



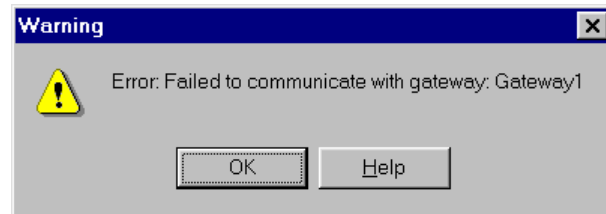
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## I Am Having Trouble with MultiLogger and “Crash Guard” Utilities?

Frequently Asked Question #8

There are a few popular utilities on the market, notably that included in Norton's SystemWorks or McAfee's Nuts and Bolts, which are designed to avoid ugly terminations of your software, thereby giving you an opportunity to save your work and not destroy your computer out of sheer aggravation. Lest you be short on opportunities to destroy your computer, which is not entirely an evil thing to propose anyway, the so-called “Crash Guard” software may actually introduce MORE opportunities to do just that. Life and Windows are strange.

It has been reported that using these utilities may interfere with the proper operation of MultiLogger. This is evidenced by the display of a Crash Guard message when closing MultiLogger to the effect that there has been a “winsock.dll failure”. Upon subsequent re-starts of MultiLogger the following message as shown at right will display.



After clicking **OK** MultiLogger will resume operation but the entire Network Configuration will be blank! (You might also press Help for information on other possibilities for this error.)

Close MultiLogger, re-boot your machine and restart MultiLogger. MultiLogger should run without error and display the Network Configuration as it was last saved. Of course after closing MultiLogger you will need to re-boot your machine again to restart MultiLogger.

**What is going on?** The cause is actually due to a bug in the TCP/IP implementation on Windows 95 and 98 for 16-bit applications. The program that actually facilitates the connections and communication with your dataloggers is a 16-bit application written by Canary Systems, called **csi16pgm.exe**. You will notice this program is automatically launched by MultiLogger at startup (if the Gateway type is Local). This program not only performs all the communication tasks required to use your dataloggers but also facilitates development of distributed data acquisition networks using the TCP/IP protocol.

The Crash Guard software apparently sees that the TCP/IP socket is being left open (due to the bug) when the csi16pgm application is closed and then attempts to prevent csi16pgm from closing, in the process we believe the TCP/IP stack becomes corrupted. Rebooting the computer restores the TCP/IP operation.

**What can I do?** Eventually this problem will be fixed by Canary Systems, notably by the conversion of the 16-bit csi16pgm application to 32-bit. In the meantime it is recommended that you disable or unload the Crash Guard software on machines that will be used with MultiLogger.

More information on the Microsoft bug may be found at:  
<http://support.microsoft.com/support/kb/articles/Q236/4/06.ASP>

For further information contact Canary Systems.