General ‘HPCORE.EXE’ Error Resolution
CE/GC/LC/A to D ChemStation

ChemStation HPCORE.EXE errors are typically one of two types. The first, a General Protection Fault (GPF) and the second, a Fatal Error involving a floating point exception. The suggested resolutions for both of these error types are similar in nature and are outlined below.

HPCORE Caused A General Protection Fault (GPF) In HPCORE.EXE at ....

This type of HPCORE.EXE error is normally associated with the HPCORE.EXE application not remaining within the memory constraints setup for it by the Windows environment.

Fatal Error In Application HPCORE.EXE, Floating Point Exception....

This type of HPCORE.EXE error is normally associated with a failed mathematical calculation within the ChemStation environment.

Suggested Resolutions

In general, for the first occurrence of the HPCORE.EXE error, it is advisable to simply close all ChemStation sessions and restart the personal computer. Often the error situation is transient in nature and will not reoccur when the same part/function of the software is utilized.
In the even that the HPCORE.EXE error is not transient (reoccurs), the following is a set of procedures suggested for possible resolution of the HPCORE.EXE error. The procedures are listed in order with the most probable (and least intrusive) resolution being listed first.

1. Extraneous files / disk fragmentation problems.

Extraneous files and/or disk fragmentation can often cause problems on the system. It is recommended that the user perform the appropriate disk maintenance procedure below:

Windows® 3.1 / WFW® 3.11
Windows® 95
Windows NT® 4.0

2. Corruption in the Method / Sequence File or Configuration Register

A corruption in the method or sequence file can be a cause of GPFs. It is recommended that the user perform the appropriate procedure as listed below to allow loading of the default method and sequence files.

(officially titled: Generic Online/Offline AutoStart Macro Failed Error Resolution)

OFFLINE GC / A to D Session
ONLINE GC / A to D Session

OFFLINE LC Session
ONLINE LC Session

OFFLINE CE Session
ONLINE CE Session

3. Corruption in the ChemStation CORE software

Although not as probable as the above causes, corruptions in the ChemStation CORE software can be a cause of serious General Protection Faults (GPFs). A corruption in the CORE software almost always requires reinstallation of the software from scratch.
When the ChemStation software is installed, the installation routines also setup an application to verify the integrity of the CORE software components. The following procedure outlines how to perform this procedure.

**Installation Verification Procedure**

In the event that the Installation Verification procedure fails, it is recommended that the ChemStation software be reinstalled utilizing the following procedure.

**ChemStation ReInstallation Procedure**

If all of the above procedures fail to resolve the HPCORE.EXE errors, it is recommended that the ChemStation Reinstallation procedure be utilized as a last resort.