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Datacolor - Industrial Business Unit	Online Knowledgebase System

What should I do when I see an Access Violation?

What is an Access Violation?

An Access Violation is an unhandled error.Â

The error means some program code tried to act on memory to which it has no permission, did not allocate or that cannot be addressed.
 â€˜Unhandledâ€™ means the error arises from a state that the code writers did not expect or believed to have been impossible.

Access violations are rare and usually specific to an individual computer, its specific configuration and state.Â AV errors usually follow some other error.Â
 When they do, the preceding error is significant.Â
 Actions, operations and the state of the PC and memory prior to the AV error are always significant in diagnosing the cause.Â

The AV error message comes from a low level part of the operating system.Â Â The effect is like having your neighborhood cordoned off because a neighbor noticed smoke.Â (Access Violations are not as bad as those "need to exit" errors.Â They are like having your neighborhood condemned, bombed, and paved over.)

After an AV, there is no easy way to know the extent of damage.Â
 At a minimum, the program involved is in an unstable state -- along with its supporting programs -which could include large swaths of other applications, including the OS.

After an Access Violation Error: Try to shut down what programs you can and reboot - or log-off /close the remote session.Â

When started up again, or in a new session:

  1) Â Â Â Â Â Try to repeat the process that caused the AV.Â It might or might not happen.Â

  2) Â Â Â Â Â Keep notes of actions, mouse clicks, data selected, and exact wording or screen captures of any error messages.

  3) Â Â Â Â Â If the Access violation is repeatable, notify Datacolor support.Â Â Have your notes ready along with names and version numbers of your Windows OS and Datacolor products.Â
 Datacolor support and development will need to reproduce the error to create a fix or protection against its recurrence.Â Â Datacolor may request a copy of your database or ask to use a secure remote-control connection to your PC to investigate.Â

  4) Â Â Â Â Â If you cannot repeat the AV, the cause may be in other running processes

a. Â Â Â Â Â Â   Corrupt or incompatible Windows modules, add-ons or shared components

b. Â Â Â Â Â   Insufficient free hard disk capacity or file corruption

c. Â Â Â Â Â Â   Too little installed RAM

d. Â Â Â Â Â   Insufficient virtual memory allocated for large queries or amounts of data in memory

e. Â Â Â Â Â   Anti-virus, firewall, add-on memory managers or anti-malware utilities may be preventing access or proper product installation.

Successfully locating these potential causes can require commitment to monitoring and cooperation/assistance from IT resources familiar with local policies and configurations â€"especially for network or application server (remote terminal) deployments.