

# Knowledge Base Article

**Product Group:** Software

**Product:** CMSW7400 @ptitude Analyst

**Version:** 6.3

## Abstract

While running SKF @ptitude Analyst on a terminal server, when launching the Sound Byte application the Sound Byte wave disappears after the button is pressed in @ptitude Analyst.

## Overview

The following error will be displayed:

Faulting application name: P4SNDBTE.EXE, version: 0.0.0.0, time stamp: 0x36bf59cd

Faulting module name: unknown, version: 0.0.0.0, time stamp: 0x00000000

Exception code: 0xc0000005

Fault offset: 0x024b580c

Faulting process id: 0x173c

Faulting application start time: 0x01cdd8548015a827

Faulting application path: F:\Statoil Documents\SOUND\P4SNDBTE.EXE

Faulting module path: unknown

Report Id: be1062a7-4447-11e2-afc3-441ea1542a60

Fault bucket , type 0

Event Name: BEX

Response: Not available

Cab Id: 0

Problem signature:

P1: P4SNDBTE.EXE

P2: 0.0.0.0

P3: 36bf59cd

P4: StackHash\_e965

P5: 0.0.0.0

P6: 00000000

P7: 024b580c

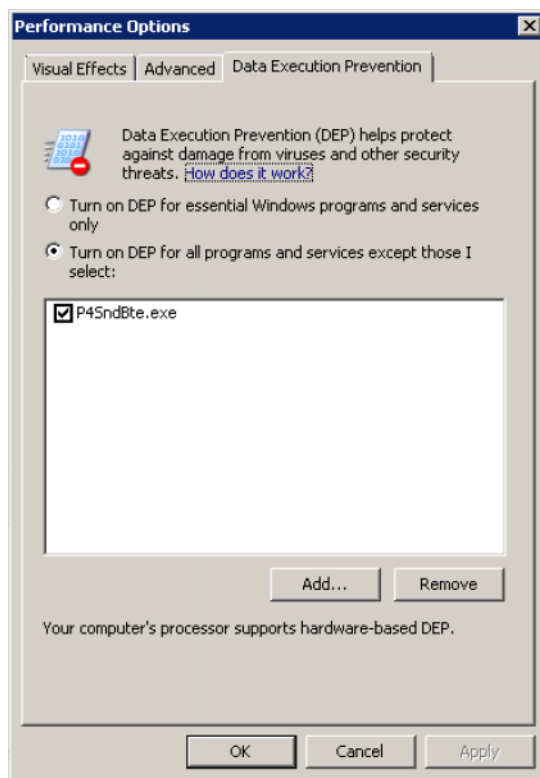
P8: c0000005

P9: 00000008

P10:

Data Execution Prevention (DEP) is a security feature that helps prevent damage from viruses and other security threats by monitoring programs to make sure they use system memory safely. Follow the steps below to change the DEP settings and resolve the issue.

1. Go to **Control Panel > System > Advanced System Settings > Performance > Settings**.
2. Click the **Data Execution Prevention** tab, and then click **Turn on DEP for all programs and services except those I select**.
3. Now, **Add** the P4SndBte.exe application, and then click **Apply** and **OK**.  
[Figure 1]



**Figure 1.** Adding P4SndBte.exe

4. Launch the Sound Byte application again.

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For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at [TSG-Americas@skf.com](mailto:TSG-Americas@skf.com).