

ntdll.dll error Preventing OnGuard Applications From Opening

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Symptom

OnGuard applications crash when opening. This may occur when configuration settings are linked to the ntdll.dll file located in the Windows\SysWOW64 folder.

An error similar to the following (the faulting application name may differ) displays in the Windows Event viewer:

Application Error 1000 (100)

"Faulting application name: AreaAccessManager.exe, version: 7.3.345.0, time stamp: 0x57f870d6

Faulting module name: ntdll.dll, version: 6.1.7601.23677, time stamp: 0x589c957a

Exception code: 0xc0000005

Fault offset: 0x0002e0e6

Faulting process id: 0xcd8

Faulting application start time: 0x01d31cfb1f64847f

Faulting application path: C:\Program Files (x86)\OnGuard\AreaAccessManager.exe

Faulting module path: C:\Windows\SysWOW64\ntdll.dll

Report Id: 5e048c45-88ee-11e7-b0af-3417ebbf58f8"

Resolution

The ntdll.dll file can cause this error for a number of reasons. Try each of the following resolution options and re-test after each. If the error persists, move to the next step, try and re-test. Continue this process until the error resolves or when you get to the last step.

1. Restart your computer. The ntdll.dll error you received could be due to a one-time, temporary issue and a reboot may resolve the problem completely.
2. Reinstall OnGuard or the faulting module.
3. Disable **Data Execution Prevention** for Explorer.exe.
If this does not resolve the issue re-enable Data Execution Prevention
4. Disable **UAC**.
5. Update drivers for any hardware on the PC.
6. Repair or reinstall Windows.
7. If none of the previous steps corrected the error, you may have a faulty or failing hard drive. Replace the hard drive, reinstall Windows and test again.

Applies To

OnGuard (All versions)

Windows (All versions)

Additional Information

None
