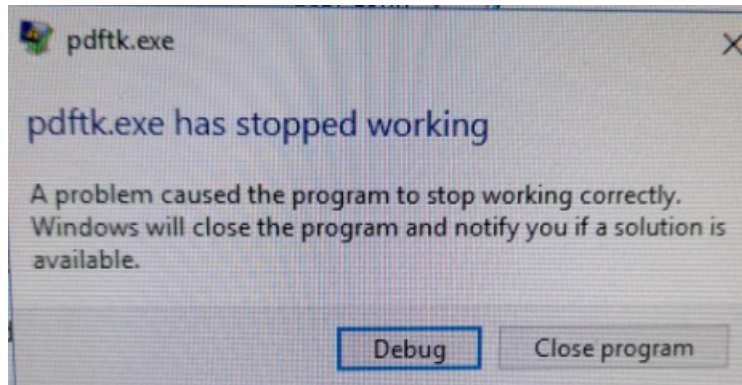




## Error "pdftk.exe Has Stopped Working" in Strata Master

This article refers to a message "pdftk.exe has stopped working" when emailing, printing and producing reports.



### The Cause of the Error Message

Pdftk.exe has stopped working indicates Windows is checking for a solution to the problem.

The above message can be generated if the pdftk.exe program has not been added to the Data Executable Prevention feature in Windows (DEP) exclusions list.

Your IT will be required to be involved in the resolution of this error message. **We suggest you forward this article to your IT.**

### The Resolution

Confirm which folder the Strata Master application has been installed into **on the computer getting this error** and add the strata.exe and pdftk.exe programs located within the Strata Master application folder to the DEP Exclusion List.

DEP setting can be located in Control Panel>System>Advanced System Settings>Performance>Settings>Data Execution Prevention.

Select the 'Turn on DEP for all programs and services except those I select:' and 'Add' the 2 executables referenced above.

A restart of the computer will be required for the changes to take effect.

Should you still have the error message appearing after following the instructions above, please log a Support case by calling 1300 657 700 or through your MyMRI portal log in. *Ensure you note that you have*

*followed this article but still have the error occurring.*

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