data Access Components). Also, HP was flooded with 1000's of calls, both from people using WindowsME and WindowsXP – so it was across multiple operating platforms. I backed out the KB911562 update and all was well again with my HP scanner software.

Also on April 17th, I reinstalled KB912812. I was error free for that day, so I thought KB911562 was the root cause of the Kernel32 errors. But, unfortunately the Kernel32.DLL errors resumed the next day. As mentioned above, the error would not always occur with each close of IE.

On April 22nd, I launched control panel – then drilled to add/remove programs, and removed KB912812. As of today (April 24th) my computer has been running error free.

I previously reported both issues to Microsoft's free security support. I had excellent service. A tech called me on Friday to followup on my issues (by that time, I only had the Kernel32 issue outstanding). Because I was unable to work with the tech at the time he called, we set up a time for him to call me today (Monday – 24th). But because I "resolved" my Kernel32 errors on Saturday, I simply reported to the tech what I did when he called me today.

He told me that he and his manager will followup on the issues with KB912812.

I am very thankful that my "fallout" from these 2 security updates was not as bad as I have been reading about (both on this site and elsewhere). I am thankful that I happened to use my scanner soon after the install of the

RE: KB912812 Serious Problems in XP Home SP2

updates (sometimes I don't use the scanner for months). I do take notes whenever I make a change to my computer (i.e. install of software, security updates, etc) and take notes when I encounter errors. This helps with problem resolution.

Of course, I remain vulnerable to what the security updates were supposed to do to protect my computer... but I need to have my scanner software functioning and not to have Kernel32.DLL crashes.

From what I read, a new security update is soon to be released. I hope we don't encounter any more drama.

~ K

"Wade Dude" wrote:

For now my plan is to just not install this particular update, and wait for the next set to come out and see if any of those behave the same way...

.