



Client Platform Management **T e c h n i c a l B u l l e t i n**

Bulletin ID: TB1035

Date Created: 07/11/05

Author: Sean Sivak

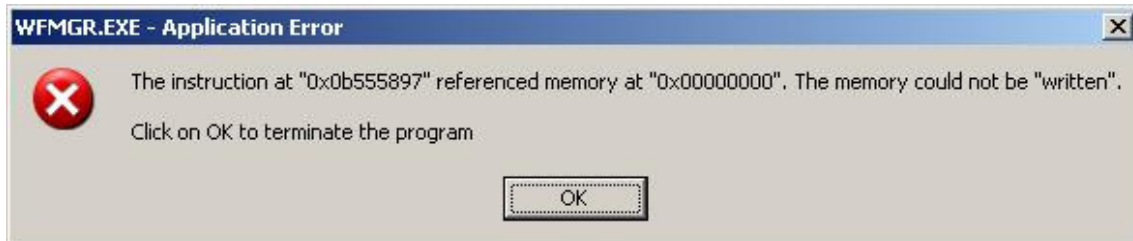
Issue: wfmgr.exe – Application Error when closing out of Pathways on Windows 2003 with SP1.

This bulletin applies to:

- Network version of CCC Pathways
- Windows 2003 SP1

Symptoms:

Some customers running Pathways locally on a Windows 2003 Server with SP1 installed may experience the following error when exiting out of Pathways:



Cause:

Windows 2003 with Service Pack 1 includes Data Execution Prevention (DEP). DEP is preventing Pathways from closing properly.

Resolution:

There are two resolutions to solve this problem.

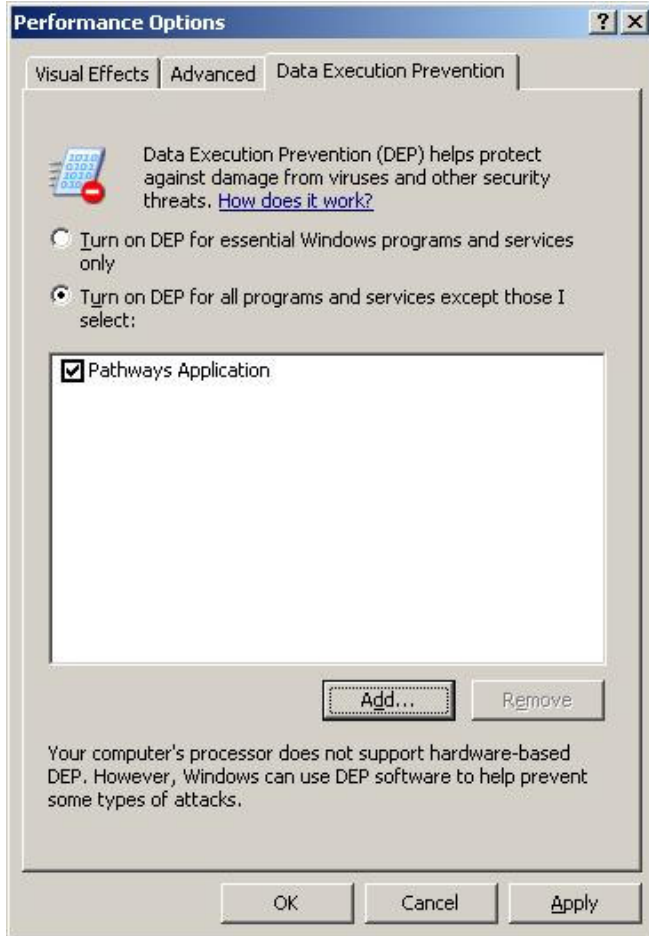
1. Add P:\Pathways\WFMGR\wfmgr.exe to the DEP Exclusion List
2. Select to run DEP for essential Windows programs and services only

Please see the following page for instructions on how to perform these resolutions.

Resolution 1

To add P:\Pathways\WFMGR\wfmgr.exe to the DEP Exclusion List:

1. Right-Click My Computer
2. Click Properties
3. Click the Advanced Tab
4. Click on Settings Button in the Performance Section
5. Click the Data Execution Prevention Tab
6. Click Add
7. Browse to P:\Pathways\WFMGR
8. Double-Click on wfmgr.exe
9. Click OK



Resolution 2

To turn on DEP for essential Windows programs and services only:

1. Right-Click My Computer
2. Click Properties
3. Click the Advanced Tab
4. Click on Settings in the Performance Section
5. Click the Data Execution Prevention Tab
6. Click the radio button next to "Turn on DEP for essential Windows programs and services only"
7. Click OK