

## C0000005 Exception error

The infamous C0000005 exception is a Windows system exception that affects Visual FoxPro applications.

The C0000005 exception error does not affect every Windows 10 computer. Many clients report that the Legrand CRM application works fine on some Windows 10 computers while other computers in the same network do run into C0000005 errors.

In many situations we have found that updating to the latest .Net framework update **v4.6.2** either reduces or completely removes the incidence of C0000005 exceptions.

Several articles on the internet suggest that printer and video drivers can be a source of conflict, and they recommend updating to the latest version of the printer or graphics driver.

Microsoft Support Knowledgebase article 2722492 (<https://support.microsoft.com/en-us/kb/2722492>) states that a C0000005 error is an access violation error caused by a buffer overrun. The article goes on to say that:

*“Many scenarios may cause VFP to report a C0000005 error. The most efficient method of determining the root cause is to get a memory dump on the VFP process when the error occurs and then examine the stack for the faulting module. For example, if a printer driver module is on the top of the stack, one should try updating the printer driver or trying a different driver. If a third-party OCX appears as the faulting module, then you should check with the developer of that control for an update on compatibility with your version of VFP.”*

The article goes on to say that the most efficient method of determining the root cause is to get a memory dump on the VFP process when the error occurs and then examine the stack for the faulting module.

We do recommend that you follow the steps outlined in Microsoft’s article to analyse the memory dump as this will identify what caused the error. It should, in most cases, identify is the fault is triggered, say, by a printer driver or a component inside the Legrand CRM application.

### Solving C0000005

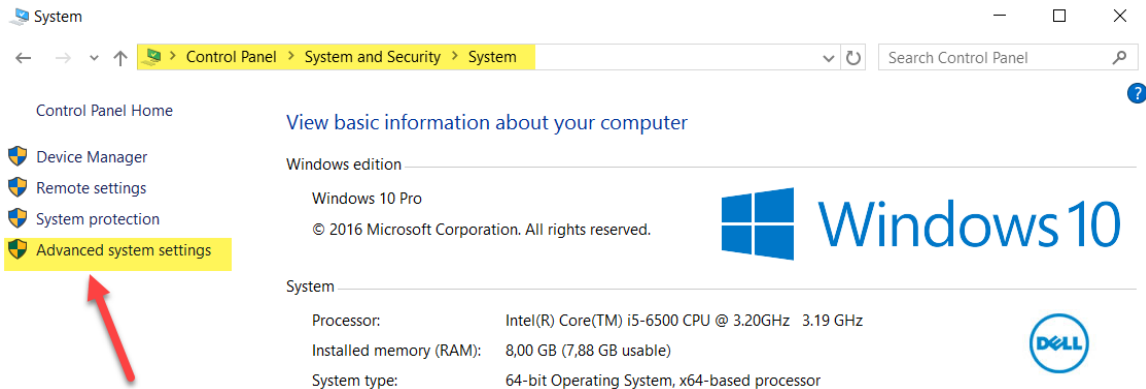
The first step in solving this issue is to ensure that you have the latest versions of your graphics driver, printer drivers and .Net Framework v4.6.

If that does not significantly reduce or completely remove the incidence of C0000005 errors the next step is to turn off Data Execution Prevention.

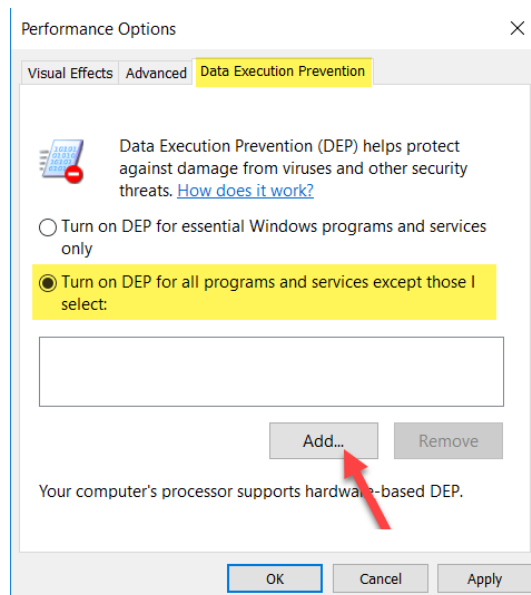
### Data Execution Prevention (DEP)

Several articles found in Goggle searches recommend that turning off Data Execution Prevention (aka DEP) will prevent the C0000005 error to occur in many Visual FoxPro applications, of which Legrand CRM is one.

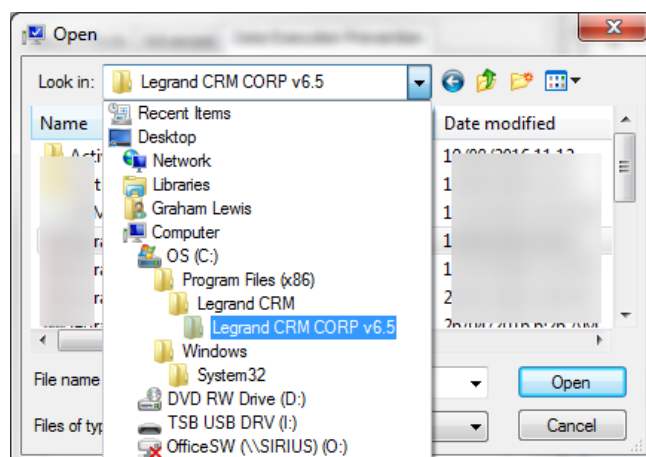
To turn off DEP, go to **Control Panel > All Control Panel Items > System** and then click on ‘**Advanced system Settings**’



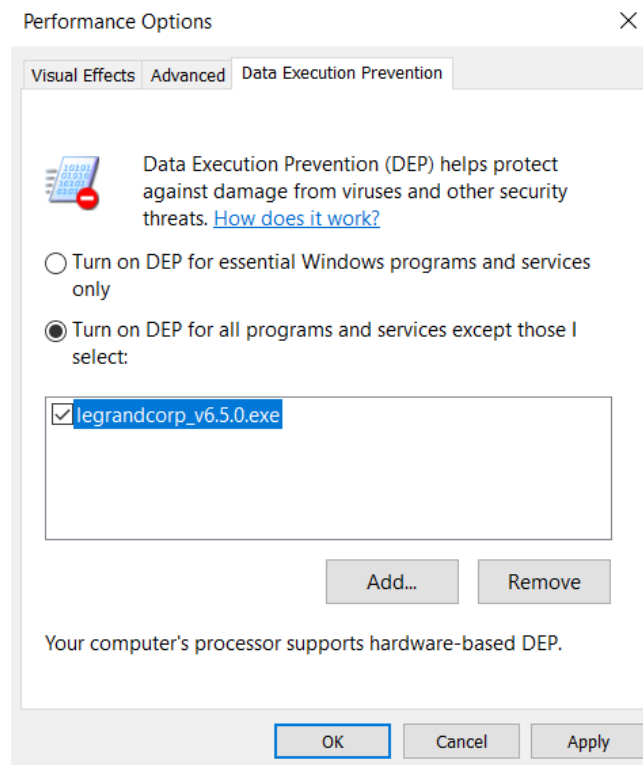
Next, go to the Advanced tab and click on the **Settings** button in the **Performance** section. Select the **Data Execution Prevention** tab and change the setting to “Turn on DEP for all programs and services except those I select:”



The Add button will then become active. Click on it and browse to where the Legrand CRM application is located in Program Files. On a 64-bit computer that is in “C:\Program Files (x86)\Legrand CRM\Legrand CRM CORP v6.5”  
Select the file ‘legrandcorp\_v6.5.0.exe’ in the applications folder and click ‘Open’.



You will then see that legrandcorp\_v6.50.exe appears in the list of programs where DEP will not be applied.



You will then need to restart your computer.

Please note that we only advise applying this setting to machines that are experiencing frequent crashes. Most PCs run Legrand CRM without problems, a small minority experience frequent C0000005 crashes with the program that this change can mitigate.

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