Subject: Data Warrior V6.1.0 does not start after the first installation
Posted by andras on Mon, 23 Dec 2024 10:34:11 GMT
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Dear Thomas,

I have a Win 11 machine where DW has not been installed before. The installation seems to be OK, but DW does not start after having clicked on its icon. What should I do?

Best regards,

Andras Borosy

Subject: Re: Data Warrior V6.1.0 does not start after the first installation
Posted by thomas on Sun, 05 Jan 2025 11:51:25 GMT
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The most likely reason is some security software, e.g. "Sentinel One", which prevents the start. In that case whitelisting DataWarrior solves the issue.

there is another thread about this:
https://openmolecules.org/forum/index.php?t=msg&th=588&a mp;start=0&

Subject: Re: Data Warrior V6.1.0 does not start after the first installation
Posted by ITSupport on Wed, 15 Jan 2025 00:00:43 GMT
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Hey Thomas,

I'm having the same issue after downloading and it not launching properly.

I've whitelisted Data Warrior through Sentinel One and also added a direct exception to the filepath where Data Warrior sits (C:\Program Files\DataWarrior). I've uninstalled, reinstalled, tried launching from CMD, running as administrator, etc. I'm having this issue for two of my users. I'm now seeing this error in Event Viewer on launch:

Faulting application name: DataWarrior.exe, version: 0.0.0.0, time stamp: 0x63bef01a
Faulting module name: unknown, version: 0.0.0.0, time stamp: 0x00000000
Exception code: 0xc0000005
Fault offset: 0x000000000004d156
Faulting process id: 0x2ad4
Faulting application start time: 0x01db66dd7acd52d7
Faulting application path: C:\Program Files\DataWarrior\DataWarrior.exe
Faulting module path: unknown
Report Id: 924a9464-8228-4d2f-8d32-cf4394caebed

Faulting package full name:
Faulting package-relative application ID:

Could you advise?

Thanks,
Tevin

Subject: Re: Data Warrior V6.1.0 does not start after the first installation
Posted by thomas on Thu, 16 Jan 2025 09:56:23 GMT
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Hi Tevin,

I am afraid, I cannot contribute much to the solution of this. I have no experience with Sentinel One myself, but got from multiple users the input that the problem was gone after whitelisting. Whether this involved multiple steps or just adding the DataWarrior.exe path to a list, I don't know. Possibly, the Java environment within the DataWarrior directory needs to be whitelisted as well.

Thomas
