

Invalid Operation Exception with start of TubeScan / Reset Windows Performance Counter

Version: 1.0

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1 Problem

After a system crash sometimes the following error message occurs:

Exception

```
TubeScan terminated by an error
System.InvalidOperationException: Cannot load Counter Name because an
invalid index was read from registry
At System.Diagnostics.PerformanceCounterLib...
[...]
```

This can happen after a power fail or when power is disconnected before closing TubeScan with software versions below 6.2.0.355.

2 Solution

With software version 6.2.0.35 and higher the problem is solved by the software and should no longer occur.

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With earlier software versions the windows performance counter needs to be reset manually.

2.1 Reset windows performance counter under Windows 7

1. Click **Start**, click **All Programs**, and then click **Accessories**.
2. Right-click **Command prompt**, and then click **Run as administrator**.
3. Type the following command:

```
Lodctr.exe /R
```

2.2 Reset windows performance counter under Windows 10

1. Click **Start** and simply type "cmd".
2. Right-click the appearing **Command prompt** under "Best Match" and click **Run as administrator**.
3. Type the following commands and confirm each line by a return

```
cd c:\windows\system32
lodctr /R
cd c:\windows\sysWOW64
lodctr /R
```

3 History

Version	Changes	Author	Control	Approval
1.0	Timo Fink			
2.0	Included description of software version were issue was fixed Changed format	Andreas Volz	Timo Fink	Timo Fink

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