Search TechNet with Bing

Home   Library   Wiki   Learn   Gallery   Downloads   Support   Forums   Blogs

Ask a question   Search related threads   Search forum questions

Quick access

Answered by:

180

Points
Top 10%

Zoe Tao
MSFT CSG   Joined Jan 2019

Zoe Tao's threads

6   Show activity

Hyper-V Manager unable to connect to server "Local computer"

Windows 10 IT Pro > **Windows 10 Virtualization**

Question

I have a brand new beefy Dell system running Windows 10 v1809 (OS Build 17763.253) (Enterprise). I'm trying to get Hyper-V set up, but I get this error in Hyper-V Manager when I click on "Connect to Server...", select "Local computer" and click OK:

0

Sign in
to vote

"An error occurred while attempting to connect to server "MY-PC-NAME". Check that the Virtual Machine service is running and that you are authorized to connect to the server. Hyper-V encountered an error trying to access an object on computer 'MY-PC-NAME' because the object was not found. The object might have been deleted. Verify that the Virtual Machine Management service on the computer is running."

Notes on what I have done so far to check/correct the issue:

1. Verified that the Hyper-V Management Tools and Hyper-V Platform are installed via Windows Features

2. Verified all the virtualization BIOS settings are enabled

3. Verified the "Hyper-V Virtual Machine Management" service is running, noting that I have to manually start it after a reboot even though it is set to Automatic. An event shows up in the event log that it failed to start after the reboot.

4. Verified I am an Administrator on the machine

5. Tried the "mofcomp C:\Windows\System32\WindowsVirtualization.V2.mof" trick outlined elsewhere. This did not help.

6. Disabled Symantec antivirus. This did not help.

7. Uninstalled and reinstalled the Hyper-V Tools & Platform. This did not help

I see a lot of System Event Log entries whenever I perform anything related to Hyper-V (i.e. starting or stopping the service, trying to connect, etc.):

  The server {7966B4D8-4FDC-4126-A10B-39A3209AD251} did not register with DCOM within the required timeout

That GUID refers to something called WebPlatStorageBrokerServer

And I also noticed this event show up:

  The Hyper-V Virtual Machine Management service terminated with the following error:
    Ran out of memory

The PC has 32GB RAM with 81% free.

I also see this in the event log when I stop and restart the Hyper-V VMM service:

 The Hyper-V Host Compute Service service failed to start due to the following error:
   The service did not respond to the start or control request in a timely fashion.

And indeed the Hyper-V Host Compute Service is not running. When I try to manually start that service, I get this error:

  Windows could not start the Hyper-V Host Compute Service service on Local Computer.

  Error 1053: The service did not respond to the start or control request in a timely fashion.

Any ideas what I might try next?

Friday, January 25, 2019 7:29 PM

Reply | Quote

Tim Trout   35 Points

Answers

16

Sign in
to vote

Hi,

Good Day!

You may refer to the following steps to troubleshoot the issue:

1. Open "Window Security"

2. Open "App & Browser control"

3. Click "Exploit protection settings" at the bottom

4. Switch to "Program settings" tab

5. Locate "C:\WINDOWS\System32\vmcompute.exe" in the list and expand it

6. Click "Edit"

7. Scroll down to "Code flow guard (CFG)" and uncheck "Override system settings"

8. Start vmcompute from powershell

```
net start vmcompute
```

Please let me know if there is any update after that. Thanks for your time.

Best Regards,

Please remember to **mark the replies as answers** if they help and **unmark** them if they provide no help.

If you have feedback for TechNet Subscriber Support, contact tnmff@microsoft.com.

Marked as answer by   Tim Trout   Monday, January 28, 2019 2:59 PM

Monday, January 28, 2019 7:35 AM

Reply | Quote

Zoe Tao (MSFT CSG)   180 Points

All replies

I managed to "fix" the issue on my Surface Book by completely uninstalling Symantec AV (sparked by other threads mentioning a similar issue with McAffee). Host Compute and VMMS both start by themselves at startup with no errors in the event log, and Hyper-V Manager connects to my Local Machine automatically. My company is in the process of moving to a different security platform, so no biggie - I won't get in trouble with the IT department. I'll try this on the Dell system Monday.

0

Sign in to vote

Sunday, January 27, 2019 7:49 PM

Reply | Quote

Tim Trout   35 Points

Unfortunately removing Symantec did not fix the problem on my Dell. Host Compute service still will not start, with the same errors

0

Sign in to vote

Sunday, January 27, 2019 8:28 PM

Reply | Quote

Tim Trout   35 Points

Hi

Good Day!

16

You may refer to the following steps to troubleshoot the issue:

1. Open "Window Security"

2. Open "App & Browser control"

3. Click "Exploit protection settings" at the bottom

4. Switch to "Program settings" tab

5. Locate "C:\WINDOWS\System32\vmcompute.exe" in the list and expand it

6. Click "Edit"

7. Scroll down to "Code flow guard (CFG)" and uncheck "Override system settings"

8. Start vmcompute from powershell

```
net start vmcompute
```

Please let me know if there is any update after that. Thanks for your time.

Best Regards,

Please remember to **mark the replies as answers** if they help and **unmark** them if they provide no
help.
If you have feedback for TechNet Subscriber Support, contact tnmff@microsoft.com.

Marked as answer by   Tim Trout   Monday, January 28, 2019 2:59 PM

Monday, January 28, 2019 7:35 AM

Reply | Quote

Zoe Tao (MSFT CSG)   180 Points

Perfecto! That did the trick. Thanks much, Zoe!

Monday, January 28, 2019 3:00 PM

0

Sign in to vote

Reply | Quote

Tim Trout   35 Points

I am pleased to know that the information is helpful to you.

Please remember to **mark the replies as answers** if they help and **unmark** them if they provide no help.
If you have feedback for TechNet Subscriber Support, contact tnmff@microsoft.com.

Tuesday, January 29, 2019 1:19 AM

0

Sign in to vote

Reply | Quote

Zoe Tao (MSFT CSG)   180 Points

Thanks a lot, Zoe, works perfectly!

Tuesday, April 30, 2019 12:23 PM

0

Sign in to vote

Reply | Quote

Laamaker   5 Points

After this I set VMMS to automatic and it worked perfectly

Friday, May 10, 2019 7:02 AM

0

Sign in
to vote

Reply | Quote

pyschokiller   0 Points

Worked for me!

Neil Clinch

0

Sign in
to vote

Thursday, August 1, 2019 2:08 PM

Reply | Quote

Neil Clinch Tampa General Hospital   60 Points