

# FactoryTalk View ME: Unable to Load the Application / Failed To Restore the Archived Version

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Access Level: TechConnect



## Problem

The following errors may occur when opening a project in FactoryTalk View Studio for Machine Edition or loading a runtime file in FactoryTalk View Machine Edition Station:

```
Unable to load the application
```

```
Failed to backup system Directory
```

```
Failed To Restore the Archived Version of the FactoryTalk System Directory
```

These errors are most often seen when a PC running FactoryTalk View Machine Edition Station was not shutdown properly or lost power suddenly. Additionally, using the FactoryTalk Directory Configuration Wizard to reconfigure the Local network, a new error is generated with the following description:

```
Unable to backup existing LocalReconfigure Directory to file folder  
C:\ProgramData\Rockwell\RNAServer\Backups\LocalReconfigure2804.bak.
```

```
Exception HRESULT: 0x8004204A
```

When trying to open any application in FactoryTalk View ME software, I get the following error:

```
Login failure for application, vstudio.exe on directory null.
```

## Environment

- FactoryTalk View Machine Edition (ME) Station
- FactoryTalk View ME Studio

## Cause

When the application is loaded, the contents of the MER file are extracted to the **TEMP** directory and a backup of the FactoryTalk Directory is created in the path listed below.

During normal shutdown, the backup directory is restored and the files in the **TEMP** directory are deleted.

When an abnormal shutdown occurs, such as a PC crash or power removal, the restore files may not be cleared and the backup restored. The files are locked open and must be removed.

Before trying the below, try to reboot the computer.

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## Solution 1

If local IT made changes recently, or this is a new installation, you may need to disable **User Account Control Settings**:

1. Open *Start* menu
2. In **Search programs and files** search box type `UAC`
3. Click on **Change User Account Control settings**
4. On the next screen move slider all the way down to **Never notify** and confirm by clicking **OK**
5. Reboot computer in order to save settings

See [54812 - Disable UAC in Windows OS](https://rockwellautomation.custhelp.com/app/answers/detail/a_id/54812) ([//rockwellautomation.custhelp.com/app/answers/detail/a\\_id/54812](https://rockwellautomation.custhelp.com/app/answers/detail/a_id/54812)) for details.

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## Solution 2

Most of the times you see this error message, the existence of temporary files and folders from a previous run is preventing FactoryTalk View Machine Edition Station from running. In order to correct this, you will need to delete those files and folders, by following these instructions:

1. Ensure the Windows user has Administrative privileges.
2. Exit the FactoryTalk View application.
3. Delete the temporary `~mer.00` folder

### Windows 7 / 8 / 10:

```
C:\Users\\AppData\Local\Temp\~mer.00
```

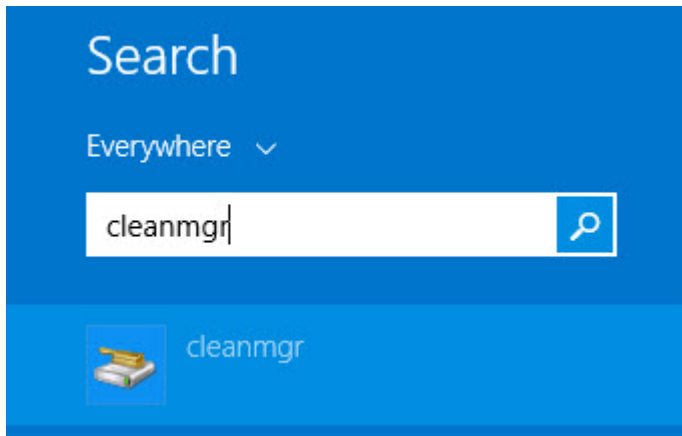
Note: AppData is normally a hidden folder.

### Windows XP:

```
C:\Documents and Settings\\Local Settings\Temp\~mer.00
```

4. Open Disk Cleanup - found in *Start --> Programs --> Accessories --> System Tools*

(For Windows 8, search for **cleanmgr** in the Start Menu)



(For Server 2012, you need to add the cleanmgr.exe as a role [Microsoft TechNet - Windows Server 2012: Enabling Disk Cleanup Utility](https://social.technet.microsoft.com/wiki/contents/articles/15221-windows-server-2012-enabling-disk-cleanup-utility.aspx) ([https://social.technet.microsoft.com/wiki/contents/articles/15221.windows-server-2012-enabling-disk-cleanup-utility.aspx](https://social.technet.microsoft.com/wiki/contents/articles/15221-windows-server-2012-enabling-disk-cleanup-utility.aspx)))

5. Check all the options except for **Compress old** files.
6. Click *OK* and this will remove all of your temp files.
7. Find and delete the **CurrentSystemBackup** folder ((if applicable) from the following locations:

Windows 7 / 8 /10:

C:\Users\Public\Public Documents\RSView Enterprise\ME\Runtime\

Windows XP:

C:\Documents and Settings\All Users\Documents\RSView Enterprise\ME\Runtime\

8. With newer versions of the FactoryTalk Service Platform also delete the C:\ProgramData\Rockwell\RNAServer\Backups\Local\*.bak files
9. Reboot the PC

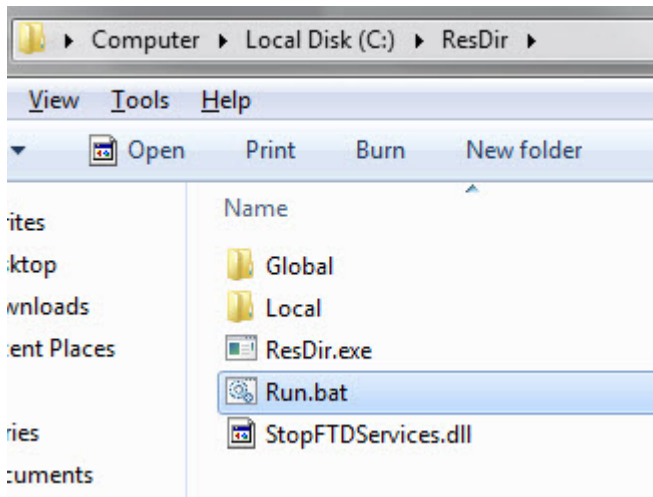
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## Solution 3

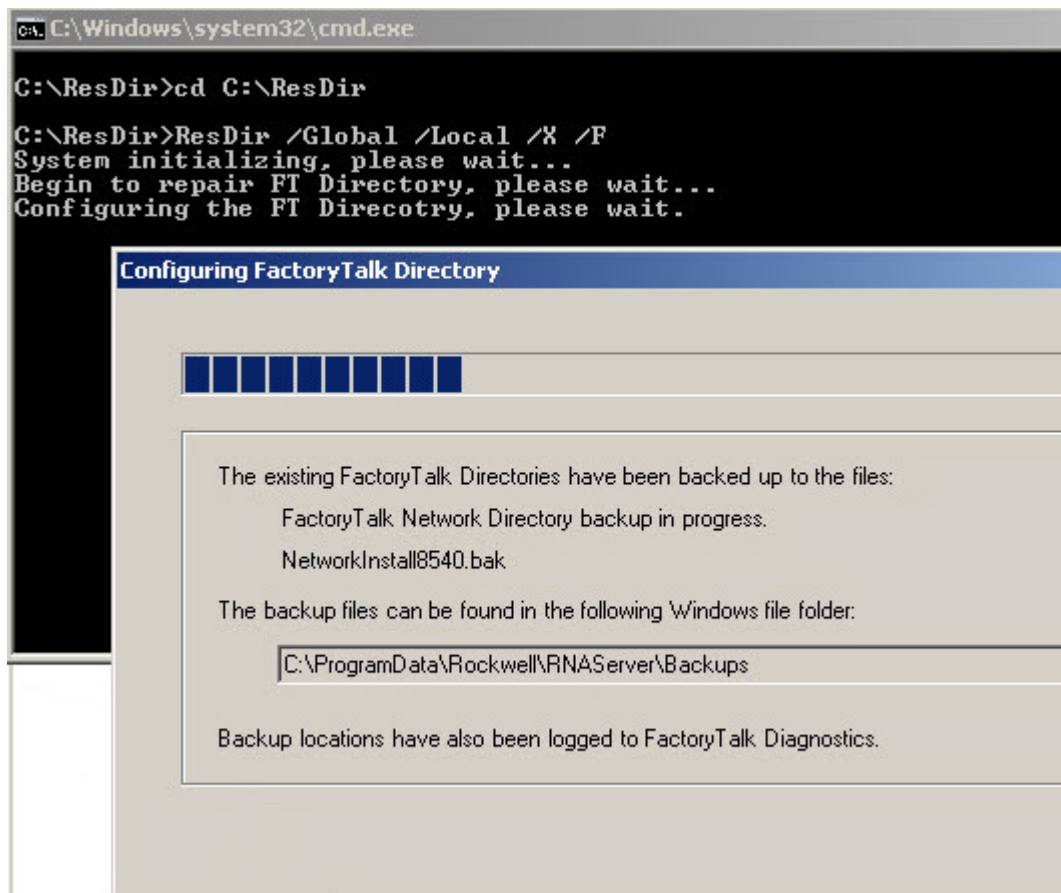
### Repairing FactoryTalk Directory

If you are still unable to load the application, your FactoryTalk Directory files may be corrupted and need to be repaired.

1. Close all Rockwell Software
2. Unzip the attached **ResDir.zip** files to the C:\ResDir directory
3. Navigate to the **ResDir** folder and double-click the *Run.bat* file



A command prompt will open repairing the FactoryTalk Directories eventually a Configuring FactoryTalk Directory window.



4. Reboot the PC
5. Load the MER application.

## Solution 4

If the error is still persisting perform a repair of the FactoryTalk Services Platform do the following:

1. Go to *Control Panel*-->*Add/Remove Programs* (Program and Features for new operating systems)

2. Right Click on **FactoryTalk Services Platform** (or **FactoryTalk Automation Platform** for older versions).
  3. Select *Repair*.
  4. It will more than likely ask to reboot the PC.
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## Solution 5

Check that you are not opening a display outside the visible area, and then use remote display using **Global Connections**

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## Solution 6

Lastly, if all the above fails perform the following:

1. Disable your Antivirus and Firewalls
2. Uninstall the FactoryTalk Services Platform (Note the version)
3. Delete the **RNAClient** and **RNAServer** folders. They are found on the following directories:

Windows 7 / 8 /10:

C:\ProgramData\Rockwell

Windows XP

C:\Documents and Settings\All Users\Application Data\Rockwell

4. Reboot your computer
5. Reinstall the same version of FactoryTalk Services Platform

Note: It is very important that you re-install same version you removed.

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## Solution 7

- Solution 6 did not solve the Unable to load the application message which is highly unusual.
- Instructed the customer to create a new local Administrator user account and login.
- The new Administrator user account solved the problem.
- Assumed corrupt user profile caused the problem.

## Attachments

ResDir.zip (202067 bytes) ([//rockwellautomation.custhelp.com/ci/fattach/get/1115429/0/filename/ResDir.zip](http://rockwellautomation.custhelp.com/ci/fattach/get/1115429/0/filename/ResDir.zip))

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