

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].



-	the second				
	Computer Name Hardware Advanced System Protection Remote				
	You must be logged on as an Administrator to make most of these changes. Performance				
	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?				
C <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				
OK Cancel Apply				



Figure 3. Turning on DEP

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

🗘 Services						
Eile Action View Help						
🗢 🔿 📷 🖬 🖬 🛃 🖬 🕨 🔳 II 🕩						
🔍 Services (Local)	Name 🔺	Description				
	🔍 VMware 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].

B Remote Desktop Connection						
Remote Desktop Connection						
General Dis	splay Local Resources Programs Experience Advanced					
0	Configure remote audio settings.					
Keyboard Apply Windows <u>key</u> combinations:						
	Example: ALT+TAB					
Local devices and resources						
Choose the devices and resources that you want to use in your remote session.						
	✓ Printers ✓ Clipboard					
	More					
<u>Options</u>	Connect Help					

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	esktop Connection					
-	Remote Desktop Connection					
Remote audio playback						
	Play on this computer					
	◎ <u>D</u> o not play					
	Play on remote computer					
Remote audio recording						
~	\bigcirc <u>R</u> ecord from this computer					
	O not record					
	OK Cancel					

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

Remote Desktop Connection						
Remote Desktop Connection						
General Display Local Resource	ces Programs Experience Advanced					
Logon settings						
Enter the name of the	eremote computer.					
<u>C</u> omputer: 74.22	0.147.7:23389					
User name: SKF-	CMC-RG1\Administrator					
You will be asked for credentials when you connect.						
Allow me to save	credentials					
Connection settings						
Save the current con saved connection.	nection settings to an RDP file or open a					
Save	Sa <u>v</u> e As Op <u>e</u> n					
Options	Connect <u>H</u> elp					

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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