

Knowledge Base Article

Product Category: Software
 Product: CMSW7490 – SKF @ptitude Analyst RDC Suite
 Version: All

Abstract

When attempting to play a Time Waveform on an SKF RDC (cloud) server, the following error message in Figure 1 appears:

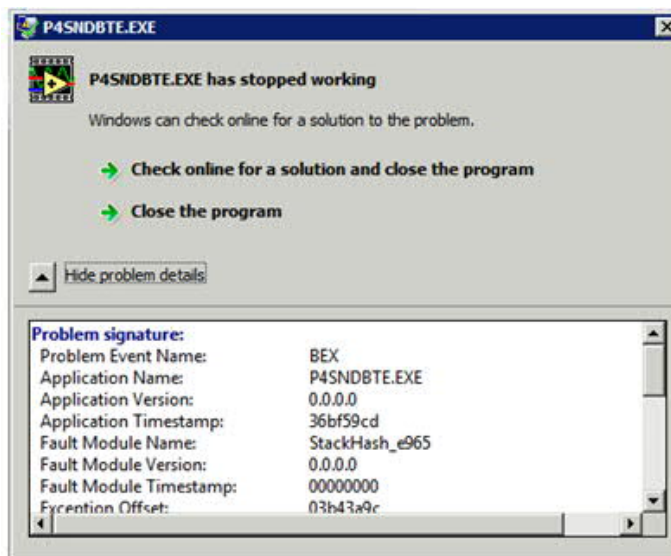


Figure 1. P4SNDBTE.EXE has stopped working

This knowledgebase article provides instructions on how to get a Time Waveform to play after this error is encountered.

Overview

To get audio playback working, follow the steps provided below.

Place P4SndBte in the DEP exception list:

1. Go to Computer > Properties > Advanced System Settings > Performance > Settings [Figure 2].

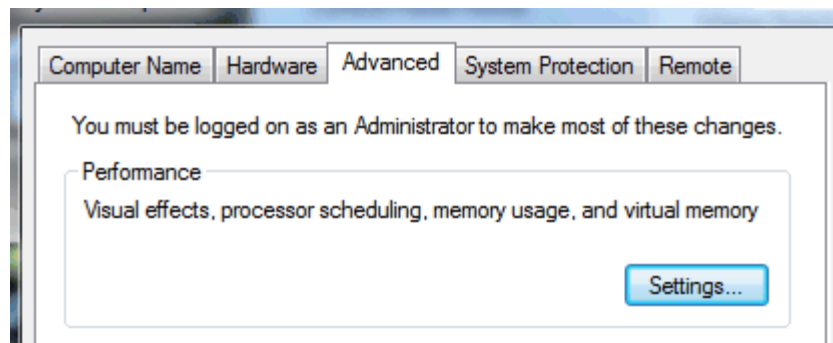


Figure 2. Advanced Settings button

2. Click on the Data Execution Prevention tab. Click Add and browse to the P4SndBte.exe program [Figure 3]. The default location is C:\ProgramData\SKF\@ptitude Analyst\SoundByte.

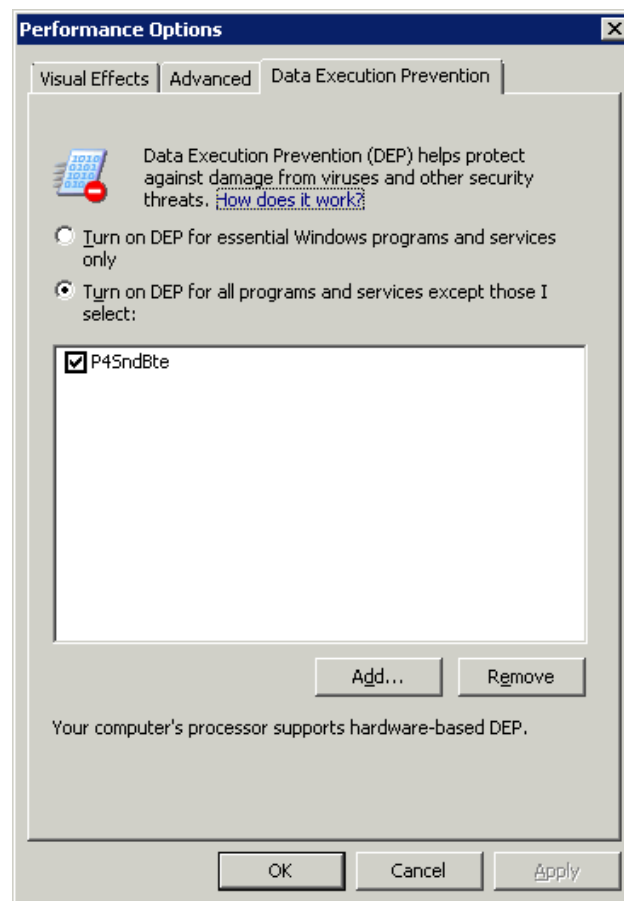


Figure 3. Turning on DEP

- Next, in Windows Services, turn on Windows Audio [Figure 4] and Windows Audio Endpoint Builder services.

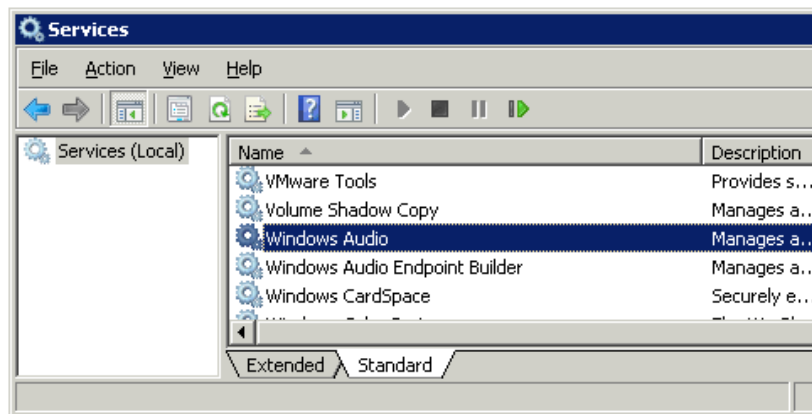


Figure 4. Turning on Windows Services

- Configure the Remote Audio settings in the Remote Desktop Connection preferences on the server publishing the application [Figure 5].

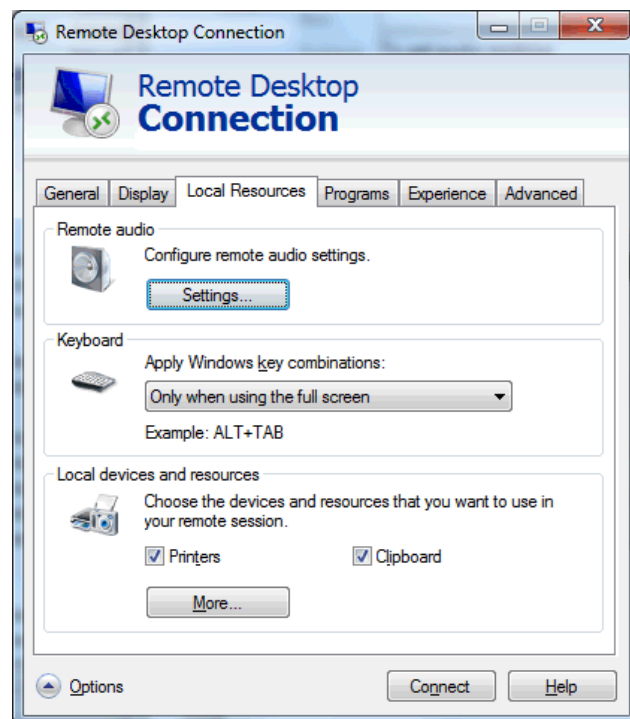


Figure 5. Configuring Remote Audio settings on Remote Desktop Connection

- Set Remote Audio Playback to 'Play on remote computer' [Figure 6], then Save the changes [Figure 7].

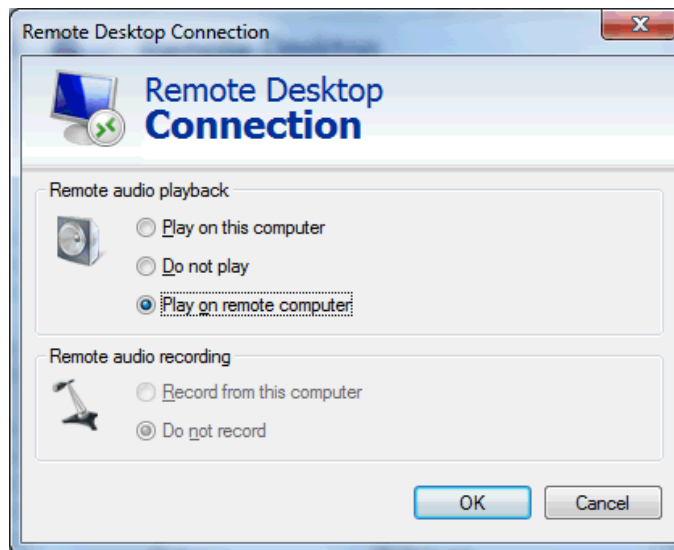


Figure 6. Setting remote audio playback to 'Play on remote computer'

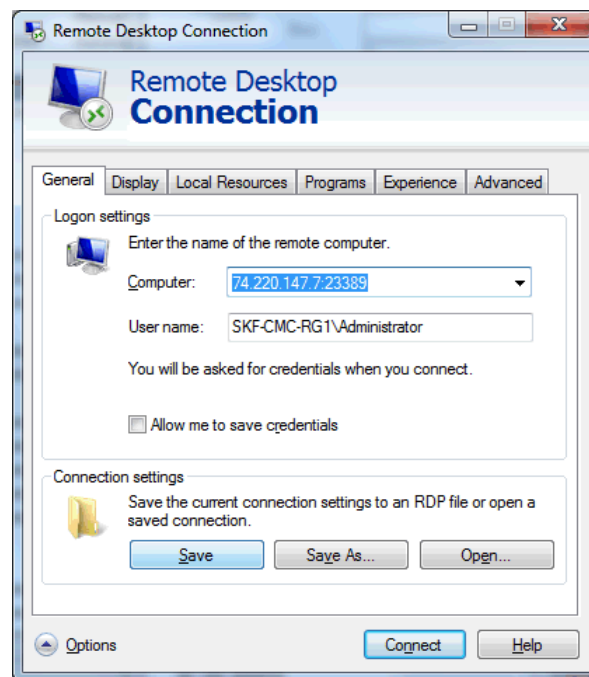


Figure 7. Save any changes to RDP

 For further assistance, please contact the Technical Support Group by phone at 1-858-496-3627, or by e-mail at TSG-CMC@skf.com.