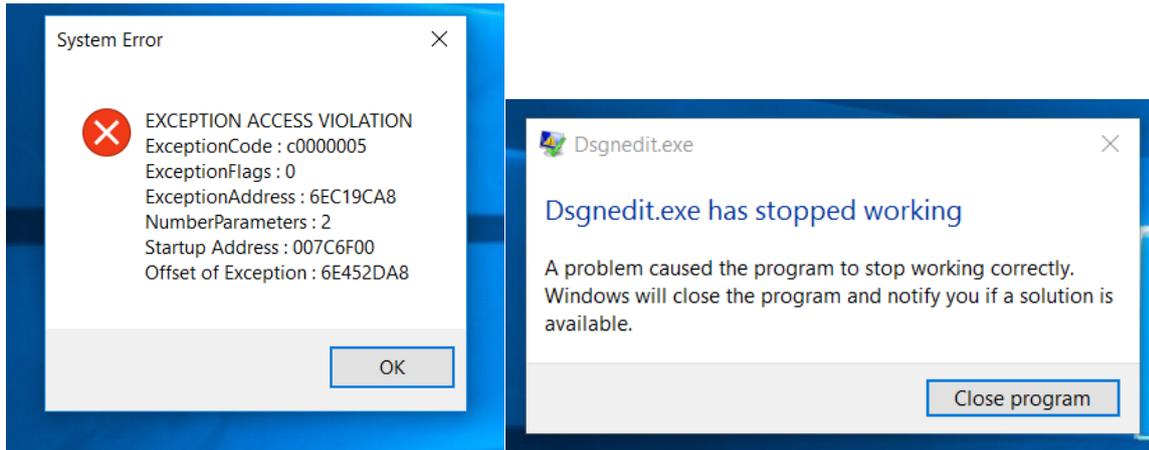# Fatal Error – Exception Access Violation

Symptom:

a) **An 'Exception Access Violation' error message appears when starting BERNINA Embroidery Software.**

The cause could be a corrupt design file in the A corrupt design file in the RECOVER folder or a corrupt **..\Program Files\BERNINA\Embroidery Software 8\RES\defaults.dfl file.**

b) **Other exception setting violations**

An 'Exception Access Violation' error message appears when zooming, using lettering, printing or scanning, saving designs, or viewing the Color Film.

Solution:

a)

1. Run the Revert utility via the BERNINA Embroidery Software program group.

2. Only if that doesn't work, delete any files in the ...\Program Files\BERNINA\Embroidery Software 8\RECOVER folder.

3. If BERNINA Embroidery Software still will not start, use MS Windows® Explorer to copy the default ...\BIN\defaults.dfl file to the ...\RES folder, overriding the corrupt defaults.dfl file. This will reset BERNINA Embroidery Software to 'new installation'.

b)

Make sure you have the latest display drivers for your display adaptor. Go to the manufacturer's website to download it. Or go to Windows Control Panel > Device Driver > Graphic Adapter

Remove old and install the latest HASP driver > Download the latest HASP Driver from BERNINA Support > Software