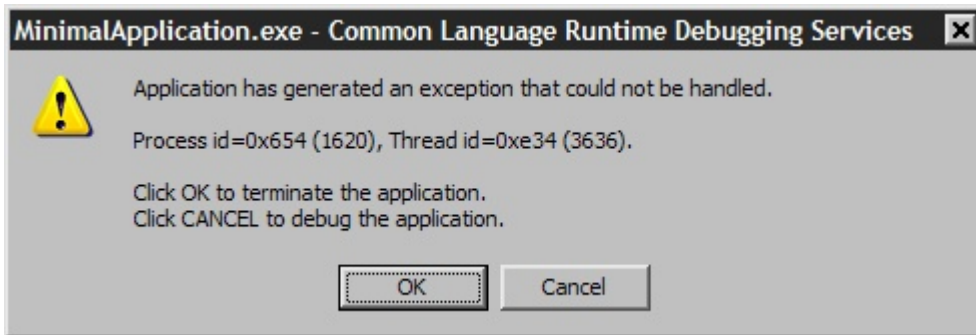


## Fixing the “Process ID/Thread ID error”

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### Error message:

Common Language Runtime Debugging Services  
Application has generated an exception that could not be handled.  
Process ID..... Thread ID.....



### Seen when:

This error will normally be seen when attempting to launch PartSmart 8 from a Client workstation. It may also be seen when using Internet Explorer version 7 with default settings.

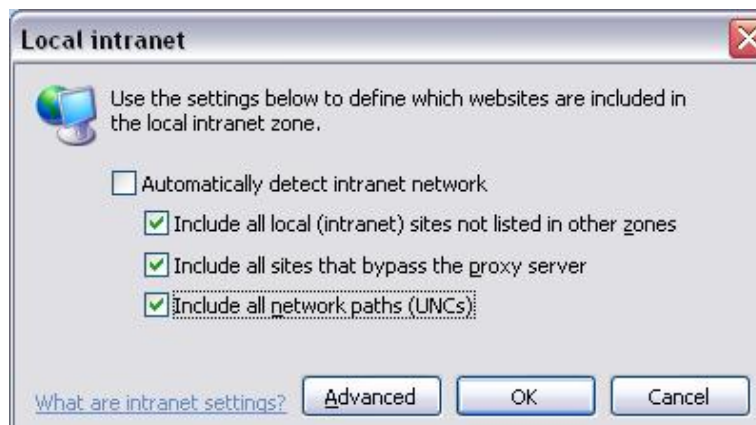
### Cause:

This is most often caused by having overly restrictive Trust settings on the users network. IE7 often contains a default setting which imposes a level of trust the PartSmart does not tolerate.

### To diagnose:

For users of IE7, the first thing to look for is the security setting.

- Procedure To Resolve:
- Open Browser
- Click Tools menu item
- Click Internet Options menu item
- Click Security tab
- Click Local Intranet
- Click Sites button
- Uncheck Automatically Detect Intranet Network option
- Check the other three options available. Please see the window below for details:



IE7 Fix Procedure

For users of IE6 or if the problem persists even after the steps above:

**General Fix:**

- Go to 'Control Panel – Administrative Tools'
- Double-click on 'Microsoft .NET Framework 1.1 Configuration'
- Select the link in the right pane for 'Configure Code Access Security Policy'
- Selected the link in the right pane for 'Adjust Zone Security'
- Select 'Make changes to this computer' and click 'Next'
- Select 'Local Intranet' in the icon window of options
- Move the Trust level gauge to 'Full Trust'
- Select 'Next', then 'Finish'

**If the user has added the SERVER as a 'Trusted Site':**

- Go to 'Control Panel - Administrative Tools'
- Double-click on 'Microsoft .NET Framework 1.1 Configuration'
- Select the link in the right pane for 'Configure Code Access Security Policy'
- Selected the link in the right pane for 'Adjust Zone Security'
- Select 'Make changes to this computer' and click 'Next'
- Select 'Trusted Sites' in the icon window of options
- Move the Trust level gauge to 'Full Trust'
- Select 'Next', then 'Finish'