

TRAVERSE – TROUBLESHOOTING WMI

DOCUMENT HISTORY

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Piyush Mehta	0.1	08/05/2011	

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 \rightarrow type wbemtest and hit return



Figure 1

On the window that opens up, click Connect

Windows Management Instrumentation Tester	
Namespace:	Connect
	Exit

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.

Connect	
Namespace	Connect
Connection: Using: IWbemLocator (Name	spaces)
Returning: WbemServices	Completion: Synchronous
⊂Credentials User: ntdomain∖piyush	
Password:	
Authority:	
Locale	How to interpret empty password
	• NULL C Blank
Impersonation level	Authentication level
C Identify	C None Packet
Impersonate	C Connection C Packet integrity
C Delegate	C Call C Packet privacy

Figure 3

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Next, click on Query

Windows Management Instrumentation Tester					
Namespace: \\192.168.10.169\roo	Exit				
-IWbemServices					
Enum Classes	Enum Instances	Open <u>N</u> amespace	Edi <u>t</u> Context		
<u>C</u> reate Class	Create Instance	Query	Cre <u>a</u> te Refresher		
Open Class	Open Class Open Instance				
Delete Class	Delete Instance	Execute Method			
Method Invocation C	otions				
C Asynchronous Enable All Privileges					
C Synchronous		Use Amended Qualifiers			
Semisynchrono	us	Direct Access on Read Operations			
Use NextAsync (enum. only)					
10 Batch Count (enum. only) 5000 Timeout (msec., -1 for infinite)					
Jos	ordina (origina internationally)	1	(incost, from minico)		

Figure 4

And enter the query as below and click Apply

Query	
Enter Query	
select * from win32_perfrawdata_PerfProc_Process	*
	~
Query Type	Apply
WQL Retrieve class prototype	Cancel

Figure 5

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

Query Result	
WQL: select * from win32_perfrawdata_PerfProc_Process	Close
53 objects max. batch: 10 Done	
Win32_PerfRawData_PerfProc_Process.Name="Idle" Win32_PerfRawData_PerfProc_Process.Name="System" Win32_PerfRawData_PerfProc_Process.Name="smss" Win32_PerfRawData_PerfProc_Process.Name="csrss" Win32_PerfRawData_PerfProc_Process.Name="wininit" Win32_PerfRawData_PerfProc_Process.Name="csrss#1" Win32_PerfRawData_PerfProc_Process.Name="winlogon" Win32_PerfRawData_PerfProc_Process.Name="services" Win32_PerfRawData_PerfProc_Process.Name="lsass" Win32_PerfRawData_PerfProc_Process.Name="lsass" Win32_PerfRawData_PerfProc_Process.Name="lsass" Win32_PerfRawData_PerfProc_Process.Name="lsass" Win32_PerfRawData_PerfProc_Process.Name="servicest" Win32_PerfRawData_PerfProc_Process.Name="servicest" Win32_PerfRawData_PerfProc_Process.Name="servicest"	
Add Delete	

Figure 6

If you do not get this far, rdp into the target serve 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:

Connect	
Namespace root\cimv2	Connect
Connection:	
Using: IWbemLocator (Name	espaces)
Returning: WbemServices	Completion: Synchronous
Credentials	
User:	
Password:	
Authority:	
Locale	How to interpret empty password
	NULL O Blank
Impersonation level	Authentication level
C Identify	C None Packet
Impersonate	C Connection C Packet integrity
O Delegate	C Call C Packet privacy

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.

STATUS	DASHBOARD	CONFIG MGM	REPORTS	ADMINISTRATION			zyrion
DEVICES	CONTAINERS	SLA ACTIONS	OTHER F	REFERENCES			Logged in: zyrion LOGOUT
CREATE N	EW TESTS: ST	EP 3 - CONFIG	JRE TEST PAI	AMETERS	tion profile (optional)	and submit the form	
		on to any 10000 y	o non to prov	and, promite a solution and the only an estimate, solute and	and prone (opnoral),		
				Device Name:	(S)E.L.F		
				Device/OS Vendor:	Microsoft Corporati	in	
				Device/OS Model/Version:	Windows 7 Ultimate		
				No new tests v	ere discovered.		
				Windows Management	nstrumentation Test	,	
wmitfail	ed to initialize wr	ni object; problem	connecting to "	127.0.0.1", port 7667. Unknown error at C. Program Files ((86)\Traverse/utils/pro	eWmiTests.pl line 123	
				Update Device Info	rmation Cance	a	

Figure 8

Resolution:

Start the WMI Query Daemon Server and attempt o 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

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: A Device/OS Vendor: Device/OS Model/Version:	ABA
	No new tests were	discovered.
	Windows Management Inst	rumentation Tests
wmi.Error executing query Connection failed	Update Device Informa	ation Cancel

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: Device/OS Vendor: Device/OS Model/Version:	AABA
	No new tests were	discovered.
	Windows Management Inst	trumentation Tests
wmi:Error executing query: Connection failed		
	Update Device Inform	ation Cancel

Figure 10

Resolution:

Ensure that the firewall allows WMI traffic to go through.