Troubleshooting WMI with WMIDIAG

The WMIDIAG tool runs a diagnostic test against a system's WMI configuration and working status, reports any errors, and explains the configuration settings. The WMIDIAG tool is available from the Microsoft website . The download is an exe file that will extract 3 files. Run the wmidiag.vbs script to start the diagnostics scan. If you receive a warning about "Your Default scripting engine is WSCRIPT.EXE", it may appear that's not happening, but the scan will still run in the background. After it's completed scanning it will automatically open a text file with the results.

If you scroll through the file, you'll see a lot of information about the state of your system, and various performance counters used by WMI. It's fairly common to see a few ERRORS/WARNINGS in the log, especially for things like "(WBEM_E_NOT_FOUND) Object cannot be found." At the end of text file you'll see the overall status for your system. This will either be:

- SUCCESS: WMIDiag determined that WMI works CORRECTLY.
- ERROR: WMIDiag detected issues that could prevent WMI to work properly!. Check 'C:
  \\USERS\\USERNAME\\APPDATA\\LOCAL\\TEMP\\WMIDIAG-V2.1_WIN7_.CLI.SP1.64_CSS-USER_2012.10.16_12.52.59.LOG' for details.

If you see the status asking you to check the other log file, check that, as it will contain additional details about your system's WMI performance.

After running the tool, review the configuration for indications of conditions that will prevent Uptime Infrastructure Monitor from communicating with the WMI system. If errors are reported, as a first troubleshooting step, you should try refreshing the performance counters with the below commands. As they will fix most of the common WMI issues that interfere with Uptime Infrastructure Monitor's ability to gather performance metrics.

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winmgmt /resyncperf
wmiadap /f
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After refreshing the counters, run the WMIDIAG tool again to see if the errors have been fixed. If you require further assistance resolving the issue after running the scan and performance counter reset commands, then send the WMIDIAG results before refreshing the counters and then again after refreshing the counters, as well as the additional .LOG mentioned above to support@uptimesoftware.com.