

# Computer Restarts or Exits Unexpectedly when Printing from Notebook™ Software 9.7



**Applies to:** SMART Board™ Software 9.7 on Windows® 2000 and XP operating systems

## Issue

When you print from Notebook™ software, the following errors occur:

- Your computer automatically restarts.
- An error message appears.
- A blue screen appears with a **Stop 0x0000007f** error message.

## Cause

A security update for the Windows 2000 and XP operating systems can cause your computer to restart automatically when you print from Notebook software or display an error. The affected printers include:

- Ricoh® LAN Fax Driver
- Ricoh Laser AP2600N PCL
- HP® LaserJet® 9050
- HP LaserJet 4200
- HP LaserJet 4345 PCL6
- HP 4050 PCL6
- Gestetner® P7026n PCL

## Solution

Download and install an update from the Microsoft® website.

**NOTE:** The update will only work on the following operating systems:

- Windows 2000 service pack 4 or later
- Windows XP service pack 2 or later

### To download and install an update from the Microsoft website

1. Download the update file for your operating system from <http://support.microsoft.com/kb/935843/en-us>. This Web page includes information about this issue, as well as download files for your operating system.
2. Download the update appropriate for your operating system.
3. Restart your computer.

You can safely print from Notebook software after you restart your computer.

**First Published:** June 8, 2007

**Last Updated:** October 26, 2007

#### **SMART Technologies**

1207 – 11 Avenue SW, Suite 300

Calgary, AB T3C 0M5

CANADA

[www.smarttech.com/support](http://www.smarttech.com/support) [www.smarttech.com/contactsupport](http://www.smarttech.com/contactsupport)

Support +1.403.228.5940 or Toll Free 1.866.518.6791 (Canada/U.S.)



© 2007 SMART Technologies ULC. All rights reserved. SMART Board, Notebook, smarttech and the SMART logo are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. Windows is either a registered trademark or a trademark of Microsoft Corporation in the U.S. and/or other countries. HP and LaserJet are U.S. registered trademarks of Hewlett Packard Company. All other third-party product and company names may be trademarks of their respective owners. U.S. Patent Nos. 5,448,263; 6,141,000; 6,326,954; 6,337,681; 6,741,267; 6,747,636; and 7,151,533. Canadian Patent No. 2,058,219. U.S., Canadian and other patents pending. Contents are subject to change without notice. 10/2007.