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Subject: IDL 7.1 help system crashes

Posted by [DK](#) on Mon, 23 Nov 2015 02:36:40 GMT

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Hi,

I am using IDL 7.1 under Window 7 (64 bit) for a long time, but several days ago the HELP system suddenly crashed and other functions were just fine. I guess this is a Java problem so I tried reinstalling IDL and java but nothing helpful.

Do you have any solutions? Thanks!

Here is the content of 'hs\_err\_pid1212.log' found under 'D:\Program Files (x86)\ITT\IDL71\idlde' after the crashing:

```
#
# An unexpected error has been detected by HotSpot Virtual Machine:
#
# EXCEPTION_ACCESS_VIOLATION (0xc0000005) at pc=0x77e52e65, pid=1212, tid=7880
#
# Java VM: Java HotSpot(TM) Client VM (1.5.0_11-b03 mixed mode)
# Problematic frame:
# C
#
```

----- T H R E A D -----

Current thread (0x020a0630): JavaThread "main"

siginfo: ExceptionCode=0xc0000005, reading address 0x00000000

Registers:

EAX=0x10fad6b8, EBX=0x00000000, ECX=0x00000000, EDX=0x10d12770  
ESP=0x0018c958, EBP=0x0018ca38, ESI=0x10d12768, EDI=0x10d10000  
EIP=0x77e52e65, EFLAGS=0x00010287

Top of Stack: (sp=0x0018c958)

```
0x0018c958: 77dcb2cc 00000000 10d10000 10d12770
0x0018c968: 00000020 10f059b8 10f059c0 0018ca90
0x0018c978: 6b1293ba 10f059b8 10fad6b8 10d10150
0x0018c988: 0056e320 10d10000 10d10150 10f05980
0x0018c998: 10f05a58 10d10150 03000003 0018c9bc
0x0018c9a8: 12000012 00000006 00000000 00000002
0x0018c9b8: 00000003 0018ca1c 0000000e 00000012
0x0018c9c8: 0018ca00 cf0001ce 00000006 00000000
```





```
v ~StubRoutines::call_stub
V
V
V
V
V
V
C
j sun.reflect.NativeMethodAccessorImpl.invoke(Ljava/lang/Objec
t;[Ljava/lang/Object;)Ljava/lang/Object;+87
j sun.reflect.DelegatingMethodAccessorImpl.invoke(Ljava/lang/O
bject;[Ljava/lang/Object;)Ljava/lang/Object;+6
j java.lang.reflect.Method.invoke(Ljava/lang/Object;[Ljava/lang/Object;)Ljava/lang/Object;+111
j org.eclipse.equinox.launcher.Main.invokeFramework([Ljava/lang/String;[Ljava/net/URL;)V+211
j org.eclipse.equinox.launcher.Main.basicRun([Ljava/lang/String;)V+114
j org.eclipse.equinox.launcher.Main.run([Ljava/lang/String;)I+ 4
v ~StubRoutines::call_stub
V
V
...<more frames>...
```

Java frames: (J=compiled Java code, j=interpreted, Vv=VM code)

```
J org.eclipse.swt.internal.win32.OS.DispatchMessageW(Lorg/eclipse/swt/internal/win32/MSG;)I
J org.eclipse.swt.widgets.Display.readAndDispatch()Z
j org.eclipse.help.ui.internal.HelpUIEventLoop.run()V+52
v ~StubRoutines::call_stub
j sun.reflect.NativeMethodAccessorImpl.invoke0(Ljava/lang/reflect/Method;Ljava/lang/Object;
0x0d88c7b0 JavaThread "SocketListener0-0"
0x0d88c608 JavaThread "Acceptor ServerSocket"
0x0d88cca8 JavaThread "SessionScavenger" daemon
0x0d88d9e8 JavaThread "Start Level Event Dispatcher" daemon
0x0d88d840 JavaThread "Framework Event Dispatcher" daemon
0x0d88d348 JavaThread "State Data Manager" daemon
0x0c70d8f8 JavaThread "Low Memory Detector" daemon
0x0c708a80 JavaThread "CompilerThread0" daemon
0x0c705b38 JavaThread "Signal Dispatcher" daemon
0x0c6e52e8 JavaThread "Finalizer" daemon
0x0c6e43c0 JavaThread "Reference Handler" daemon
=>0x020a0630 JavaThread "main"
```

Other Threads:

```
0x0c6de838 VMThread [id=3788]
0x0c730788 WatcherThread [id=980]
```

VM state: not at safepoint (normal execution)

VM Mutex/Monitor currently owned by a thread: None

Heap

def new generation total 4544K, used 3824K [0x046c0000, 0x04ba0000, 0x04ba0000)  
eden space 4096K, 93% used [0x046c0000, 0x04a7a8e8, 0x04ac0000)  
from space 448K, 1% used [0x04ac0000, 0x04ac1790, 0x04b30000)  
to space 448K, 0% used [0x04b30000, 0x04b30000, 0x04ba0000)  
tenured generation total 60544K, used 52908K [0x04ba0000, 0x086c0000, 0x086c0000)  
the space 60544K, 87% used [0x04ba0000, 0x07f4b030, 0x07f4b200, 0x086c0000)  
compacting perm gen total 18176K, used 17997K [0x086c0000, 0x09880000, 0x0c6c0000)  
the space 18176K, 99% used [0x086c0000, 0x098537f8, 0x09853800, 0x09880000)  
No shared spaces configured.

Dynamic libraries:

0x00400000 - 0x0040e000 D:\Program Files (x86)\ITT\IDL71\idlde\idlhelp.exe  
0x77e20000 - 0x77fa0000 C:\Windows\SysWOW64\ntdll.dll  
0x76010000 - 0x76120000 C:\Windows\syswow64\kernel32.dll  
0x75c80000 - 0x75cc7000 C:\Windows\syswow64\KERNELBASE.dll  
0x778f0000 - 0x779f0000 C:\Windows\syswow64\USER32.dll  
0x76120000 - 0x761b0000 C:\Windows\syswow64\GDI32.dll  
0x768e0000 - 0x768ea000 C:\Windows\syswow64\LPK.dll  
0x75be0000 - 0x75c7d000 C:\Windows\syswow64\USP10.dll  
0x764d0000 - 0x7657c000 C:\Windows\syswow64\msvcrt.dll  
0x761c0000 - 0x76260000 C:\Windows\syswow64\ADVAPI32.dll  
0x768f0000 - 0x76909000 C:\Windows\SysWOW64\sechost.dll  
0x76580000 - 0x76670000 C:\Windows\syswow64\RPCRT4.dll  
0x75930000 - 0x75990000 C:\Windows\syswow64\SspiCli.dll  
0x75920000 - 0x7592c000 C:\Windows\syswow64\CRYPTBASE.dll  
0x755a0000 - 0x75624000 C:\Windows\WinSxS\x86\_microsoft.windows.common-controls\_6595  
b64144ccf1df\_5.82.7601.17514\_none\_ec83dffa859149af\COMCTL32.dll  
0x713e0000 - 0x7142c000 C:\Windows\system32\apphelp.dll  
0x67b60000 - 0x67bed000 C:\Windows\AppPatch\AcLayers.dll  
0x76b20000 - 0x7776b000 C:\Windows\syswow64\SHELL32.dll  
0x75cd0000 - 0x75d27000 C:\Windows\syswow64\SHLWAPI.dll  
0x766f0000 - 0x7684c000 C:\Windows\syswow64\ole32.dll  
0x75a90000 - 0x75b1f000 C:\Windows\syswow64\OLEAUT32.dll  
0x756f0000 - 0x75707000 C:\Windows\system32\USERENV.dll  
0x756e0000 - 0x756eb000 C:\Windows\system32\profapi.dll  
0x6f2d0000 - 0x6f321000 C:\Windows\system32\WINSPOOL.DRV  
0x6f490000 - 0x6f4a2000 C:\Windows\system32\MPR.dll  
0x54e00000 - 0x55018000 C:\Windows\AppPatch\AcGenral.DLL  
0x6e340000 - 0x6e3c0000 C:\Windows\system32\UxTheme.dll  
0x70bb0000 - 0x70be2000 C:\Windows\system32\WINMM.dll  
0x73ac0000 - 0x73acf000 C:\Windows\system32\samcli.dll  
0x6bff0000 - 0x6c004000 C:\Windows\system32\MSACM32.dll  
0x75850000 - 0x75859000 C:\Windows\system32\VERSION.dll  
0x717a0000 - 0x717a3000 C:\Windows\system32\sfc.dll  
0x71790000 - 0x7179d000 C:\Windows\system32\sfc\_os.DLL  
0x751e0000 - 0x751f3000 C:\Windows\system32\dwmapi.dll  
0x76330000 - 0x764cd000 C:\Windows\syswow64\SETUPAPI.dll  
0x779f0000 - 0x77a17000 C:\Windows\syswow64\CFGMGR32.dll

0x766d0000 - 0x766e2000 C:\Windows\syswow64\DEVOBJ.dll  
 0x75d30000 - 0x75e70000 C:\Windows\syswow64\urlmon.dll  
 0x75b20000 - 0x75b4f000 C:\Windows\syswow64\XmlLite.dll  
 0x777f0000 - 0x778e5000 C:\Windows\syswow64\WININET.dll  
 0x76910000 - 0x76b11000 C:\Windows\syswow64\iertutil.dll  
 0x75e70000 - 0x75f91000 C:\Windows\syswow64\CRYPT32.dll  
 0x759e0000 - 0x759ec000 C:\Windows\syswow64\MSASN1.dll  
 0x54ba0000 - 0x54df9000 C:\Windows\AppPatch\AcXtrnal.DLL  
 0x71780000 - 0x71786000 C:\Windows\system32\SHUNIMPL.DLL  
 0x71770000 - 0x7177d000 C:\Windows\system32\SortServer2003Compat.dll  
 0x76670000 - 0x766d0000 C:\Windows\system32\IMM32.DLL  
 0x76260000 - 0x7632c000 C:\Windows\syswow64\MSCTF.dll  
 0x72000000 - 0x72014000 D:\Program Files  
 (x86)\ITT\IDL71\idlde\plugins\org.eclipse.equinox.launcher.w  
 in32.win32.x86\_1.0.101.R34x\_v20080731\eclipse\_1115.dll  
 0x6d740000 - 0x6d8dd000 D:\Program Files (x86)\ITT\IDL71\idlde\jre\bin\client\jvm.dll  
 0x6d300000 - 0x6d308000 D:\Program Files (x86)\ITT\IDL71\idlde\jre\bin\hpi.dll  
 0x75a80000 - 0x75a85000 C:\Windows\syswow64\PSAPI.DLL  
 0x6d710000 - 0x6d71c000 D:\Program Files (x86)\ITT\IDL71\idlde\jre\bin\verify.dll  
 0x6d380000 - 0x6d39d000 D:\Program Files (x86)\ITT\IDL71\idlde\jre\bin\java.dll  
 0x6d730000 - 0x6d73f000 D:\Program Files (x86)\ITT\IDL71\idlde\jre\bin\zip.dll  
 0x6d540000 - 0x6d553000 D:\Program Files (x86)\ITT\IDL71\idlde\jre\bin\net.dll  
 0x75fa0000 - 0x75fd5000 C:\Windows\syswow64\WS2\_32.dll  
 0x761b0000 - 0x761b6000 C:\Windows\syswow64\NSI.dll  
 0x71550000 - 0x7158c000 C:\Windows\system32\mswsock.dll  
 0x70fb0000 - 0x70fb6000 C:\Windows\System32\wship6.dll  
 0x6d560000 - 0x6d569000 D:\Program Files (x86)\ITT\IDL71\idlde\jre\bin\nio.dll  
 0x75350000 - 0x75355000 C:\Windows\System32\wshtcpip.dll  
 0x70020000 - 0x70037000 C:\Windows\system32\CRYPTSP.dll  
 0x6ffe0000 - 0x7001b000 C:\Windows\system32\rsaenh.dll  
 0x71250000 - 0x71260000 C:\Windows\system32\NLAapi.dll  
 0x71240000 - 0x71250000 C:\Windows\system32\napinsp.dll  
 0x71220000 - 0x71232000 C:\Windows\system32\pnrpnp.dll  
 0x711d0000 - 0x71214000 C:\Windows\system32\DNSAPI.dll  
 0x711c0000 - 0x711c8000 C:\Windows\System32\winrnr.dll  
 0x71190000 - 0x711b1000 C:\Program Files (x86)\Bonjour\mdnsNSP.dll  
 0x75520000 - 0x7553c000 C:\Windows\system32\lphlpapi.DLL  
 0x75510000 - 0x75517000 C:\Windows\system32\WINNSI.DLL  
 0x710f0000 - 0x710f6000 C:\Windows\system32\rasadhlp.dll  
 0x71150000 - 0x71188000 C:\Windows\System32\fwpuclnt.dll  
 0x10000000 - 0x10055000 C:\Users\admin\idl\itt\idlworkbench-config-idl7.1.0\org.ecl  
 ipse.osgi\bundles\207\1\cp\swt-win32-3452.dll  
 0x77770000 - 0x777eb000 C:\Windows\syswow64\comdlg32.dll  
 0x70550000 - 0x706ee000 C:\Windows\WinSxS\x86\_microsoft.windows.common-controls\_6595  
 b64144ccf1df\_6.0.7601.17514\_none\_41e6975e2bd6f2b2\COMCTL32.d ll  
 0x64130000 - 0x641d7000 C:\ProgramData\Tencent\TSVulFw\TSVulFW.DAT  
 0x6d650000 - 0x6d690000 C:\Program Files (x86)\TeamViewer\tv\_w32.dll  
 0x759f0000 - 0x75a73000 C:\Windows\syswow64\CLBCatQ.DLL

0x6b240000 - 0x6bcc9000 C:\Windows\SysWOW64\ieframe.dll  
0x6c2f0000 - 0x6c32c000 C:\Windows\SysWOW64\OLEACC.dll  
0x6f240000 - 0x6f29f000 C:\Windows\system32\SXS.DLL  
0x710d0000 - 0x710de000 C:\Windows\system32\RpcRtRemote.dll  
0x0f4a0000 - 0x0f4b4000 C:\Users\admin\idl\itt\idlworkbench-config-idl7.1.0\org.eclipse.osgi\bundles\207\1\cp\swt-gdip-win32-3452.dll  
0x6d020000 - 0x6d1b0000 C:\Windows\WinSxS\x86\_microsoft.windows.gdiplus\_6595b64144ccf1df\_1.1.7601.19044\_none\_72d48fa18666b13e\gdiplus.dll  
0x6c6d0000 - 0x6c7cb000 C:\Windows\system32\WindowsCodecs.dll  
0x70140000 - 0x70161000 C:\Windows\system32\ntmarta.dll  
0x75990000 - 0x759d5000 C:\Windows\syswow64\WLDAP32.dll  
0x754b0000 - 0x75502000 C:\Windows\system32\RASAPI32.dll  
0x75490000 - 0x754a5000 C:\Windows\system32\rasman.dll  
0x6eed0000 - 0x6eedd000 C:\Windows\system32\rtutils.dll  
0x6f780000 - 0x6f786000 C:\Windows\system32\sensapi.dll  
0x77df0000 - 0x77df3000 C:\Windows\syswow64\Normaliz.dll  
0x6c260000 - 0x6c28e000 C:\Windows\system32\MLANG.dll  
0x6ac70000 - 0x6b235000 C:\Windows\SysWOW64\mshtml.dll  
0x6c2c0000 - 0x6c2ea000 C:\Windows\SysWOW64\msls31.dll  
0x6bf90000 - 0x6bf9b000 C:\Windows\system32\msimtf.dll  
0x623b0000 - 0x62462000 C:\Windows\SysWOW64\jscript.dll  
0x6c1d0000 - 0x6c209000 C:\Windows\system32\MMDevAPI.DLL  
0x70450000 - 0x70545000 C:\Windows\system32\PROPSYS.dll  
0x6c080000 - 0x6c0b0000 C:\Windows\system32\wdmaud.drv  
0x6c070000 - 0x6c074000 C:\Windows\system32\ksuser.dll  
0x6c060000 - 0x6c067000 C:\Windows\system32\AVRT.dll  
0x6c010000 - 0x6c018000 C:\Windows\system32\msacm32.drv  
0x6bfe0000 - 0x6bfe7000 C:\Windows\system32\midimap.dll  
0x6c020000 - 0x6c056000 C:\Windows\system32\AUDIOSES.DLL  
0x6daf0000 - 0x6dc23000 C:\Windows\System32\msxml3.dll  
0x74c10000 - 0x74c1b000 C:\Windows\system32\imgUtil.dll  
0x67a40000 - 0x67a4e000 C:\Windows\SysWOW64\pngfilt.dll  
0x6e3c0000 - 0x6e3c5000 C:\Windows\system32\msimg32.dll

#### VM Arguments:

java\_command: <unknown>

Launcher Type: generic

#### Environment Variables:

PATH=D:/Program Files (x86)/ITT/IDL71/idlde/jre/bin/client;D:/Program Files (x86)/ITT/IDL71/idlde/jre/bin;C:\Program Files (x86)\Intel\ComposerXE-2011\redist\intel64\mkl;C:\Program Files (x86)\Intel\ComposerXE-2011\redist\ia32\mkl;C:\Program Files (x86)\Intel\ComposerXE-2011\redist\intel64\mpirt;C:\Program Files (x86)\Intel\ComposerXE-2011\redist\intel64\compiler;C:\Program Files (x86)\Intel\ComposerXE-2011\redist\ia32\mpirt;C:\Program Files (x86)\Intel\ComposerXE-2011\redist\ia32\compiler;C:\Program Files (x86)\Intel\ComposerXE-2011\compiler\lib;C:\Program Files (x86)\Common

Files\NetSarang;C:\Program Files (x86)\Intel\iCLS Client;C:\Program Files\Intel\iCLS Client;C:\Windows\system32;C:\Windows;C:\Windows\System32\Wbem;C:\Windows\System32\WindowsPowerShell\v1.0\;C:\Program Files\Intel\Intel(R) Management Engine Components\DAL;C:\Program Files\Intel\Intel(R) Management Engine Components\IPT;C:\Program Files (x86)\Intel\Intel(R) Management Engine Components\DAL;C:\Program Files (x86)\Intel\Intel(R) Management Engine Components\IPT;C:\Program Files (x86)\ATI Technologies\ATI.ACE\Core-Static  
USERNAME=admin  
OS=Windows\_NT  
PROCESSOR\_IDENTIFIER=Intel64 Family 6 Model 60 Stepping 3, GenuineIntel

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