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**HP Expert**

Volunteer



There is an issue with the 64 bit Vista, Windows 7 and Windows 8 or 8.1 drivers that causes the spooler to crash with the following HP Deskjet printers:

Deskjet 710
Deskjet 712
Deskjet 720
Deskjet 722
Deskjet 810
Deskjet 812
Deskjet 820
Deskjet 822
Deskjet 1000

The attached file contains a patch for this issue for Vista and Windows 7.

[The patch does not currently work for Windows 8, 8.1 or 10 x64 systems. There are some efforts to address this, if a solution is developed it will be posted here. {Edit - I have not made any progress in getting the patch to work in Windows 8 x64.}]

First make sure the driver for the printer is installed. If the driver has not been installed go to Start, Devices and Printers, Add a Printer, Local Printer, choose the proper port (for USB-Parallel converters the port will likely be USB001: or perhaps USB002:), Next, click Windows Update then choose HP for the manufacturer and select the appropriate printer.

Apply the patch as follows: Log into the computer with an administrative account. Download the patch by [clicking on this link](#) or on the paper clip at the end of this post. Save the patch file to your computer, then unzip it. Next copy the three DLL files to the following directory:

%windir%\system32\spool\drivers\x64\3

Note that %windir% is a system variable that points to the location of the Windows directory. For most systems this will be C:\Windows. You can click Start, Computer and type %windir%\system32\spool\drivers\x64\3 in the address bar and it will find the right place.

This can be done from a DOS prompt if DOS is opened with the "run as administrator" command, or from explorer with a copy and paste. Depending on your UAC settings you may need to provide confirmation. Also allow the current files to be overwritten if prompted.

This patch is not required and should not applied to a 32 bit version of Vista or Windows 7.

Thanks to extraordinary Microsoft engineer Alan Morris for [guidance for the patch](#).

Update - the following are more detailed installation instructions:

Download the patch from the DJ_Patch.zip at the bottom of the page and save it to your computer. Now click on the file and open it, then extract the patch to some directory that is easy to find. (I use c:\temp. If this directory does not exist you can create it as follows: open the administrative DOS prompt by clicking on Start, All Programs, Accessories, then right click on CMD.EXE and select Run as Administrator. Click in the DOS box then type the following:

```
MD c:\temp
CD \temp
```

Now extract the patch files into the c:\temp directory (extract all, chose c:\temp as the destination).

[Update - Windows security settings may prevent these files from being used, please open Computer, type c:\temp in the address bar and then right click on each of the dll files and select Properties. If there is a message in Properties indicating the file was downloaded from the internet and may be blocked then unblock the file before proceeding.]

Next click back in the administrative DOS prompt and type the following: (stuff in green is comments, do not type them...)

```
DIR *.dll (this is just to verify the files are there, it should list
hpvdb720.dll, hpvdb820.dll and hpwm5db1.dll and perhaps others.)
Net stop spooler (makes sure the files are not in use.)
Copy hpvdb720.dll C:\windows\system32\spool\drivers\x64\3 (this is
for the Deskjet 710/712/720/722)
Copy hpvdb820.dll c:\windows\system32\spool\drivers\x64\3 (this
covers the Deskjet 820 and 822)
Copy hpwm5db1.dll c:\windows\system32\spool\drivers\x64\3 (this
covers the Deskjet 1000)
Net Start Spooler
Exit
```

[Edit - note that these DLL files will already be in the directory. You will get a warning asking if it is OK to overwrite the files, say "yes".]

At this point the patch is installed and ready to print.

Note that the printers here do not support USB connections, they have only parallel ports. [Edit - if your printer does have a parallel port use it, this will likely be much less problematic than using a USB-Parallel converter.] If you use a USB-parallel converter make sure it is supported in your operating system. The [following posts are flagged with USB-parallel cables that are reported to work in Windows 7](#). A driver is required for the USB-parallel converter in addition to the driver for the printer. For supported converters this is typically supplied automatically in Windows 7. Note: the proper port to select for the USB-Parallel converters is often USB001:. I have heard of some cases where the port was USB002: or LPT3: as well. If the port you are using does not succeed (after applying the patch) try changing the port by going to Start, Devices and Printers, right click on your printer and select Printer Properties, then click on the Ports tab.

Bob Headrick, HP Expert

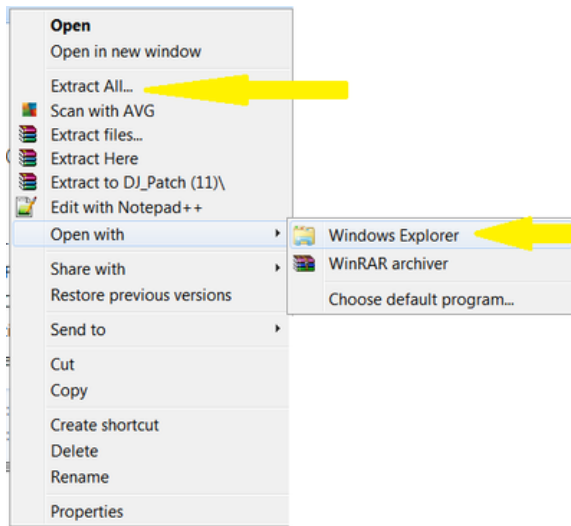
I am not an employee of HP, I am a volunteer posting here on my own time.

If your problem is solved please click the "Accept as Solution" button -----V

If my answer was helpful please click the "Thumbs Up" to say "Thank You"-----V



If you are using Windows 7 do the following: Log in as a user with administrator properties. [The following assumes you are using IE as the browser] [Click on the link here](#) and select "save". When the download completes select "Open folder", then right click on the DJ_patch.zip file and select Extract All. If Extract All is not an option then click on "Open with" and select Windows Explorer.



Leave the default directory and check the "Show extracted files when complete" box, Extract. Click Start, Computer and type %windir%\system32\spool\drivers\x64\3. Arrange the windows so you can access both window panes. Go to the first pane and select the three dll files, hpvdb720.dll, hpvdb820.dll and hpwm5db1.dll. Now drag and drop them to the %windir%\system32\spool\drivers\x64\3 window, select copy and answer "replace" to the dialog box.

Note: %windir% is a system variable that points to the Windows directory. For most systems this will be C:\Windows, but it may vary depending on the hardware configuration and setup of the computer. If you type %windir% in the address bar in explorer or in Start, Search Programs and Files it will find the proper directory.





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