

Catalyst Software Illegal System DLL Relocation Error Message (4/18/2007)

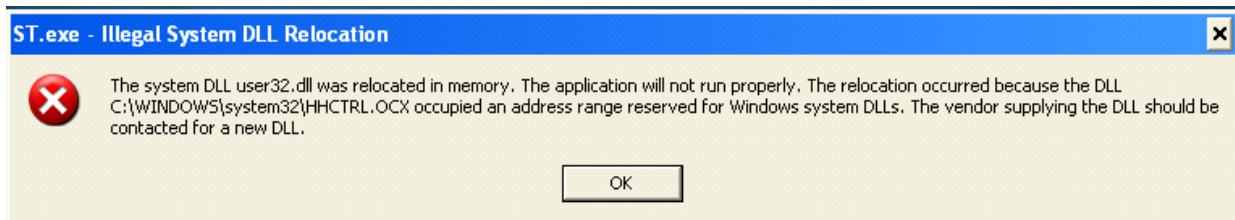
Brief Problem Description:

This problem affects Catalyst Systems with SAS Software V2.50 or less or SATA V1.984 or less.

The system DLL user32.dll was relocated in memory. The application will not run properly. The DLL C:\Windows\System32\Hhctrl.ocx occupied an address range reserved for Windows system DLLs. (See displayed messages below for a complete error message.)

This problem you are experiencing comes from a recent Microsoft Critical Software Update KB925902. The patch for this update is Microsoft Hotfix KB935448.

Catalyst SATA Programs



Catalyst SAS Programs



Problem Resolution:

The attached zip file contains 3 files:

- A Microsoft word document describing the problem you are having with links to the Microsoft website for additional information
- (2) Microsoft Critical Security Update files. One file is the critical update that causes the problem, KB925902, and the other is the Microsoft Hotfix file that fixes the problem, KB935448.

Please make sure that Security Update KB925902 is INSTALLED before installing KB935448. The patch file, KB935448, only replaces the files that cause the problem from KB925902 it is not a self-contained complete update. Information on how to check to see if the update is installed can be found at the end of this document.

Installation

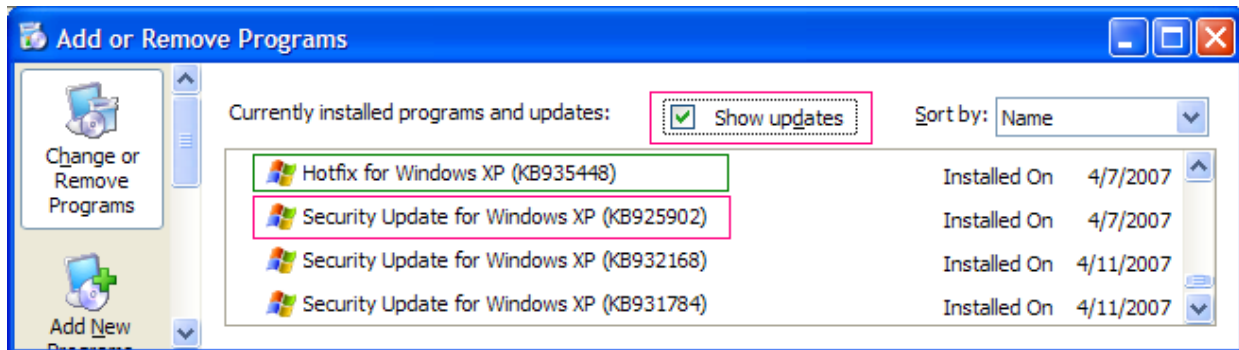
1. Extract the 2 executable files from the WinZip file to your Desktop or a temporary folder
2. Close out all programs, IF necessary double-click on the KB925902 executable, then double-click on the KB935448 executable.
3. Close WinZip and Reboot

Additional Information:

1. You may wish to advise your IT department since this issue can affect other programs also.
2. How to determine if Microsoft Critical Security Update KB925902 is installed:

This information is stored in the Add/Remove listing in the Control Panel.

1. Click on **Start > Control Panel > Double-Click on Add/Remove Programs**
2. Wait for all of the installed programs and program updates to populate
3. Make sure the option at the top of the page call "Show update" is checked or selected.
4. Scroll down to Windows XP – Software and look for "Security Update . . . (KB925902)"



Please contact PSG Customer Support at (800) 909-7112 or psgsupport@lecroy.com if you have any problems or questions. Thank you.