

## Re: KB925902 Problems

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-04/msg00237.html>

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  - *Date:* 6 Apr 2007 00:50:31 -0700
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On 6 Apr, 03:48, Wr <W...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Hi there,

Installed KB925902 yesterday and things turned sour.

After restart I see the Windows XP splash screen, then a BSOD flashes up for a very short time (too fast to read) and the machine reboots. No option of safe mode or "try past known good configuration" makes any difference to the outcome. I see there's a lot on the net about the Realtek sound drivers causing problems, but I am pretty confident I don't have these, and anyway, these people seem to be able to get into windows at all, so they're doing better than me.

The machine is an Asus M6R laptop that has (had?) XP Pro SP2 on it, which suggests integrated ATI sound drivers. The only link I can see is that I have a Realtek Ethernet adaptor.

I would be pleased to receive any advice.

Wr

Hi,

I had a very similar problem with my desktop, and I don't have RealTek drivers either. I saw the XP splash screen as usual but the machine reset before it got to the login dialog. Safe mode made no difference.

In the end I removed the patch as follows:

- Boot to a second disk, or use Recovery Console.
- Take a look at the file `windows\%NtUninstallKB925902%\spuninst\spuninst.txt` and follow the instructions in there. From memory, it consists of replacing the previous versions of `user32.dll`, `gdi32.dll`, `mf3216.dll` and `win32k.sys`. Mind you get any cached copies which might be lying around.
- Reboot, and the problem is gone.

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– Finish removal of the patch by using "Add/Remove Programs".

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