

Rebuilding Windows Performance Counters

If you suspect that the performance counters on a Windows system are corrupt, your system administrator will need to rebuild or reload the default performance counter library values on that system. Indications of corrupt performance counters can include drastically incorrect values (ex. total cpu usage exceeding 100%), missing counters, or Perflib event log errors. For related articles review: ["No recent performance data available. Is the system online?" - WMI elements](#) and ["No recent performance data available. Is the system online?" - Uptime Infrastructure Monitor Agent Windows elements](#)

The first and easiest step is to refresh the performance counters. If that does not work, then rebuilding the counters is required.

- **Refresh the Performance Counters**

1. On the Windows system, run the following commands on the command line to refresh the performance counters.

```
winmgmt /resyncperf
wmiadap /f
```

2. In the Uptime Infrastructure Monitor UI, browse to the Windows element, select the small Services tab, and click Manage Services. Select the Platform Performance Gatherer from the list and then click the Test Service Monitor button.
3. If the status is OK and the message contains the version of the Uptime Infrastructure Monitor Agent, the counters are being returned as expected and you can stop here; otherwise, please proceed to step 2.

- **Rebuild the Counters**

1. Run the `lodctr /S` command as the local administrator to save the current performance registry settings and counters.

```
cd "%PROGRAMFILES(X86)%uptime softwareup.time agent"
lodctr /S:saved.txt
```

2. Run `lodctr /r` command to rebuild the counters on the target host. It is recommended, if possible, to back up the Windows element before performing this task as a precautionary measure.
 - Stop the Windows Management Instrumentation service.
 - Open a command prompt as local administrator and run the command `lodctr /r`.
 - Start the Windows Management Instrumentation service.
3. In the Uptime Infrastructure Monitor UI, browse to the Windows element, select the small Services tab, and click Manage Services. Select the Platform Performance Gatherer from the list and then click the Test Service Monitor button.
4. If the status is OK and the message contains the version of the Uptime Infrastructure Monitor Agent, the counters are being returned as expected and you can stop here; otherwise, please proceed to step 3.

- **Submit material to Support**

If, after rebuilding the counters, the issue persists, please perform the following steps and send the files into Support at uptime-support@idera.com for further investigation.

1. Run the `lodctr /S` command as local administrator again, so Support can compare the before and after files.

```
cd "%PROGRAMFILES(X86)%uptime softwareup.time agent"
lodctr /S:savedafter.txt
```

2. Email to uptime-support@idera.com both lodctr output files (saved.txt and savedafter.txt), as well as the output from Poll Agent or Poll WMI.
 - Browse to the Windows element in the Uptime Infrastructure Monitor UI.
 - Select the Info tab and click Poll Agent or Poll WMI in the list on the left.
 - Copy the Poll Agent/WMI output into a text file and send in to Support along with the lodctr output files.

References

[How to rebuild performance counters on Windows Vista/Server2008/7/Server2008R2](#)
[How to manually rebuild Performance Counter Library values](#)