

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].



-	and the second sec
	Computer Name Hardware Advanced System Protection Remote
	You must be logged on as an Administrator to make most of these changes. Performance Visual effects, processor scheduling, memory usage, and virtual memory
	Settings

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 <u>C:\ProgramData\SKF\@ptitude Analyst\SoundByte</u>.

Performance Options
Visual Effects Advanced Data Execution Prevention
Data Execution Prevention (DEP) helps protect against damage from viruses and other security threats. How does it work?
 <u>T</u>urn on DEP for essential Windows programs and services only
 Turn on DEP for all programs and services except those I select:
P4SndBte
Add Remove
Your computer's processor supports hardware-based DEP.
OK Cancel Apply



Figure 3. Turning on DEP

http://www.skf.com/cm



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

Eile Action View Help Image: Services (Local) Image: Services (Local) Image: Services (Local) Image: Services (Local) Image: Services (Local) Image: Services (Local) Image: Services (Local) Image: Services (Local)
Services (Local) Name A Description
🖏 YMware Tools Provides s.
🤹 Volume Shadow Copy Manages a.
Windows Audio Manages a.
🤹 Windows Audio Endpoint Builder Manages a.
🤹 Windows CardSpace Securely e.
Extended Standard

Figure 4. Turning on Windows Services

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

😼 Remote D	esktop Connection
	Remote Desktop Connection
General Dis	splay Local Resources Programs Experience Advanced
0	Configure remote audio settings.
- Keyboard	Apply Windows key combinations:
	Example: ALT+TAB
-Local devic	es and resources
-	Choose the devices and resources that you want to use in your remote session.
	✓ Printers ✓ Clipboard
	<u>M</u> ore
<u>Options</u>	Co <u>n</u> nect <u>H</u> elp

Figure 5. Configuring Remote Audio settings on Remote Desktop Connection



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

Remote De	sktop Connection			
-	Remote Desktop Connection			
Remote audio playback				
	Play on this computer			
	◎ <u>D</u> o not play			
	Play on remote computer			
Remote audio recording				
~	Record from this computer			
	O Do not record			
	OK Cancel			

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

😼 Remote D	Desktop Connection
-	Remote Desktop Connection
General D	isplay Local Resources Programs Experience Advanced
Logon sett	ings
	Enter the name of the remote computer.
	Computer: 74.220.147.7:23389
	User name: SKF-CMC-RG1\Administrator
	You will be asked for credentials when you connect.
	Allow me to save credentials
Connection	n settings
	Save the current connection settings to an RDP file or open a saved connection.
	Save Sa <u>v</u> e As Op <u>e</u> n
Options	Connect Help

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 $\underline{\text{TSG-CMC@skf.com}}.$

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