Adobe® Customer Support

Error "Illegal operation, Photoshop caused a page fault in module <unknown>" in Photoshop 3.x or Later in Windows 95

Issue
Photoshop returns the error "Illegal operation, Photoshop caused a page fault in module <unknown>" while starting or working in Photoshop 3.0.4 or later in Windows 95.

Solution
Install a Windows 95-compatible video driver that specifies the manufacturer and model of your video card:

1. Choose Start > Settings > Control Panels.
2. Double-click the Display Control Panel.
3. Select the Settings tab.
4. Click the Change Display Type button.
5. Click the Change button in the Adapter Type section.
6. Install a driver that specifies the manufacturer and model of your video card:

If you have a driver from your video card manufacturer, click the Have Disk button.

If you do not have a driver from your video card manufacturer, select your video driver from the list of video drivers provided on the Windows 95 CD-ROM by selecting the Show All Devices option. Scroll through the list of Manufacturers and Models and select your specific video card manufacturer and model. Click OK. Windows prompts you to insert the Windows 95 CD-ROM.

If the manufacturer or model of your video card is not listed in Manufacturers and Models, contact your video card manufacturer for a Windows 95-compatible driver.

7. Restart the computer.

Additional Information
Errors in module <unknown> usually indicate video-related issues. Installing or reinstalling drivers that specify the manufacturer and model of your video card, and that are Windows 95-compatible, ensures the most stable environment for all applications.

Windows 95's Auto Detect Hardware feature, which runs any time you install new hardware, often loads generic video drivers for cards that use a standard chip-set (e.g., MGA, Cirrus Logic, Tseng, S3) even though manufacturer and model-specific drivers are available on the Windows 95 CD-ROM.

When Windows 95 is uses generic drivers for video cards, the operating environment can become unstable, causing errors to occur.