

## 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\S0UND\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 P3: 36bf59cd P4: StackHash\_e965 P5: 0.0.0 P6: 0000000 P7: 024b580c P8: c0000005 P9: 0000008 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.
- Now, Add the P4SndBte.exe application, and then click Apply and OK. [Figure 1]

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 Turn on DEP for essential Windows programs and services only	
Turn on DEP for all programs and services except those I select:	
P4SndBte.exe	
Add Remove	
Your computer's processor supports hardware-based DEP.	
OK Cancel Apply	



4. Launch the Sound Byte application again.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at <u>TSG-Americas@skf.com</u>.

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