

CUSTOMER ADVISORY

EA040428_CW01 REVISION: 0

Survey Utility For Windows Will Terminate Unexpectedly With Application Exception Message On ProLiant Servers Attached To 40 (Or More) Hard Drives

RELEASE DATE: 24 May 2004

DESCRIPTION

When a ProLiant server is attached to 40 (or more) hard drives, the Survey Utility for Windows will terminate unexpectedly with the following application exception message:

Application exception occurred:

App: surveyor.exe (pid=1904)

When: xx/xx/200x @ 17:20:04.757

Exception number: c0000005 (access violation)

SCOPE

Any ProLiant server running Microsoft Windows 2000 or Microsoft Windows Server 2003 (any edition) and any of the following versions of the Survey Utility for Windows:

- Version 2.46.4.0
- Version 2.52.7.0
- Version 2.53.0.0
- Version 2.56.8.0

RESOLUTION

To avoid the application exception message, disable the drive volume information as follows:

1. Stop the Surveyor service.
2. Navigate to the \Compaq\Survey directory.
3. Use Notepad to open the SURVEY.INI file.
4. Modify the SURVEY.INI file. Change the following line:

```
; + all IDI_WINNT_VOLUME_INFORMATION
```

to:

```
- all IDI_WINNT_VOLUME_INFORMATION
```

5. Save the file and close it.
6. Restart the Surveyor service.

The Survey Utility for Windows is an end-of-life product; therefore, no additional resolution is planned.

SEARCH TIP : For hints on locating similar documents on hp.com, refer to the [Search Tips document](#).

To find additional advisories related to the Survey Utility, use the following search string:

+ProLiant +Advisory +Notice +"Survey Utility"

HARDWARE PLATFORMS AFFECTED: ProLiant 1600, ProLiant 1850R, ProLiant 3000, ProLiant 400, ProLiant 5500, ProLiant 6000, ProLiant 6400R, ProLiant 6500, ProLiant 800, ProLiant 8000, ProLiant 8500, ProLiant BL e-Class, ProLiant BL p-Class, ProLiant CL1850, ProLiant CL380, ProLiant DL320, ProLiant DL320 G2, ProLiant DL360, ProLiant DL360 G2, ProLiant DL360 G3, ProLiant DL380, ProLiant DL380 G2, ProLiant DL380 G2 Packaged Cluster, ProLiant DL380 G3, ProLiant DL380 G3 Packaged Cluster, ProLiant DL560, ProLiant DL580, ProLiant DL580 G2, ProLiant DL740, ProLiant DL760, ProLiant DL760 G2, ProLiant ML310, ProLiant ML330, ProLiant ML330 G2, ProLiant ML330 G3, ProLiant ML330e, ProLiant ML350, ProLiant ML350 G2, ProLiant ML350 G3, ProLiant ML370, ProLiant ML370 G2, ProLiant ML370 G3, ProLiant ML530, ProLiant ML530 G2, ProLiant ML570, ProLiant ML570 G2, ProLiant ML750

COMPONENTS AFFECTED: Non-hardware specific

OPERATING SYSTEMS AFFECTED: Microsoft (Windows 2000, Windows Advanced Server, Windows Server 2003)

SOFTWARE AFFECTED: ProLiant Server Software Survey Utility

THIRD PARTY PRODUCTS AFFECTED: None

DOWNLOADABLE FILES: None

NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

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