

## Global Protect VPN Virtual Adapter Not Found

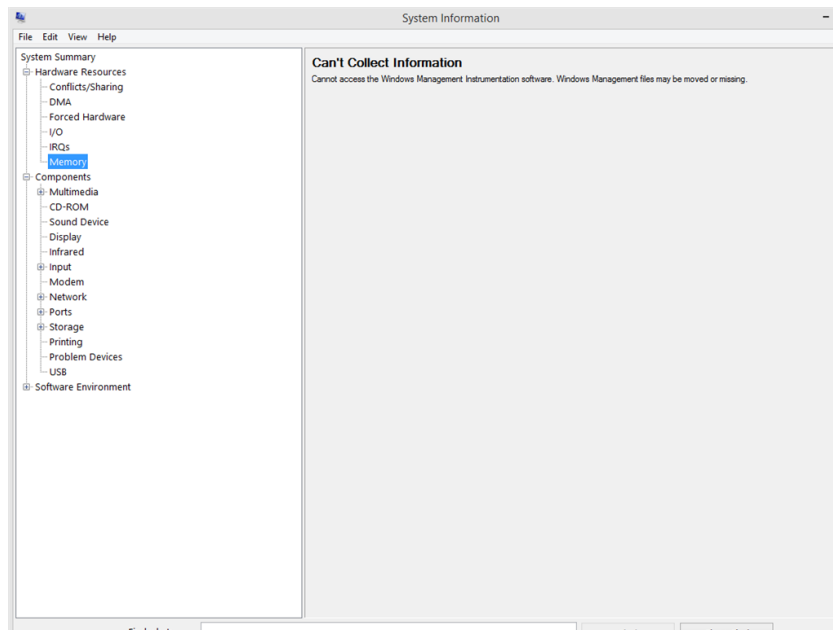
### Things to look for

- System Information is blank then that means WMI has been moved or missing
- DISM scan does not work
- SFC scan sees corrupted files
- WMI service cannot be stop
- RPC is missing from WMI dependencies tab

### Solution 1: Virtual adapter issue

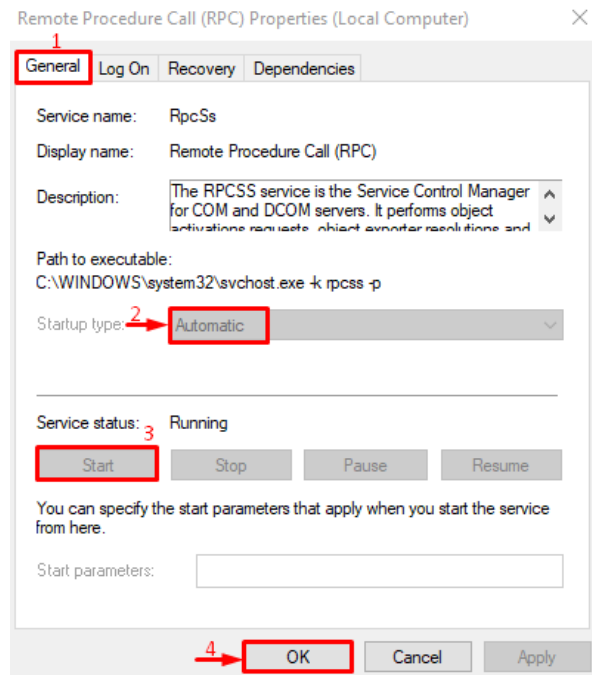
- Go CMD (admin) type in **Winmgmt /resetrepository** ( for resetting the winmgmt)
- Reboot laptop/desktop
- Check VPN 3 to see if it is connected if not go to solution 2

### Solution 2: Window management is broken (does not show information)



- Go to CMD (admin) and run each command separately
  - `cd /d %windir%\system32\wbem`
  - `for %i in (*.dll) do regsvr32 -s %i`
  - `for %i in (*.exe) do %i /regserver`
- Close all the windows then restart
- Go to CMD (admin) type in 'net stop winmgmt' then type in 'net start winmgmt'
- Check to see if window management is back if not restart and go to solution 3

### Solution 3: Winmgmt still broke



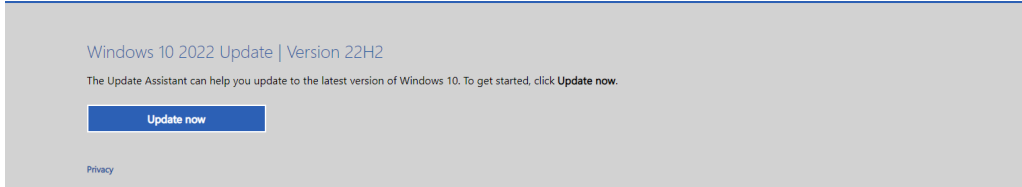
**Everything is gray out that means RPC is not working correctly or missing**

- Check RPC dependencies
  - Go to services
  - Find Windows management Instrument
  - Right click and click on Properties
  - Go to dependencies tab and check to see if there something called RPC
  - If RPC is not in it Follow the below steps
    - Click Start, click Run, type regedt32, and then click OK.
    - Expand the registry key  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\R  
pcSs\.
    - Double-click Start, type 2 in the Edit DWORD Value dialog box, and then click OK.
    - Close Registry Editor, and then restart your computer.
    - If your computer does not start correctly, you can use the Recovery Console to re-enable the RPC service. To use the Recovery Console, follow these steps:
      - Start your computer to the Recovery Console.
      - At the Recovery Console command prompt, type the Enable RPCSS Service\_Auto\_Start command, and then press ENTER.
      - At the Recovery Console command prompt, type EXIT, and then press ENTER.
      - Restart your computer.

## Solution 4: Repair WMI registry

[thewindowsclub.com/how-to-repair-or-rebuild-the-wmi-repository-on-windows-10](https://thewindowsclub.com/how-to-repair-or-rebuild-the-wmi-repository-on-windows-10)  
(not recommend but can try)

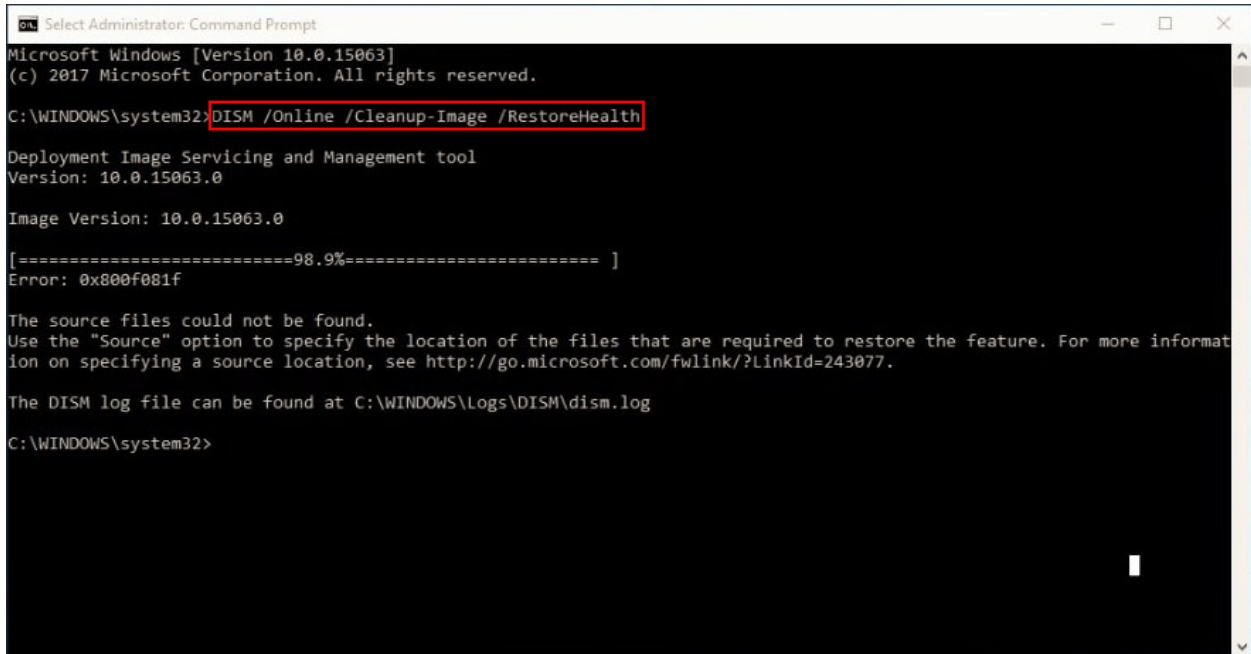
## Solution 5: upgrade/repair windows 10

- Check system restore -> restore at least 10 days ago
- No restore point -> follow these steps below
  - Download the Windows 10 Media Creation Tool  
<https://www.microsoft.com/en-us/software-download/windows10>
- 
- Select update now if it is not there then run the Windows 10 Media Creation Tool.
- Select Upgrade this PC now and follow the on screen prompts.
- Once Windows 10 is ready to be upgraded make sure that the Keep my files and apps are selected. This way you will not lose your files and installed applications. **(THIS WILL NOT REMOVE ANYTHING FROM THE USER)**

## After repair windows 10: Do the follow scans

- **Sfc /scannow**
- **Net start winmgmt**
- **DISM /Online /Cleanup-Image /CheckHealth**

Anything after is extra when DISM is failing but the user should be good to go after the steps above.



```
Microsoft Windows [Version 10.0.15063]
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C:\WINDOWS\system32>DISM /Online /Cleanup-Image /RestoreHealth

Deployment Image Servicing and Management tool
Version: 10.0.15063.0

Image Version: 10.0.15063.0

[=====98.9%===== ]
Error: 0x800f081f

The source files could not be found.
Use the "Source" option to specify the location of the files that are required to restore the feature. For more information on specifying a source location, see http://go.microsoft.com/fwlink/?LinkId=243077.

The DISM log file can be found at C:\WINDOWS\Logs\DISM\dism.log

C:\WINDOWS\system32>
```

When the scan is stuck at a percentage for 30 minutes then follow below steps

- If DISM fails that means the DISM is missing or corrupted
  - If that is the case go to safemode and re-enable DISM
  - Press Windows + S.
  - Type cmd.
  - Right click on Command Prompt.
  - Select Run as administrator.
  - Type DISM /Online /Cleanup-Image /StartComponentCleanup and press Enter.
  - Type DISM /Online /Cleanup-Image /RestoreHealth and press Enter.
  - Type sfc /scannow and press Enter.
- **Clean & Analyze the WinSXS Folder**

Also, you need to run Command Prompt as administrator.

Type DISM /Online /Cleanup-Image /StartComponentCleanup and press Enter.

Type sfc /scannow and press Enter.

Type DISM /Online /Cleanup-Image /AnalyzeComponentStore and press Enter.

Type sfc /scannow and press Enter.

Restart your computer.

If all else fails, just reinstall windows 10 and wipe it clean.

