

"No recent performance data available. Is the system online?" - WMI elements

This knowledge base article provides steps to troubleshoot and resolve "No recent performance data available. Is the system online?" messages for WMI elements in the Global Scan tab. A similar article which addresses this error for Agent elements is available ["No recent performance data available. Is the system online?" - Uptime Infrastructure Monitor Agent Windows elements](#).

This message indicates that the Platform Performance Gatherer (PPG), a background service monitor responsible for gathering performance metrics, such as CPU, memory, disk, is unable to properly collect metrics. The most common reason the PPG fails for WMI elements is corrupted or unavailable Windows performance counters. When that is the case, the string, "IEnumVARIANT::Next", often will appear in these two locations: the Service Monitor Outages report and the <uptime_dir>/logs /uptime.log file.

- Service Monitor Outages report
 - a. Browse to the Service Monitor Outages report (Reports -> Service Monitor Outages)
 - b. Select a reasonable time frame (smaller time frames will generate quicker) and the element with the "No recent performance data available. Is the system online?" message.
 - c. When the report has completed, check for the "IEnumVARIANT::Next" string in the message portion of PPG monitor
- uptime.log file
 - a. search in the uptime.log file for occurrences of the hostname of the element with the message, "No recent performance data available. Is the system online?"
 - b. refine the search by reviewing just the entries for the Platform Performance Gatherer and check for the string "IEnumVARIANT::Next"

Likely if the "IEnumVARIANT::Next" string appears in the Outages report, it will appear in the uptime.log and vice versa.

To resolve try rebuilding the performance counters using the steps outlined in the [Rebuilding Windows Performance Counters](#) knowledge base article.