

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.