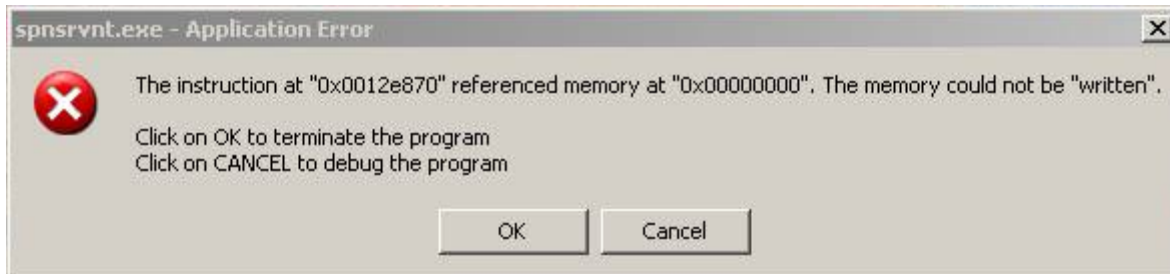


Why do I get the “spnsrvnt.exe - Application Error” after installing Meta Morph® software?

Question:

Having just installed a Meta Imaging Series® product on a machine in which there is a National Instruments product (LabVIEW or other), an error message now appears: “Spnsrvnt.exe - Application Error.” every time the computer is started.

Here is how to keep the crash from occurring.



Answer:

According to National Instruments “spnsrvnt.exe” is related to the Sentinel USB dongle. National Instrument's Logos protocol, installed by LabVIEW and other National Instruments products, occupies port 6001. Many versions of the Sentinel driver crash if this port is in use.

(Please see <http://digital.ni.com/public.nsf/allkb/F852A8CFA4A8CABE862571C00068EF7C> for the latest from National Instruments).

The solution: modify the registry so that the National Instruments logo uses a different port.

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

1. Download the LogosPortsFix.reg file from the National Instruments site to the Desktop. (see <http://digital.ni.com/public.nsf/allkb/F852A8CFA4A8CABE862571C00068EF7C>)
2. Locate the file “LogosPortsFix.reg” and double-click it to run it.
3. Click **Yes** when prompted to add the information to the registry.
4. 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.

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PRODUCTS

MetaMorph®
MetaView
MetaFluor®

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