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Subject: Re: IDL 5.2 crashes NT4???

Posted by [Mike Alport](#) on Wed, 02 Dec 1998 08:00:00 GMT

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I just got this response from RSI - have not yet tried it on a non-critical machine.

RSI response:

While we have not been able to produce a crash of NT4 with IDL 5.2, we are aware of some issues between some applications using a HASP and NT SP4. Our engineers are working on locating the source of the problem, but it looks as though it is not in IDL, but instead, between the operating system and perhaps a driver, or something else that might be related to the HASP service.

To fix the problem, I understand that the following sequence of events works. If you remove HASP services from your machine, and also remove applications which use this service, and then reboot, the problem will be fixed. Be sure to reboot the machine without this service, and then install and start the applications in question. After you have done this, reinstall the HASP service, start it up, and the problem should not recur. If it does recur, or if you have any questions, please let me know.

Please include Attn: Rebecca in the subject of your email when sending your reply.

Best Regards,

Rebecca Farb

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Mike Alport wrote in message <912428598.104584@Raven>...

> I have just had my upgrade (FTP'd from RSI) crash my NT4.0 server - running

> SP4. Crashes with a blue screen - with problem in HASPNT.sty (or suchlike).

> Removing the dongle did not fix the problem. Otherwise I am running a

> perfectly respectable AcerEntra pentium and had no trouble with V5.1.

> I am scared to tempt yet another crash until someone can confirm this

> condition and fix it. I know I could probably recover with a ER disk - but  
> hell, I don't like crashing my NT.  
> My updrade CD has just arrived from RSI - do I dare try this?  
> Mie Alport  
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Subject: Re: IDL 5.2 crashes NT4???  
Posted by [Mike Alport](#) on Thu, 03 Dec 1998 08:00:00 GMT  
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OK, here is a solution that worked for me:  
The RSI suggestion did not work - just crashed NT again - but, this time I had a current ER disk - so recovery was not too painfull. After reading the warnings on the Hasp site about running with NT4 SP4, (from [www.hasp.com](http://www.hasp.com) with my student's help!) we downloaded and installed V3.74 of the Hasp driver and then IDL5.2 - then everything is fine. Presumably the older version of the Hasp driver that RSI seem to be including on the CD is not overwriting V3.74.  
Have fun,  
Mike

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