I/O Exception Occurs When Performing a Ping Check

Problem

When performing the default ping check for a host, Uptime Infrastructure Monitor may display an error message similar to the following:

IO Exception: CreateProcess: C:/Program Files/uptime4/externalApps/win32/icmp.exe icmp.exe filter 1 error=2

Solution

To correct this error, take the following steps:

1. Open the uptime.conf file in a text editor.
2. Look for the following entry:
   `externalErdcScriptPath=<install_dir>/bin/`

   This is the path in which Uptime Infrastructure Monitor searches for executables, specifically icmp.exe and lmhostid.exe. Note that `<install_dir>` is the directory in which Uptime Infrastructure Monitor is installed.

   If you installed Uptime Infrastructure Monitor in the default location, on Windows this path is `C:/Program Files/uptime software /uptime/support/bin/`.
3. If the `externalErdcScriptPath` entry is not in the file, add it to uptime.conf.

   Otherwise, ensure that the correct `<install_dir>` is specified.
4. Stop and restart the Uptime Infrastructure Monitor Data Collector service.