

## Process Performance Counter Error

## Description of Problem:

Some PC's experience an unhandled exception error when running KeyPro III for the first time which reads: "Process performance counter is disabled, so the requested operation cannot be performed". This function is sometimes disabled by the manufacturer of the PC as a performance enhancement to Windows XP.

## Solution:

This unhandled exception error can be resolved by deleting a registry entry. This will not damage the registry or cause problems with your operating system. If you are not familiar with editing the registry, we encourage you to call us so that technical support can walk you through this process.

- 1) Click on the "Start" button, and select "Run"
- 2) Type in "regedit" and press the "Enter" key
- 3) Once the registry editor is open, expand the folders following the path below:

 $HKEY\_LOCAL\_MACHINE \ SYSTEM \ \ CurrentControlSet \ \ Services \ \ \ PerfProc \ \ \ Performance$ 

	Parport partmgr Parvdm PcaSvc pci pciide pcmcia PEAUTH PerfDisk PerfDisk PerfNet PerfOS PerfProc PerfProc pla		Name (Default) Close Collect Collect Timeout Library Object List Open Open Disable Performance Counters	Type REG_SZ REG_SZ REG_DWORD REG_SZ REG_SZ REG_SZ REG_DWORD REG_SZ	Data (value not set) CloseSysProcessObject Ox00001f40 (8000) perfproc.dll 230 232 786 740 816 1408 : OpenSysProcessObject 0x00002710 (10000)
N	PNRPAutoReg	+			

- 4) Delete the entry on the right hand side labeled "Disable Performance Counters".
- 5) Close the registry editor, and restart the computer.



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## If registry entry does not exist:

Download the following files from a source on the internet or another PC.

perfc009.dat perfh009.dat

Links:

http://www.calforums.com/perfc009.dat http://www.calforums.com/perfh009.dat

Copy the 2 downloaded files into the \Windows\System32\ folder