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# FactoryTalk Activation Manager: Unexpected error when opening

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## Summary

FactoryTalk Activation Manager: Unexpected error when opening

## Problem

### Problem

When launching the FactoryTalk Activation Manager, the following unexpected error is reported. Splash screen is not displayed, only this error.

```
An unexpected error has occurred. This information has been
written to a file on your desktop named
"FTAManagerException.txt":
System.Reflection.TargetInvocationException: Exception has
been thrown by the target of an invocation. --->
System.Management.ManagementException: Not found
at System.Management.ThreadDispatch.Start()
at System.Management.ManagementScope.Initialize()
at System.Management.ManagementEventWatcher.Initialize()
at System.Management.ManagementEventWatcher.Start()
at RockwellAutomation.FactoryTalk.FactoryTalk
ActivationsctivationBoostClient.ClientTransceiver.BeginWatchingForBoost:
at RockwellAutomation.FactoryTalk.FactoryTalk
ActivationsctivationBoostClient.ClientTransceiver.Start()
at RockwellAutomation.FactoryTalk.FactoryTalk
ActivationsctivationBoostClient.ActivationBoostClient..ctor()
--- End of inner exception stack trace ---
at System.RuntimeTypeHandle.CreateInstance(RuntimeType type,
Boolean publicOnly, Boolean noCheck, Boolean& canBeCached,
RuntimeMethodHandle& ctor, Boolean& bNeedSecurityCheck)
at System.RuntimeType.CreateInstanceSlow(Boolean publicOnly,
Boolean fillCache)
at System.RuntimeType.CreateInstanceImpl(Boolean publicOnly,
Boolean skipVisibilityChecks, Boolean fillCache)
at System.Activator.CreateInstance(Type type, Boolean
nonPublic)
at RockwellAutomation.FactoryTalk.FactoryTalk
ActivationsCommon.Singleton'1.CreateInstance()
at RockwellAutomation.FactoryTalk.FactoryTalk
ActivationsCommon.Singleton'1.get_SharedInstance()
at
RockwellAutomation.FactoryTalk.FLEXAdapter.AdapterFLEXnet..ctor()
at RockwellAutomation.FactoryTalk.FactoryTalk
ActivationsCore.Model..ctor()
at RockwellAutomation.FactoryTalk.FactoryTalk
ActivationsManager.Program.RunFactoryTalkActivationManager()
```

```
at RockwellAutomation.FactoryTalk.FactoryTalk
ActivationsManager.Program.Main(String[] args)
```

When trying to deal with the above error, if an attempt to reinstall FactoryTalk Activation Manager has been made then the following error may be observed in the Windows Event logs instead.

```
Event filter with query "SELECT TargetInstance FROM _InstanceCreationEvent
WITHIN 10 WHERE TargetInstance ISA 'Win32_Process' AND TargetInstance.Name =
'FTActivationBoost.exe'" could not be reactivated in namespace "//./root
/CIMV2" because of error 0x80041010. Events cannot be delivered through this
filter until the program is corrected
```

## Environment

FactoryTalk Activation Manager v3.50 and above

## Solution

### Cause

The above error is caused by an invalid or corrupted installation of the Windows Management Interface (WMI) on the computer where the FactoryTalk Activation Manager is installed.

### Solution 1

As a first attempt at resolving any underlying issues with WMI, follow these steps:

1. Use Windows Explorer to navigate to the following directory path:
  - For 32-bit systems: C:\Windows\System32
  - For 64-bit systems: C:\Windows\SysWOW64
2. Holding the *Shift* key, right click the folder WBEM and click *Open command window here*. Windows command prompt window should appear.  
Note: If *Open command Window here* is not available, do the following:
  1. Go to *Start*→*All Programs*→*Accessories*→*Command Prompt*
  2. Enter `CD C:\Windows\System32` and press *Enter*.
3. Type the following commands in the prompt. You can use the mouse to copy and paste each line into the command window. Press *Enter* at the end of each line:
  1. `FOR /f %s in ('dir /b /s *.dll') do regsvr32 /s %s`
  2. `Net stop /y winmgmt`
  3. `FOR /f %s in ('dir /b *.mof *.mfl') do mofcomp %s`
  4. `Net start winmgmt`

After the completion of the above steps, try installing the FactoryTalk Activation Manager again. If problems persist, try running the WMIDiag utility as described on this [Microsoft Performance Team website](#).

If error 0x80041002 - (WBEM\_E\_NOT\_FOUND) Object cannot be found is returned in the WMIDiag

utility, run additional commands in command prompt.

You can copy and paste each line into the command window. Press *Enter* at the end of each line:

1. `sc config winmgmt start= disabled`
2. `net stop winmgmt`
3. `Winmgmt /salvagerepository %windir%\System32\wbem`
4. `Winmgmt /resetrepository %windir%\System32\wbem`
5. `sc config winmgmt start= auto`

For further trouble shooting see Technote: [900449 - Unexpected Error when Opening FactoryTalk Activation Manager](#)

## Solution 2

Upgrade your **FactoryTalk Activation Manager** to v4.03.11.

## Attachments

### File

[518727 02-Feb-2019.mht](#)

### File

[518727 30-May-2016.mht](#)

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Yes

No

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