Adobe® Customer Support

Error "GROWSTUB... in module POINTER.DLL" or Mouse Freezes in Photoshop

Issue

When launching Adobe Photoshop, the mouse freezes or the system returns the error "GROWSTUB caused a General Protection Fault in module POINTER.DLL."

Solutions

Do one or more of the following:

A. Remove the reference to Pointer.exe in the WIN.INI file and change the mouse driver to Microsoft, or IBM PS/2:

1. Exit all Windows applications.
2. Make backup copies of the WIN.INI and SYSTEM.INI files located in the WIN-DOWS directory. For instructions on making backup copies of the WIN.INI and SYSTEM.INI files, see Additional Information.
3. Open the WIN.INI file located in the WINDOWS directory in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
4. In the "Load=" line in the [Windows] section, delete the reference to Pointer.exe including its path (e.g., C:\Msinput\Pointer.exe). After deleting the reference to Pointer.exe, there should be one space between any references remaining in the "Load=" line (e.g., Load=[reference] [reference] [reference]).
5. Save the WIN.INI file in text-only format, then exit the text editor (e.g., Notepad).
6. Double-click the Windows Setup icon in the Main group of the Program Manager.
7. Choose Options > Change System Settings.
8. In the Mouse pop-up menu, select Microsoft, or IBM PS/2, then click OK. If Windows asks you whether you want to use the currently installed driver or install a new one, select Current. If you choose New, you will need your Windows installation disk set.
9. Restart Windows.

B. Ensure there's only one MOUSE.DRV file installed and that it is located in the directory listed in the "mouse.drv=" line in the [boot] section in the SYSTEM.INI file. When the "mouse.drv=" line reads "mouse.drv=mouse.drv," the system is accessing the MOUSE.DRV file located in the WINDOWS\SYSTEM directory, which is the where Windows installs the mouse driver by default. When the "mouse.drv=" line does not point to the correct location of the MOUSE.DRV file, open the SYSTEM.INI file in a text editor that can save in text-only format (e.g., Notepad, Windows Write), then edit the line so that it points to the correct location of the MOUSE.DRV file. Delete or rename MOUSE.DRV files that are not located in the directory listed in the "mouse.drv=" line in

the SYSTEM.INI file.

C. Ensure the file size of the MOUSE.DRV file is correct. The correct file size of the MOUSE.DRV file for the Microsoft, or IBM PS/2 mouse driver is either 10672 bytes or 10144 bytes. When the MOUSE.DRV file size is not 10672 or 10144 bytes, reinstall the MOUSE.DRV file by first installing a different mouse driver, then reinstalling the desired mouse driver to force Windows to overwrite the current mouse driver. For instructions, see Additional Information.

D. Reinstall the MOUSE.DRV file by first installing a different mouse driver, then reinstalling the desired mouse driver to force Windows to overwrite the current mouse driver. For instructions, see Additional Information.

E. Use Windows File Manager to search all volumes for multiple WIN.INI and SYSTEM.INI files. The WIN.INI and SYSTEM.INI files should be located in the WINDOWS directory. Rename duplicate WIN.INI and SYSTEM.INI files that are located in directories other than the WINDOWS directory.

F. Obtain an updated mouse driver from your mouse manufacturer.

Additional Information

When launching Photoshop, the mouse freezes or the system returns the error "GROWSTUB caused a GPF in module POINTER.DLL" when the mouse driver and its Pointer.exe file are incompatible with Win32s, the mouse driver is incorrectly referenced in the SYSTEM.INI file, the mouse driver file is damaged, or when you have multiple WIN.INI and SYSTEM.INI files.

When the size of the MOUSE.DRV file for the Microsoft, or IBM PS/2 mouse driver is not 10672 bytes or 10144 bytes, the file may be damaged. When there are multiple copies of the WIN.INI and SYSTEM.INI files, which store information about your mouse, the mouse information in each file may differ, resulting in conflicting mouse information that causes a system error (e.g.," GROWSTUB caused a GPF in module POINTER.DLL," freeze).

To make backup copies of your SYSTEM.INI or WIN.INI file:
1. In the Windows File Manager, locate either the SYSTEM.INI or WIN.INI file in the WINDOWS directory, then click once to select it.
2. Choose File > Copy.
3. Insert a blank formatted disk into the disk drive.
4. In the To text box of the Copy dialog box, enter the appropriate drive indicator (e.g., "A:\," "B:\"), then click OK.

NOTE: You can copy the backup WIN.INI and SYSTEM.INI files back into the WINDOWS directory to restore original settings.

To reinstall the MOUSE.DRV file by first installing a different mouse driver, then reinstalling the desired mouse driver to force Windows to overwrite the current mouse driver:
1. Ensure you have your Windows installation disks or CD-ROM, then exit Windows.
2. From a MS-DOS prompt, type "cd windows" to change to the WINDOWS directory.
3. Type "setup" then press Enter to open Windows Setup.
4. Arrow up to the Mouse line, then press Enter to open the list of mouse choices.

5. Select No Mouse or Other Pointing Device, then press Enter.

6. Press Enter to accept the configuration.

7. If Setup prompts you for an installation disk, insert your installation disk then enter the path to the designated drive and directory to locate the required files. For example, on the Dell Windows 3.1 CD-ROM, the necessary Windows files are in the WINDOWS.310 directory. Setup automatically returns to MS-DOS after locating and copying the necessary files.

8. At the MS-DOS prompt, type "setup."

9. Use the arrow keys to select the Mouse line.

10. Press Enter to open the list of mouse choices.

11. Select Microsoft, or IBM PS/2, then press Enter.

12. Press Enter to accept the configuration.

13. When Setup displays the message "This driver for Mouse is already installed on your system..." press the Esc key to replace the currently installed driver.

14. When Setup prompts you for an installation disk, insert your installation disk and enter the path to the designated drive and directory to locate the required files. For example, on the Dell Windows 3.1 CD-ROM disk, the required Windows files are located in the WINDOWS.310 directory. Windows Setup installs the MOUSE.DRV file in the WINDOWS\SYSTEM directory by default, and automatically returns to MS-DOS after locating and copying the required files.

15. At the MS-DOS prompt, type "win" to restart Windows.

16. Verify the file size of the MOUSE.DRV file is either 10672 bytes or 10144 bytes.