Enabling Windows Management Instrumentation Guide

Symantec

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Enable Windows Management Instrumentation

This document includes the following topics:

Enable remote access to Windows Management Instrumentation (WMI)

WMI gets installed with all modern operating systems of Microsoft (Windows 2000, Windows XP, Windows 2003, Windows Vista and Windows 20081).

This document describes the procedure to enable remote access to WMI. The following steps should take only a minute or two of your time.

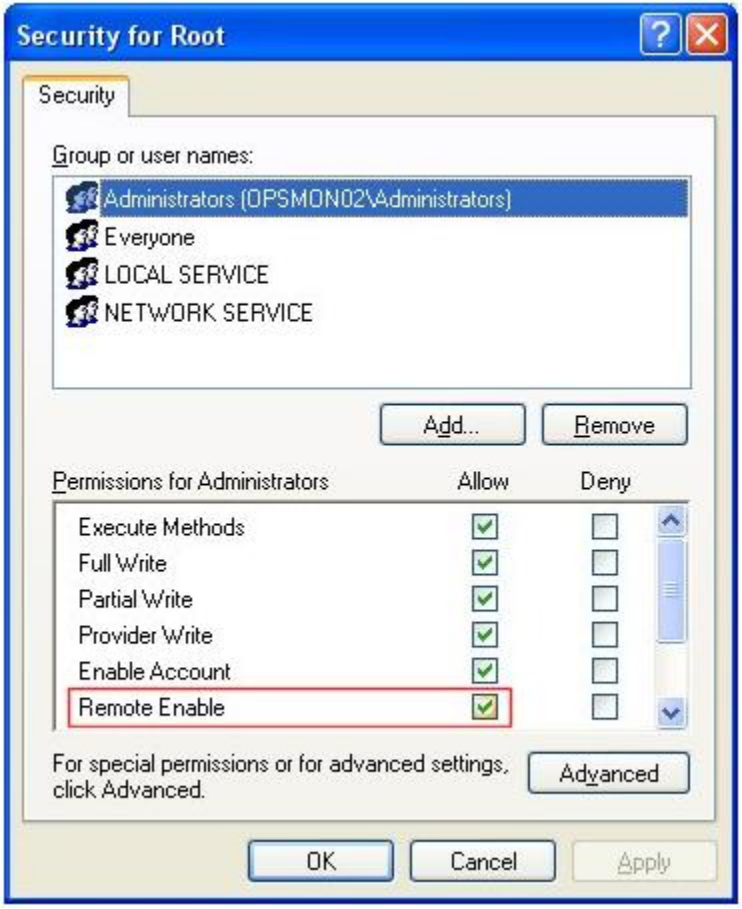
1 Enable remote WMI requests

Usually, you need to change this setting to get WMI working. (Steps 2 and 3 are typically not needed, but you may need them in some circumstances)

- On the target server, go to **Administrative Tools** -> **Computer Management**.
- Expand **Services and Applications**
- Right click **WMI Control** and select **Properties**.

- Select the **Security** tab.
- Click **Security**.

- Add the monitoring user (if needed), and make sure you check **Remote Enable** for the user/group that is requesting WMI data.



At this point you can go back and check if this fixes the problem. It might take a couple of minutes to re-generate the reports.

2 Allow WMI through Windows firewall

All users (including non-administrators) are able to query/read WMI data on the local computer.

For reading WMI data on a remote server, you must onnect your management computer (where monitoring software is installed) to the server you are monitoring (the target server). If the target server is running Windows Firewall (Internet Connection Firewall) that is shipped with Windows XP and Windows 2003, then you must make sure it accepts remote WMI requests. Add the WMI service in the exception list.

3 Enable DCOM calls on the remote machine

If the account you are using to monitor the target server is NOT an administrator on the target server, you need to enable the non-administrator to interact with DCOM by following simple steps listed on the Microsoft website.You can perform the following tasks:

- To grant DCOM remote launch and activation permissions for a user or group
- To grant DCOM remote access permissions

Further Investigation

If the above steps are do not help, Symantec recommends to install the WMI Administrative Tools from Microsoft website. This includes a WMI browser that lets you connect to a remote machine and browse through the WMI information. This helps to isolate any connectivity/rights issues in a more direct and simple environment. Once the WMI browser can access a remote machine, our products should be able to as well.

Download the WMI administrative tools from the Microsoft website.

http://www.microsoft.com/downloads/details.aspx?FamilyId=6430F853-1120-48DB-8CC5-F2ABDC3ED314&displaylang=en

User Account Control (UAC)

The reports we receive from the field let us know that UAC needs to be disabled for remote WMI queries to work. With UAC running, an administrator account actually has two security tokens, a normal user token, and an administrator token (which is only activated when you pass the UAC prompt). Unfortunately, remote

requests that come in over the network get the normal user token for the administrator, and since there is no way to handle a UAC prompt remotely, the token cannot be elevated to the true-administrator security token.