

APx500 Fails to Launch (No Splash Screen)

Summary

In recent months, the Support team has become aware of a failure mode where the APx500 software fails to launch with no splash screen. This failure is not due to an issue in our software, but rather a corrupted windows component called WMI (Windows Management Instrumentation) which our software relies on. In all reported instances, restoring this component of Windows also restored normal operation of our software.

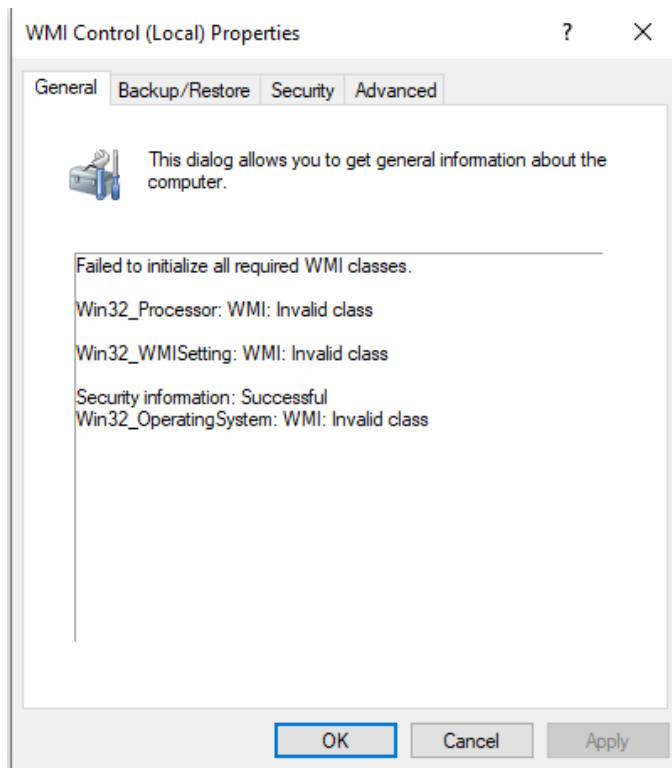
Manifestation

The APx500 software immediately closes when launched. No splash screen is displayed. A spinning icon may appear on the cursor for a short while.

WMI Status

To check if Windows WMI is in an invalid state, execute the steps below.

1. In Windows, open your Start menu and search for “Run”
2. In the Run window type “wmimgmt.msc” and press Enter
3. In the new window right-click “WMI Control” and click Properties
4. If the WMI Control window displays anything that states “Invalid class” then your WMI is in an invalid state.



Solution

APx500 software users with an invalid WMI should look into Windows commands to reset/repair/restore the WMI. Contact your IT department, or Microsoft Support if needed. After resetting, restart your PC to ensure changes are applied.