

Process Performance Counter Error

Description of Problem:

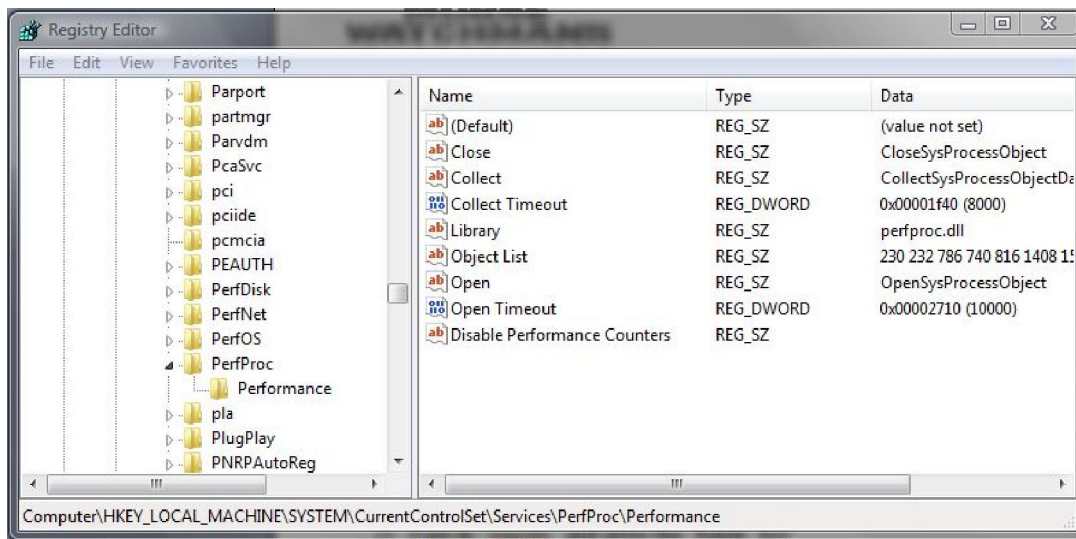
Some PC's experience an unhandled exception error when running KeyPro III for the first time which reads: "Process performance counter is disabled, so the requested operation cannot be performed". This function is sometimes disabled by the manufacturer of the PC as a performance enhancement to Windows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



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

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