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| | RU | MENTS | | ☐ Cart Help | | | | | | |
| | | 0 | Dualuata 8 Camilana | Colutions | Ourseast | mprove your ni.com exp | erience. Login | or Create a | user profile. | |
| Support | | Contact NI | NI Home > Support > Kr | | Support | NI Developer Zone | Academic | Events | company | |
| Product-Sr | necific | Support | English | | | | | | | |
| Drivers an | d Und | | _ 30 ratings: 4.16 out of 5 Rate this Document | | | | | | | |
| Product Re | oforon | | Why Does S | Spnsrvn | nt.exe (| Crash After I | nstalling | a Natio | onal | |
| Knowledge | Base | | Instruments | B Produ | cts? | | • | , | | |
| Troublesho | ooting | | | | valanmant S | votomos s LobV/IEW/ Po | na Baakaga | | | |
| Support Utilities | | | Primary Software Version: 8.0 | | | | | | | |
| Discussion Forums | | | Primary Software Fixed Version: N/A | | | | | | | |
| Getting Sta Products | Getting Started with NI Products | | - Secondary Softwar | e: N/A | | | | | | |
| Product Lif | fe Cyc | le Policies | Problem: After I install LabVIEW, Lookout, or other National Instruments products and I reboot my machine. | | | | | | | |
| Download Products | NI So | ftware | spnsrvnt.exe crashes with the following message: | | | | | | | |
| Red | quest | Support | Instruction at 0x001 | 2e870 refere | enced mem | ory at 0x00000000 | | | | |
| fror | n an e | engineer | or, I see the following Windows error: | | | | | | | |
| | | | 7 | | | | | | | |
| | | | Sentinel Prote | ection Ser | ver for S | uperPro and Ult | raPro netv | work | | |
| | | | Sentinel Pro network kej close. We | otection Se vs has enc are sorry fo | erver for 9 ountered or the inc | SuperPro and Ultra a problem and ne onvenience. | aPro eds to | | | |
| | | | lf you were i might be los | n the middle | of somethir | ng, the information you | u were worki | ng on | | |

Please tell Microsoft about this problem.

We have created an error report that you can send to us. We will treat this report as confidential and anonymous.

To see what data this error report contains, click here.

Debug

How can I stop the crash from occuring?

Solution:

Sentinal 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.

Send Error Report

Don't Send

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 ealier:

- 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:





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