Subject: Windows 10 Startup Issues
Posted by KymeraIT on Mon, 11 Apr 2022 20:23:42 GMT
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All,

After installing DataWarrior 5.5, the application simply does not run on a Windows 10 system. Some investigation does show that it is erroring out, but the only indication with no detail is in the Windows event logs (the generic BEX64 error).

We have attempted to run with elevated permissions with the same result. We have also reinstalled the application with no luck. We can also confirm that antivirus software is not reporting any issues relating to DataWarrior.

Any further suggestions/advice would be appreciated.

Subject: Re: Windows 10 Startup Issues
Posted by thomas on Thu, 14 Apr 2022 09:00:30 GMT
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Do you see any messages, when starting DataWarrior.exe from the command line?
Did you check the MD5 sum of the msi?
Did you make sure that none of the exe, dll, or jar files in the DataWarrior directory are blocked in the file properties dialog?
You may download a debug version 'DataWarrior_d.exe' from openmolecules.org/datawarrior/dw550_d.zip. Then unpack and copy these files into the DataWarrior installation directory. Make sure, none of the new files is blocked. Then start DataWarrior_d.exe from the command line. Any messages?

Thomas

Subject: Re: Windows 10 Startup Issues
Posted by KymeraIT on Fri, 22 Apr 2022 19:01:46 GMT
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Unfortunately it looks like despite the attempt to execute in both elevated and non-elevated CMD the application still does not open. The debug download link appears to either be dead or has been moved. Is there another location where that version of the application can be pulled from? i.e. the GitHub page or another page on the site etc?

Subject: Re: Windows 10 Startup Issues
Posted by nbehrnd on Fri, 22 Apr 2022 21:02:44 GMT
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The GitHub page[1] you refer to is going to be valuable if you know how to convert the source code into an executable. Else, use the installer suitable for your operational system from the download page.[2] And note that there are three, each for only one of Linux .or. Mac .or Windows.

Speaking of such (Linux) and the weekend ahead, an alternative approach could be the installation of a Linux distribution (e.g., xubuntu), side-by-side to your Windows operating system, or on top of WSL[3] which then would be the platform to run DataWarrior instead. (In this case, using these environments, you would elect DataWarrior's installer /for Linux/.)

Norwid

[1] https://github.com/thsa/datawarrior
[2] https://openmolecules.org/datawarrior/download.html
[3] https://en.wikipedia.org/wiki/Windows_Subsystem_for_Linux

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Subject: Re: Windows 10 Startup Issues
Posted by thomas on Sun, 24 Apr 2022 10:54:28 GMT
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sorry, the correct debug link is https://openmolecules.org/datawarrior/dw550win_d.zip

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Subject: Re: Windows 10 Startup Issues
Posted by Stevennall on Mon, 06 Jun 2022 05:19:04 GMT
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Unfortunately, it appears that the application does not open despite attempts to execute in both elevated and non-elevated CMD. The debug download link appears to be broken or relocated.

Subject: Re: Windows 10 Startup Issues
Posted by thomas on Mon, 06 Jun 2022 07:47:17 GMT
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sorry again, for some reason the link was still incorrect. I have corrected the link in the messages above. It should work now.

Subject: Re: Windows 10 Startup Issues
Posted by chemtv on Mon, 13 Jun 2022 12:47:15 GMT
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I am having the same issue that datawarrior v5.50 will not run on Win 10. Absolutely nothing (visible) happens. Permissions are fine and there is no virus check going on, also I do not have

SentinelOne installed as mentioned previously. Is there a repository of older versions for windows?
Thanks,
Greg

Subject: Re: Windows 10 Startup Issues
Posted by chemtv on Mon, 13 Jun 2022 14:18:20 GMT
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Hmm, Please ignore my message above...
I just saw a thread in "if my PC do not install office, how can we install datawarrior and initiate it?" referencing the need to install 'vcruntime140.dll' Once I did that datawarrior runs fine.

Thanks for a fine program, it's a great tool! I use it predominately on Macs and Linux, but occasionally need to run it on Windows... maybe need to push the 'dll' message to the top.

regards,
Greg

Subject: Re: Windows 10 Startup Issues
Posted by John on Sat, 20 Aug 2022 21:17:10 GMT
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DataWarrior installed and is working on my ThinkPad E580 running Windows 10. Then, I tried installing on my desktop computer (AMD Ryzen 9 processor) also running Windows 10, but DataWarrior does not start on the desktop computer. Perhaps there are hardware compatibility issues.

Subject: Re: Windows 10 Startup Issues
Posted by thomas on Sun, 21 Aug 2022 12:36:29 GMT
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I consider a hardware issue as highly unlikely, because DataWarrior is based on jre8, which is extremely widespread and highly compatible. I suggest to first try run DataWarrior from the command line and see, whether you get error messages. If there is no message, then often some security software prevents to launch DataWarrior.exe. If you have a message that some runtime dll is missing, you might need to download 'vcruntime140.dll' and copy it into the DataWarrior installation directory (see post by chemtv). You may also ensure that none of the exe or dll files are blocked in the properties dialog.

Subject: Re: Windows 10 Startup Issues
Posted by fcompuesto on Tue, 30 Aug 2022 21:33:19 GMT

Hi,

I followed the guided and installed DW on a Window 10 system but it's not launching.

Below is the event log from the system.

Faulting application name: DataWarrior.exe, version: 0.0.0.0, time stamp: 0x5dbc455a
Faulting module name: unknown, version: 0.0.0.0, time stamp: 0x00000000
Exception code: 0xc0000005
Fault offset: 0x0000000000046b20
Faulting process id: 0x311c
Faulting application start time: 0x01d8bcb6832c56a1
Faulting application path: C:\Program Files\DataWarrior\DataWarrior.exe
Faulting module path: unknown
Report Id: d451635f-73b5-44a4-a678-efebe09cab8d
Faulting package full name:
Faulting package-relative application ID:

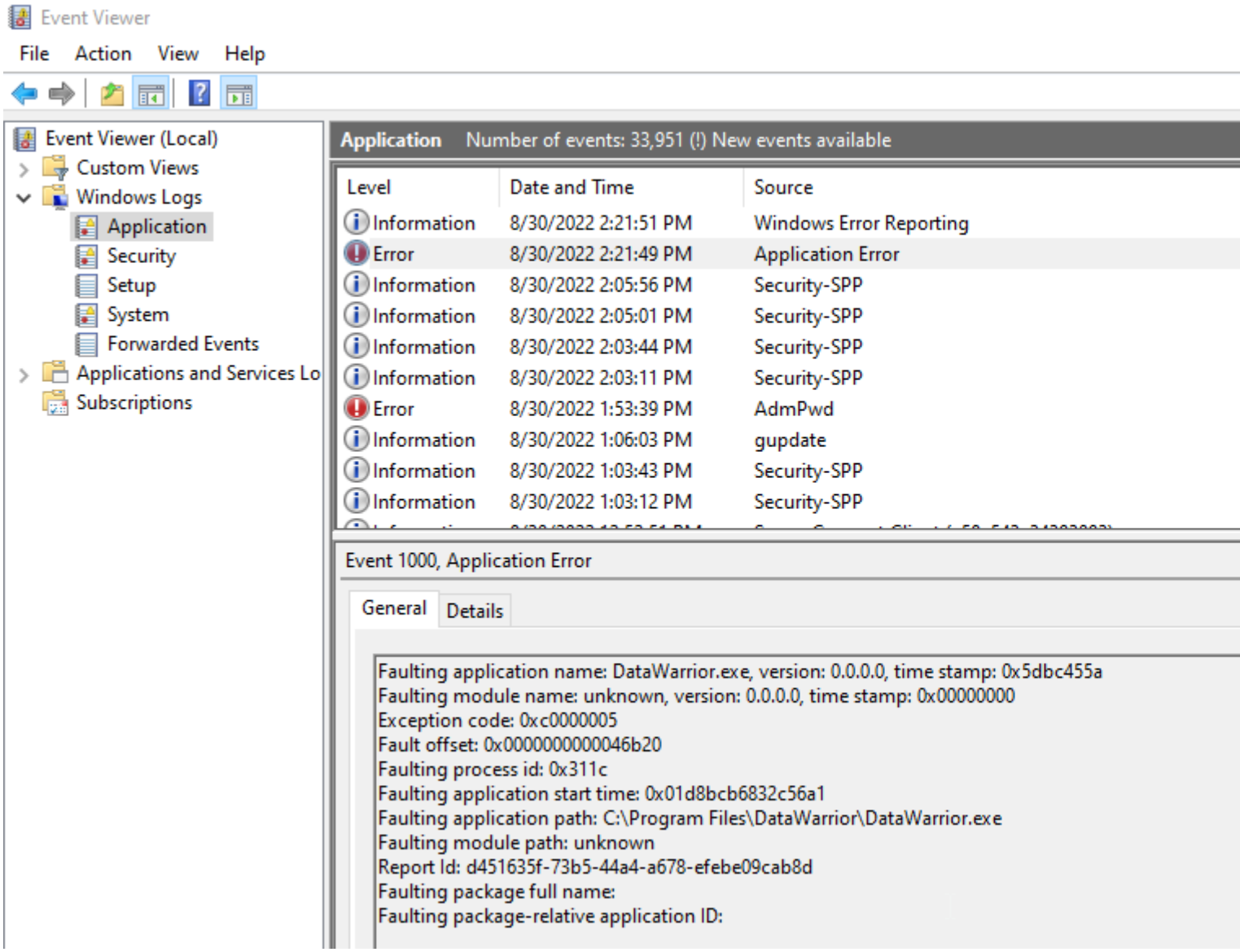
MD5 checked
Tried to run as admin
Set full NTFS permissions
Tried re-installing

Can you please help?

Thanks in advance

File Attachments

1) Cannot launch DW-Event Viewer.png, downloaded 949 times



Subject: Re: Windows 10 Startup Issues
Posted by thomas on Wed, 31 Aug 2022 08:12:50 GMT
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did you try running from the command line? Are there error messages? If there is no message at all, then I suspect a securit< software to prevent DataWarrior from starting. If you see a message, we know more...
Maybe your system is missing the vcruntime140.dll. You could download that from various web sites and put it into the DataWarrior installation folder. If more people have that issue, I would provide that dll as part of the installer in the future...

Subject: Re: Windows 10 Startup Issues

Posted by John on Thu, 06 Oct 2022 18:22:57 GMT
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Just to update on the problem that I had. I just tried DataWarrior again on my Windows 10 desktop and it ran normally whereas previously DataWarrior didn't open. I didn't manually change anything. Perhaps some Windows update changed whatever was the problem. I can only guess.

Subject: Re: Windows 10 Startup Issues
Posted by Jay on Thu, 21 Dec 2023 21:59:18 GMT
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Newbie here. I'm having this same issue--DW550 not starting on Windows10--and tried basically all the suggestions in this thread to no avail :? Error log info below. Help greatly appreciated!

Faulting application name: DataWarrior.exe, version: 0.0.0.0, time stamp: 0x5dbc455a
Faulting module name: unknown, version: 0.0.0.0, time stamp: 0x00000000
Exception code: 0xc0000005
Fault offset: 0x0000000000046b20
Faulting process id: 0x1938
Faulting application start time: 0x01da34581083bca0
Faulting application path: C:\Program Files\DataWarrior\DataWarrior.exe
Faulting module path: unknown
Report Id: c3304699-6095-4cc6-91d9-404fbf47d585
Faulting package full name:
Faulting package-relative application ID:

Subject: Re: Windows 10 Startup Issues
Posted by thomas on Sun, 31 Dec 2023 11:03:01 GMT
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I suggest to try with the new installer v6.0.0, which is the current download since 2 days. However, if you have something installed that prevents v5.5.0 from starting, it is likely that v6.0.0 doesn't start either. If try from the command line, do you get any message? Did you confirm the md5-sum of the msi file?

Subject: Re: Windows 10 Startup Issues
Posted by Jay on Fri, 05 Jan 2024 05:12:38 GMT
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Thank you for the suggestions Thomas. I did confirm md5-sum. Things got weirder--yesterday I upgraded from Windows10 to 11, and right after the update the first thing I did was click DW--and it worked! I opened a DW data file fine last night, and was planning on playing around more today...But it stopped working today. Same issue as before--nothing happens when I clicked or run as administrator. I have not installed anything since yesterday.

So I uninstalled DW550 and installed the latest DW600. Still the same issue. No error message when start from cmd line either. No record of antivirus software trying to block it.

Thanks again in advance for any suggestions!

Subject: Re: Windows 10 Startup Issues
Posted by Jay on Fri, 05 Jan 2024 05:22:50 GMT
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BTW, just to confirm: I have confirmed the md5-sum of the latest DW600.msi, and no msg when trying to start DW from cmd line

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Subject: Re: Windows 10 Startup Issues
Posted by thomas on Fri, 05 Jan 2024 14:24:53 GMT
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I don't have many ideas left. You may do this: download a debug version of DataWarrior v600 from openmolecules.org/datawarrior/datawarrior600d.zip, unpack it and put the DataWarrior_d.exe into C:\Program Files\DataWarrior. Then start it from the command line (make sure in the properties dialog that it is not locked). If the debug exe is launched, it will produce much more messages than the normal DataWarrior.exe. From them, we might learn something. If there are no messages, then most likely the file is prevented from being launched by some other mechanism in the OS, security software, anti-virus, ...

Subject: Re: Windows 10 Startup Issues
Posted by Jay on Fri, 05 Jan 2024 16:31:36 GMT
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Thank you, Thomas. Ran the debug version of DW600 from command line (file properties checked and not blocked)--another blank command window popped up for a couple of second then closed by itself, and no message. Below is Windows Logs info, probably useless...I double checked Windows Security center & my company's security software SentinelOne Agent, and neither registered anything in the threat history.

The only two applications that I installed on this brand new PC are Pymole & ChemOffice, both weeks before DW. Obviously I tried to open DW after restart without opening any other applications... Very weird.

Fault bucket 2140585459117814558, type 5
Event Name: BEX64
Response: Not available
Cab Id: 1494130237812378202

Problem signature:
P1: DataWarrior_d.exe
P2: 0.0.0.0
P3: 63bef016
P4: StackHash_285e
P5: 0.0.0.0
P6: 00000000
P7: PCH_40_FROM_ntdll+0x000000000009FEC4
P8: c0000005
P9: 0000000000000008
P10:

Attached files:
\\?\C:\ProgramData\Microsoft\Windows\WER\Temp\WER.1262f76d-003f-4a31-b6b2-23e2232a4cb7.tmp.mdmp
\\?\C:\ProgramData\Microsoft\Windows\WER\Temp\WER.29a27d47-647f-45c7-8e24-42e2fb9b0fac.tmp.WERInternalMetadata.xml
\\?\C:\ProgramData\Microsoft\Windows\WER\Temp\WER.31c9cb7c-0a0a-43dc-a991-1fed4ab9cb99.tmp.csv
\\?\C:\ProgramData\Microsoft\Windows\WER\Temp\WER.d954634f-3f6c-4945-8954-5c32199923f7.tmp.txt
\\?\C:\ProgramData\Microsoft\Windows\WER\Temp\WER.fa0ad256-75ef-4487-8f46-9a70b241842a.tmp.xml
\\?\C:\Users\\AppData\Local\Temp\WER.bf955ba7-70b7-4b7f-9446-da81e83fcd7a.tmp.appcompat.txt
\\?\C:\ProgramData\Microsoft\Windows\WER\Temp\WER.4181eb2b-5779-4c7b-a9a4-2837a3dadb97.tmp.hdmp
\\?\C:\Users\\AppData\Local\Temp\WER.500a4b17-57eb-4a06-bdb1-06faa3052670.tmp.WERDataCollectionStatus.txt

These files may be available here:
\\?\C:\ProgramData\Microsoft\Windows\WER\ReportArchive\AppCrash_DataWarrior_d.ex_757a10957d385b25c6c5b26c66fa54e0783d5e24_a53b6bcc_cab_33d0776a-61c2-4f50-88e7-c0015f9b6ae0

Analysis symbol:
Rechecking for solution: 0
Report Id: 07e1d64f-7741-42a4-b48c-f30024f1fcad
Report Status: 268435464
Hashed bucket: 45fc86d6e2720b5e2db4e3223e15731e
Cab Guid: f787a5be-291c-464f-a4bc-3788f8fa0a5a

Subject: Re: Windows 10 Startup Issues
Posted by thomas on Sat, 06 Jan 2024 10:25:05 GMT
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Now that you mention Sentinel One, I consider this the most likely culprit. E.g. message #455 describes that after whitelisting DataWarrior in Sentinel One, it started successfully.

Subject: Re: Windows 10 Startup Issues
Posted by Jay on Mon, 08 Jan 2024 20:50:30 GMT
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Yes sir "SentinelOne" is indeed the culprit! White-listing solved this issue.

What makes this issue hard to spot is that the antivirus software never registered it as a threat even from the IT end. They have to manually instruct it not to check the DW.exe file.

Thanks again for your time and help. Really appreciate it!
