

TRAVERSE – TROUBLESHOOTING WMI

DOCUMENT HISTORY

Author	Revision	Date	Comments
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INTRODUCTION

This document outlines the steps to be undertaken when troubleshooting WMI with Traverse

WBEMTEST

Access WMI counters from the Traverse Windows Query Daemon Server

Ensure that you can access the WMI counters on the target server from the DGE/DGEX query daemon server.

From Start → type wbemtest and hit return

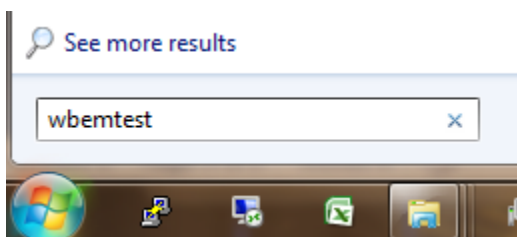


Figure 1

On the window that opens up, click Connect

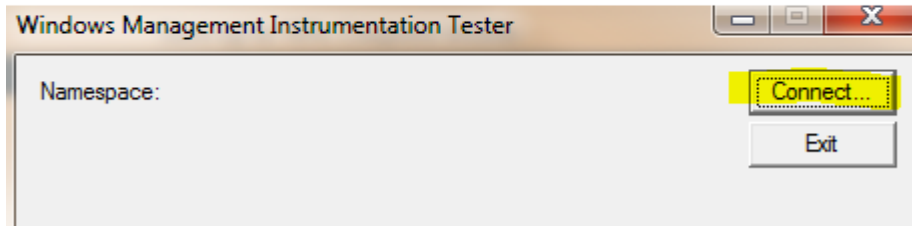


Figure 2

In the following screen, provide the server address and the user credentials. You will substitute with your IP address and user credentials. Click Connect.

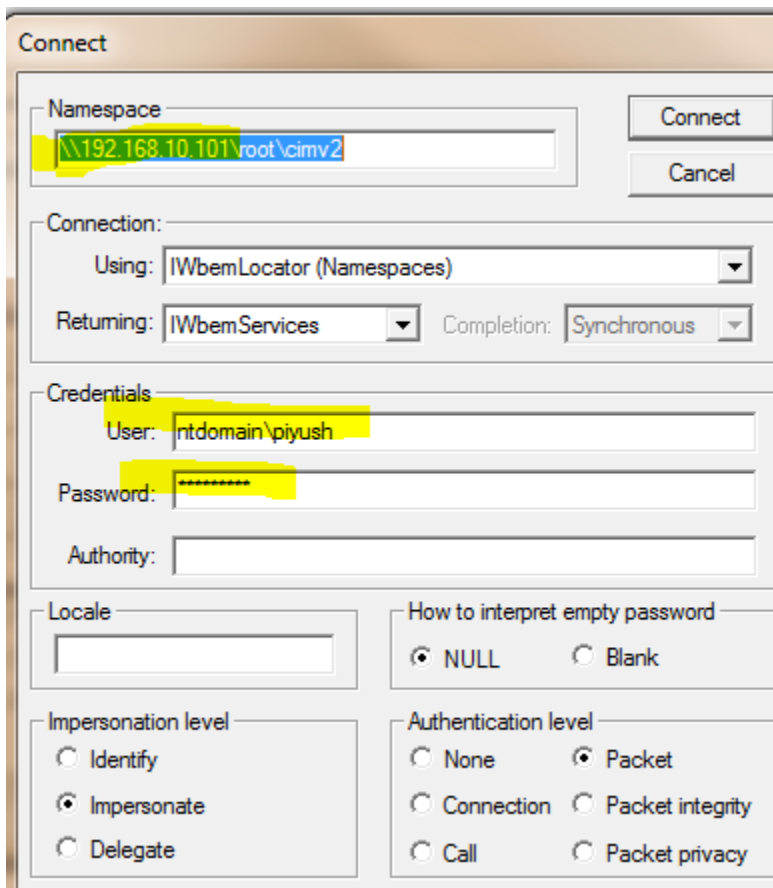


Figure 3

Next, click on Query

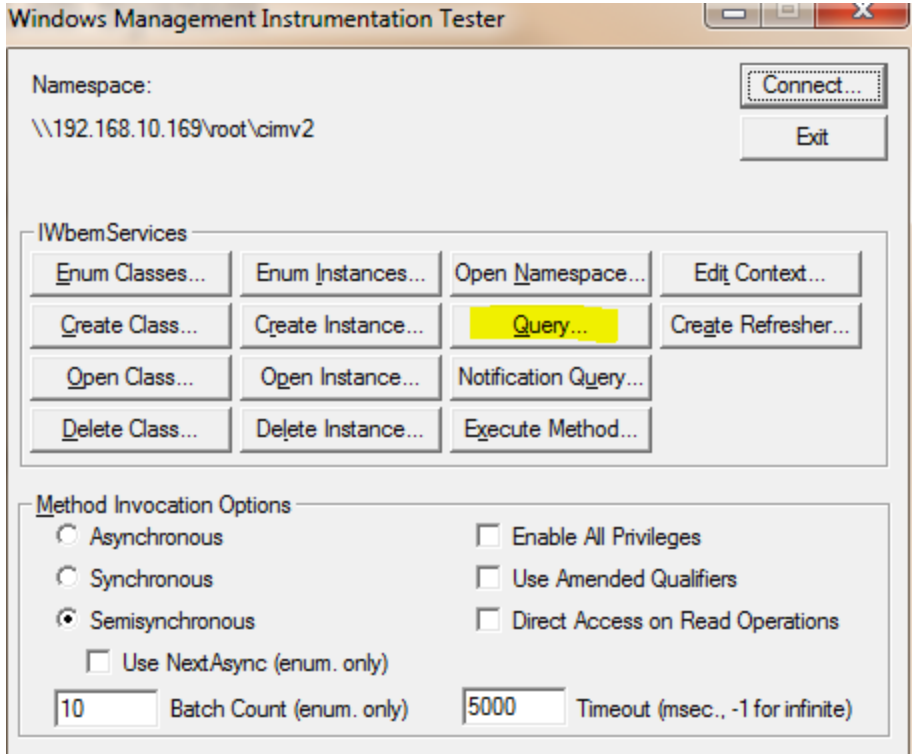


Figure 4

And enter the query as below and click Apply

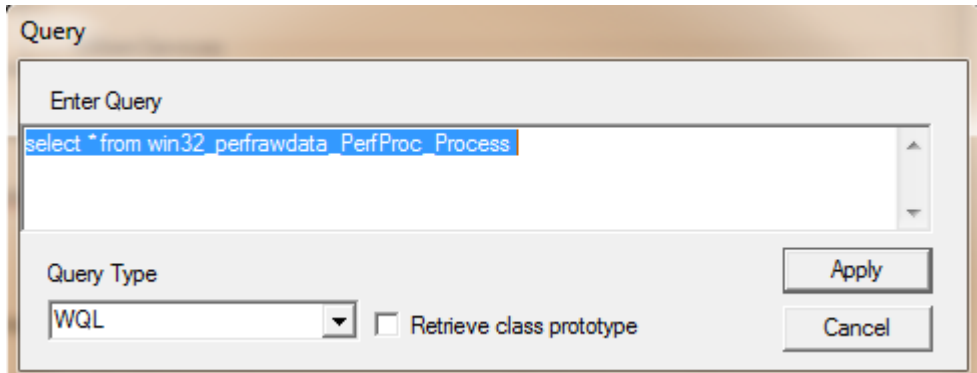


Figure 5

You should now see results as below indicating that the basic WMI counters are accessible from the Traverse server

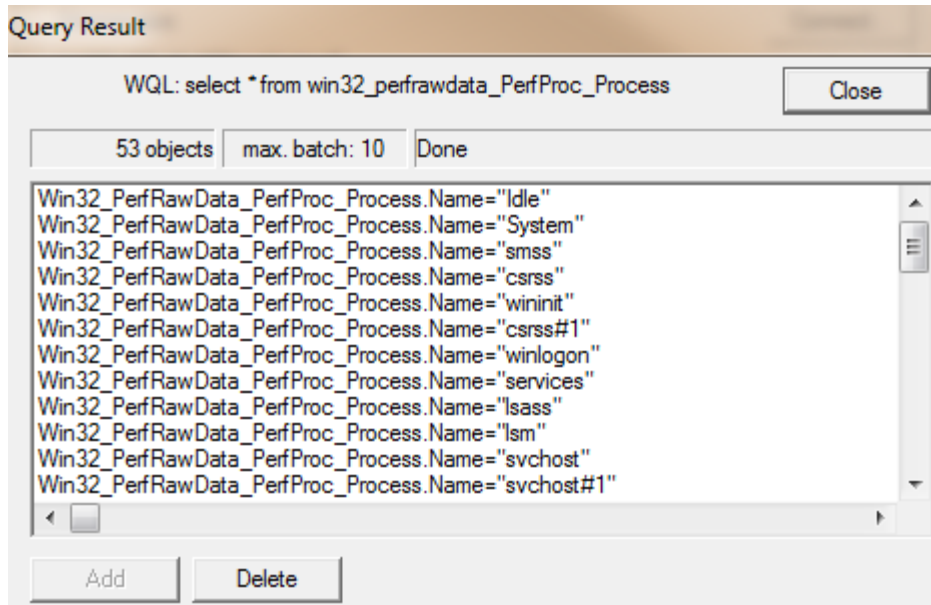


Figure 6

If you do not get this far, rdp into the target server and run wbemtest from the target server. All the above steps are the same except when you Connect. Since you are running wbemtest from the target server itself, you connect without providing a server IP address and without providing credentials. This is illustrated below:

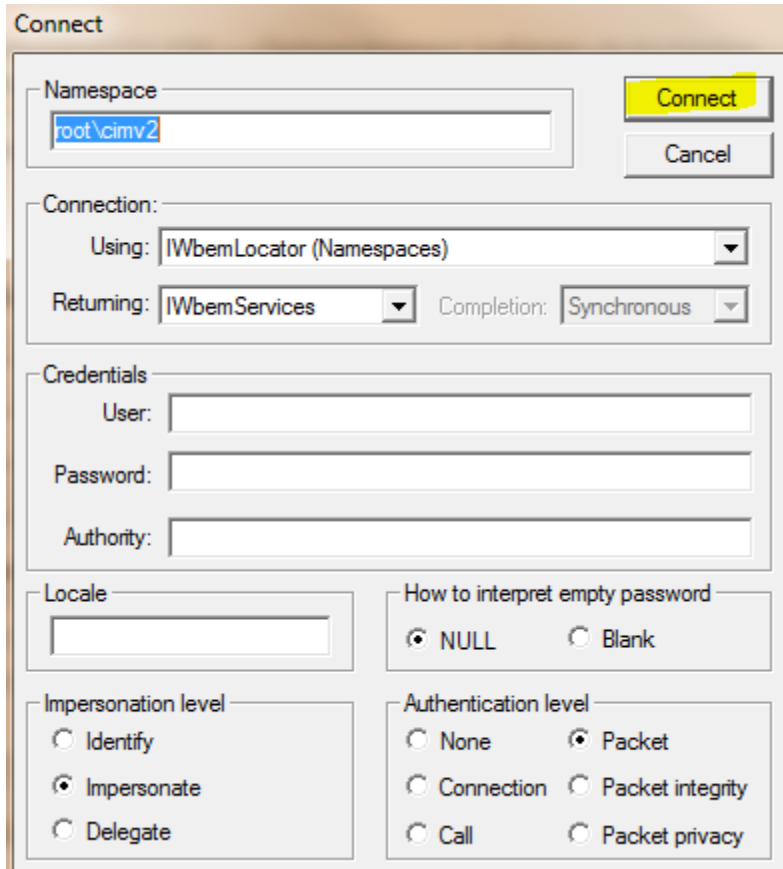


Figure 7 - Running wbemtest on the target server

ERRORS WHILE DISCOVERING TESTS FROM THE TRAVERSE WEB APPLICATION

Once you have validated that the basic wbemtest counters are available on the target system and accessible from the Traverse server, you should attempt to provision the device with WMI tests from the Traverse web application. You may get the following errors – possible causes and resolution are also indicated.

WMI Query Daemon server is not running

An error similar to the one highlighted below will show on the screen if the WMI Query Daemon that the DGE is configured for is not running.

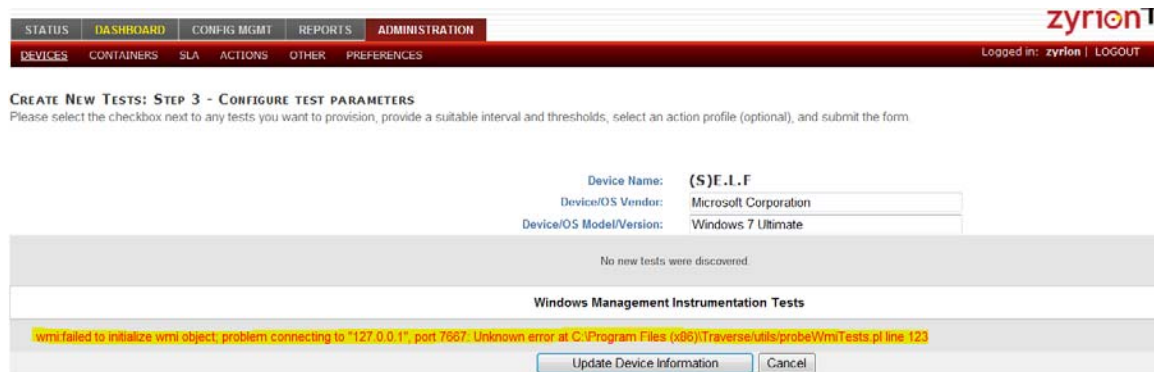


Figure 8

Resolution:

Start the WMI Query Daemon Server and attempt to rediscover the tests

Credentials are incorrect

An error similar to the below will show on the screen if the credentials provided are wrong or have insufficient privileges to perform WMI queries

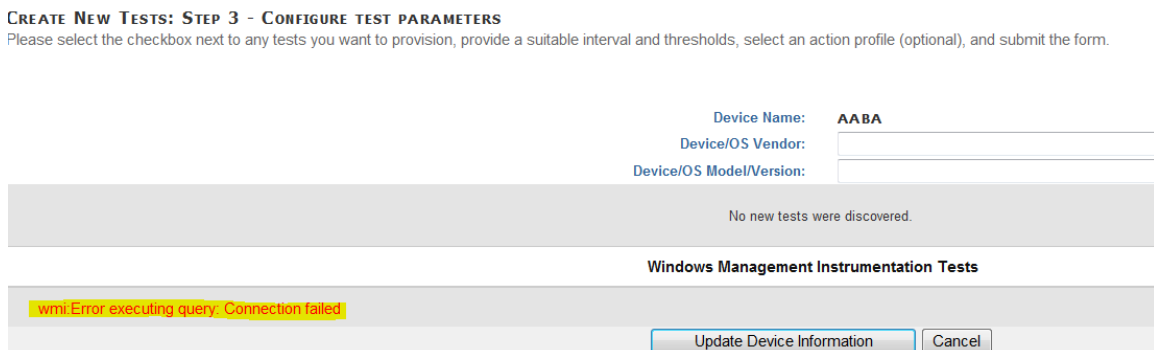


Figure 9

Resolution:

Double check and reenter the credentials. Ensure that the account has adequate privileges (as part of the Domain administrators group). If not, follow the instructions here <http://forums.zyrion.com/showthread.php?t=126&highlight=permission> and grant adequate privileges to the account on the target server.

Firewall is blocking access

An error similar to the below will show on the screen if a firewall (on the Traverse server, on the target machine, or in the network path) is blocking the WMI traffic flow.

CREATE NEW TESTS: STEP 3 - CONFIGURE TEST PARAMETERS

Please select the checkbox next to any tests you want to provision, provide a suitable interval and thresholds, select an action profile (optional), and submit the form.

Device Name: AABA
Device/OS Vendor:
Device/OS Model/Version:

No new tests were discovered.

Windows Management Instrumentation Tests

wmiError executing query. Connection failed

Update Device Information Cancel

Figure 10

Resolution:

Ensure that the firewall allows WMI traffic to go through.