

## Technical Note

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# DBM Error on Loggers due to MS Security Patch KB921883

<b>Note Number</b>	TN0651
<b>Release Date</b>	September 7, 2006
<b>Revision History</b>	
<b>Product</b>	DBM Error on Loggers
<b>Synopsis</b>	This technical note describes an issue as a result of installing a security patch.

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## General Description:

- This issue can occur either during a new Logger installation, or after installing the MS Security Patch on an existing Logger.  
This can affect all Loggers running on Windows 2003 (HD, NCFIII, VoIP).
- The MS patch is KB 921883 (MS 06-040)

## Problem Symptom

1. During Logger startup, the following messages can be seen in the LogSrv window, as well as in the Logger log file (LogFile.dat):

*BUG: DBM: DBM.DLL:: Exception EAccessViolation in module DBM.DLL at 00026ECD. Access violation at address 01266ECD in module 'DBM.DLL'. Write of address 00 0 0 8/26/2006 6:48:07 AM*

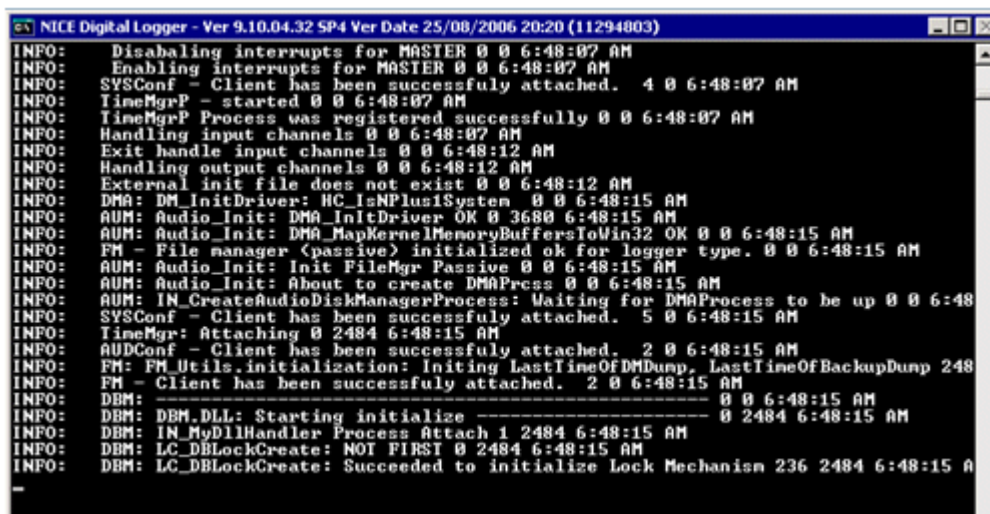
*BUG: DBM: DBM.DLL:: MapFile Address: 00025ECD 0 0 8/26/2006 6:48:07 AM*

EMEA Region	(T) +972.9.775.3800	(F) +972.9.775.3000	support@nice.com
APAC Region	(T) +852.8338.9818	(F) +852.2802.1800	support.apac@nice.com
AMERICAS Region	(T) 1.800.NICE.611	(F) +720.264.4012	support.americas@nice.com
ISRAEL	(T) 09.775.3333	(F) 09.775.3000	support_helpdesk@nice.com

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2. Immediately after this, the window hangs as shown below, and the Logger will not initialize.



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NICE Digital Logger - Ver 9.10.04.32 SP4 Ver Date 25/08/2006 20:20 (11294803)
INFO: Disabling interrupts for MASTER 0 0 6:48:07 AM
INFO: Enabling interrupts for MASTER 0 0 6:48:07 AM
INFO: SYSConf - Client has been successfully attached. 4 0 6:48:07 AM
INFO: TimeMgrP - started 0 0 6:48:07 AM
INFO: TimeMgrP Process was registered successfully 0 0 6:48:07 AM
INFO: Handling input channels 0 0 6:48:07 AM
INFO: Exit handle input channels 0 0 6:48:12 AM
INFO: Handling output channels 0 0 6:48:12 AM
INFO: External init file does not exist 0 0 6:48:12 AM
INFO: DMA: DM_InitDriver: HC_IsNPlus1System 0 0 6:48:15 AM
INFO: AUM: Audio_Init: DMA_InitDriver OK 0 3680 6:48:15 AM
INFO: AUM: Audio_Init: DMA_MapKernelMemoryBuffersToWin32 OK 0 0 6:48:15 AM
INFO: FM - File manager (passive) initialized ok for logger type. 0 0 6:48:15 AM
INFO: AUM: Audio_Init: Init FileMgr Passive 0 0 6:48:15 AM
INFO: AUM: Audio_Init: About to create DMAProcess 0 0 6:48:15 AM
INFO: AUM: IN_CreateAudioDiskManagerProcess: Waiting for DMAProcess to be up 0 0 6:48:
INFO: SYSConf - Client has been successfully attached. 5 0 6:48:15 AM
INFO: TimeMgr: Attaching 0 2484 6:48:15 AM
INFO: AUDConf - Client has been successfully attached. 2 0 6:48:15 AM
INFO: FM: FM_Utils.initialization: Initing LastTimeOfDMDDump, LastTimeOfBackupDump 248
INFO: FM - Client has been successfully attached. 2 0 6:48:15 AM
INFO: DBM: ----- 0 0 6:48:15 AM
INFO: DBM: DBM_DLL: Starting initialize ----- 0 2484 6:48:15 AM
INFO: DBM: IN_MyDllHandler: Process Attach 1 2484 6:48:15 AM
INFO: DBM: LC_DBLockCreate: NOT FIRST 0 2484 6:48:15 AM
INFO: DBM: LC_DBLockCreate: Succeeded to initialize Lock Mechanism 236 2484 6:48:15 A
  
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**IMPORTANT** Additional information of the issue from MS point of view can be found on MS site: <http://support.microsoft.com/kb/924054/>

## Resolution

- Install MS Hot-fix KB924054