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Why Does Spnsrvnt.exe Crash After Installing National Instruments Products?

Primary Software: LabVIEW Development Systems>>LabVIEW Base Package**Primary Software Version:** 8.0**Primary Software Fixed Version:** N/A**Secondary Software:** N/A**Problem:**

After I install LabVIEW, Lookout, or other National Instruments products and I reboot my machine, spnsrvnt.exe crashes with the following message:

Instruction at 0x0012e870 referenced memory at 0x00000000

or, I see the following Windows error:



How can I stop the crash from occurring?

Solution:Sentinel Protection Service (`spnsrvnt.exe`) expects port 6001 to be available. `spnsrvnt.exe` is related to a Rainbow/Safenet product called Sentinel that uses a USB dongle to verify software products. National Instrument's Logos protocol, installed by LabVIEW and other NI products, occupies port 6001. Some versions of the Sentinel driver crash if this port is in use.

The workaround for LabVIEW 2009 and later is to disable the old Logos service and make sure the new LogosXT service is running:

1. Create a Logos directory on your computer in the following location:

For Windows XP: `C:\Documents and Settings\All Users\Application Data\National Instruments\Logos`For Windows Vista: `C:\ProgramData\National Instruments\Logos`

2. In that directory create a text file called `Logos.ini`.
3. Place the following text in that file:

```
[logos]
Global.DisableLogos=True
Global.DisableLogosXT=False
```

There are two potential workarounds for LabVIEW 8.6 and earlier:

1. Upgrade the Sentinel Protection Installer, available from [Safenet's website](#).
2. Modify the registry so that Logos uses different ports.

NOTE: For advanced users only. Editing the registry can render your system inoperable. Always back up your registry before making changes.

1. Download the attached LogosPortsFix.reg file and run it.
2. Click **Yes** when prompted to add the information to the registry.
3. Reboot the machine.

This registry file creates the following two keys:

HKEY_LOCAL_MACHINE\SOFTWARE\National Instruments\Logos\Ports\FirstClientPort with a value of 8000. The default value is 6000.

HKEY_LOCAL_MACHINE\SOFTWARE\National Instruments\Logos\Ports\FirstServerPort with a value of 7000. The default value is 5000. These keys configure Logos to occupy ports not used by Safenet's software.

Related Links:

[Sentinel Support at Safenet](#)

[KnowledgeBase 3T9B75XL: Using Lookout, LabVIEW DSC Module, and Network-Published Shared Variables with Firewalls](#)

[Developer Zone Tutorial: Lossless Communication with Network Streams: Components, Architecture, and Performance](#)

Attachments:

[Logos.ini](#)



[LogosPortsFix.reg](#)

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