Error Message: “Fatal Error:Exception Code=C0000005”

WHAT IS THIS ERROR?

This error is the Visual FoxPro (VFP) runtime engine reporting a memory corruption state, usually caused by an external ActiveX control, DLL or sometimes internally by VFP itself. To simplify, you can say that C0000005 is VFP's way of saying "the Windows OS is killing me because something just stomped on my allocated memory, now I am dying". VFP itself usually does not cause the error, other programs or drivers "kills" VFP in a way which is impossible to trap.

COMMON CAUSES AND HOW TO FIX

CAUSE: Old VFP DLLs from previous installed apps interfered with a proper CommonFiles installation.

FIX: Search for and rename/move/remove all existing VFP*.DLL files prior to running CommonFiles. The “Find Everything” utility available from http://www.voidtools.com would be useful in the search.

CAUSE: Insufficient permissions interfered with a proper CommonFiles installation.

FIX: Assign proper rights or log in as the domain administrator and then try installing CommonFiles again.

CAUSE: Corrupt application, runtime engine or 3rd party control files.

FIX: This should be the first thing to try when a client receives this error in order to rule out any corrupt file problem. If this fix doesn't work, proceed to look into other causes. Follow these steps:

1. Uninstall all Siriusware applications, including the CommonFiles.
2. Delete the Siriusware folder.
3. Run the RegEdit utility and delete the entire **HKEY_CURRENT_USER\Software\Microsoft\VisualFoxPro** registry key, if it exists.
4. Search the hard disk for any copies of FOXUSER.* and delete them.
5. Delete the entire TEMP directory used by Windows.
6. Download fresh copies of our installation programs from our web site.
7. Reinstall CommonFiles and applications.

CAUSE: The Windows PATH environment variable has invalid or network paths in it.

FIX: Verify that there are no invalid paths or network paths in the PATH environment variable, and that it is properly formatted (a semicolon separating each path). This is located in the Control Panel under System -> Advanced System Settings -> Advanced tab -> Environment Variables.

CAUSE: Client g ets the error when attempting to access the dropdown calendar on one of out date or datetime picker controls.

FIX: This is a version conflict with multiple copies of the Microsoft calendar control. Follow these steps:

1. Do a search of the entire disk for MSCAL.OCX (which is the calendar control we pull up) and you should find one in \WINDOWS\SYSTEM32\ and one \PROGRAM FILES\MICROSOFT OFFICE\OFFICE10\.

2. Rename MSCAL.OCX in \WINDOWS\SYSTEM32\ and copy the one from \OFFICE10\.

CAUSE: Application crashes on startup on a Win2000 machine which uses roaming profiles that are shared between Windows 2000 and Windows XP.

FIX: See Microsoft KB articlehttp://support.microsoft.com/default.aspx?scid=kb;en-us;839024

CAUSE: SysManager, ReportManager, BatchPrint, ResPrint or PrintEZ crashes with this error on startup when running on Windows Server 2003 with service pack 1 or higher.

FIX: Windows Server 2003 SP1 ships with Data Execution Prevention (DEP) which interferes with the ImagXpress 3rd-party ActiveX control used in these applications. An updated version of the ImagXpress control, which addresses this interoperability problem with the DEP layer, will be incorporated into a future version of our Siriusware applications. In the meantime, the workaround is to add these Siriusware applications to the list of DEP exceptions. Follow this list of steps to add SysManager.exe to the list (and then repeat for ReportManager, etc.)...

1. Click Start, Control Panel and then System.

2. Click the Advanced tab.

3. In the Performance section, click Settings. A dialog box appears.

4. Click the Data Execution Prevention tab.

5. Click Add and then locateyour **SysManager.exe** executable file.

6. Click OK to add SysManager to the list of exceptions.

CAUSE: Receive error when attempting print or preview a report.

FIX: Printer drivers can be notoriously buggy, especially HP printer drivers. Install and use the equivalent Microsoft printer drivers instead, if available.

CAUSE: Receive error after repeatedly running the chart view of the Consolidated or Individual Instructor Calendar reports.

FIX: This appears to be a memory leak in the 3rd party schedule control. This will hopefully be fixed in an upcoming version.

CAUSE: Windows system files may be corrupt. To verify, open the Windows Event Viewer and look at the "Application" Event log.If there are "Application Error" or "EventSystem" errors that have an Event ID equal to 1000, 4609 or 8193, you may have corrupt Windows XP system files.

FIX: Repair the Windows XP installation from your original Windows XP Setup CD-ROM. This repair is not for the faint-of-heart. Back up your workstation and follow the instructions at http://www.jsifaq.com/SF/Tips/Tip.aspx?id=5808.

CAUSE: Receive the error for no other explained reason.

FIX: Various other causes include:

- Computer may be infected with a virus. Scan for viruses.

- Possible conflict with virus scanning software (particularly Norton or F Prot). Temporarily disable and test.

- Buggy video drivers can cause this error. Update the video driver and optionally try other video resolutions. You can also start up Windows in Safe mode (press and hold the F8 key when booting up). Choose to load the network driver. If you no longer get the C0000005 error when running the application, it's a pretty good bet the culprit is a buggy or corrupt driver or system file.

- Bad hardware, such as faulty RAM chips. Run hardware diagnostic program, such as CheckIt, to test all aspects of hardware.