



SupportNET Knowledge Base (KBA1509)

Incorrect Registry Permissions after Windows 10 Version Update (Error 0xc0000142)

The information in this article applies to:

- **FuelsManager Oil & Gas Version 7.5.6**
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Summary

After a Windows 10 version upgrade (1709, 1803, 1903, etc.), when opening Operate (OperNT.exe) or Configuration (FMUSR.exe), the following error appears:

“The application was unable to start correctly (0xc0000142). Click OK to close the application”

Instructions

Follow this procedure to fix incorrect registry permissions following the Windows 10 version upgrade:

1. Assign full control to *Authenticated Users* to the following registry folders:
 - HKLM\SYSTEM\CurrentControlSet\Services\EventLog\Application\FMSystem – allows Operate and Configuration to run
 - HKLM\SYSTEM\CurrentControlSet\Services\EventLog\Application\Dcscomm – allows a client to communicate with the server via DCOM
 - HKLM\System\CurrentControlSet\Services\WinSock2\Parameters – ignore if folder does not exist

Keywords

- **KBA1509, Windows 10, 0xc0000142, Error, Unable to Start, Operate, Configuration**

Varec Incident Numbers

- **20181, 20397, 22568, 26114**

Date Created

8/20/2021

Last Modified

8/25/2021

Knowledge Base Document

KBA1509-20210825

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