

Re: MEM_BAD_POINTER after SP2 installation

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-08/5689.html>

From: Robert M. Lincoln (*robert.nospam_at_americanriver.com*)

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Found the answer – the error is generated everytime Backup MyPC was terminated, and the fix worked for me: I uninstalled East Asian language support.

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I've copied the help from the Stomp Backup MyPC web site below:

Installing Windows XP Service Pack 2 may result in SmartHeap/MEM_BAD_POINTER error messages.

Installing XP Service Pack 2 may cause SmartHeap to report "MEM_BAD_POINTER" errors in a message box on the Desktop, even though there was no such problem previously.

This is not an issue with Stomp Backup MyPC. This is a confirmed problem with Microquill's SmartHeap application and is likely to occur under the following conditions:

1) support for East Asian languages is installed (an option available thru Control Panel/Regional and Language Options).

2) Service Pack 2 for XP is installed.

3) the user launches an application linked to one of the SmartHeap runtime dynamic libraries (shdw32m.lib or shdw32mt.lib). All versions of runtime non-smp SmartHeap are affected, but it appears that the problem does not occur if SmartHeap/SMP, debug SmartHeap or any SmartHeap static lib are used.

The affected app will run normally, then issue a MEM_BAD_POINTER error at app termination.

According to Microquill's website, this appears to be a bug in Service Pack 2 and Microsoft has been contacted about it. If you would like to see updates on the status of this issue, please visit Microquill's support page (<http://www.microquill.com/support.html>).

What can you do about this problem?

Some options:

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You could delay installing Service Pack 2 until this issue is resolved.

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If you've installed SP2 and are seeing this problem, and if you don't need support for East Asian languages, uncheck that box in the Regional and Language Options applet and follow the instruction for uninstalling (a reboot may be required).

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Programmers who have access to source code of the affected app and want a temporary workaround can make the following call before the app terminates:

```
#include "smrheap.h"  
MemSetErrorHandler(NULL);
```

This won't fix the error, but it will suppress error reporting. You can contact MicroQuill tech support (support@microquill.com) if you have any further questions.