

Re: WMI connection problem

Source:

<http://www.tech-archive.net/Archive/Development/microsoft.public.win32.programmer.wmi/2004-06/0095.html>

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Date: Fri, 11 Jun 2004 08:50:51 -0700

RPC got a WSACONNREFUSED when attempting to do a ConnectEx on port 135 on the remote machine. Do you have any Winsock Layered Provider ? Did you configure RPC selective binding on those machines ? If you do a `netstat -nao`, can you see RPCSS listening on port 135 on TCP ? You should follow up for better help on the networking forums. If the RPC ep_mapper service is not working, there's not much WinMgmt can do about it.

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```
"mklomp" <mklomp@syllis.nl> wrote in message
news:cac48k$hmj@odbk17.prod.google.com...
> i have checked the registry settings and DCOM was enabled. enabling it
> a second time didn't fix the problem.
>
> i have now 4 clients to test with.
>
> i use rpcping to test the connection(from client 10.31.3.165 to client
> 10.31.3.248 and 10.31.3.243). here are the results.
>
> D:\rk2003>D:\rk2003\rpcping.exe -s 10.31.3.248 -t ncacn_np
> Completed 1 calls in 10 ms
> 100 T/S or 10.000 ms/T
>
> D:\rk2003>D:\rk2003\rpcping.exe -s 10.31.3.248 -t ncacn_http
> Exception 1722 (0x000006BA)
>
> D:\rk2003>D:\rk2003\rpcping.exe -s 10.31.3.248 -t ncacn_ip_tcp
> Exception 1722 (0x000006BA)
> Number of records is: 3
> ProcessID is 2968
> System Time is: 6/11/2004 8:49:10:746
> Generating component is 8
> Status is 1722
> Detection location is 313
> Flags is 0
> NumberOfParameters is 0
> ProcessID is 2968
> System Time is: 6/11/2004 8:49:10:746
> Generating component is 8
> Status is 10061
```

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> Detection location is 311
> Flags is 0
> NumberOfParameters is 3
> Long val: 135
> Pointer val: 0
> Pointer val: 0
> ProcessID is 2968
> System Time is: 6/11/2004 8:49:10:746
> Generating component is 8
> Status is 10061
> Detection location is 318
> Flags is 0
> NumberOfParameters is 0
>
> D:\rk2003>D:\rk2003\rpcping.exe -s 10.31.3.243 -t ncacn_ip_tcp
> Completed 1 calls in 60 ms
> 16 T/S or 60.000 ms/T
>
> i have checked for ip-packet filtering, but we don't use that on our
> internal network. i have now a tested with 4 clients from the
> production network. 2 clients have the problem and 2 haven't.
>
> if i use the script i give in my first post. i get the following result
>
> 10.31.3.248 and 10.31.3.165 are the clients with a problem. 10.31.3.243
> and 10.31.3.249 haven't any problem.
>
> 10.31.3.165 --> 10.31.3.243 error: 0
> 10.31.3.165 --> 10.31.3.248 error: 462
> 10.31.3.165 --> 10.31.3.249 error: 0
> 10.31.3.248 --> 10.31.3.165 error: 462
> 10.31.3.248 --> 10.31.3.243 error: 0
> 10.31.3.248 --> 10.31.3.249 error: 0
> 10.31.3.243 --> 10.31.3.249 error: 0
> 10.31.3.243 --> 10.31.3.248 error: 462
> 10.31.3.243 --> 10.31.3.165 error: 462
>
> the problem occurs only by incoming connections on the problem clients.
> outgoing connections on this clients has no problems.
>
> i have checked the 4 client for firewall software and for the ICF
> settings. and there is no firewall software installed and the ICF is
> not enabled. the clients are connected to the same switch. this switch
> don't use packetfiltering
>
> thanks,
>
> Michel Klomp
>
> Ivan Brugiolo [MSFT] wrote:
> > You can run this against the suspect machines (reboot required)
> >
> > c:\>reg add "\\Machine\hklm\Software\Microsoft\OLE" /v EnabledDCOM /t
> > REG_SZ
> > /d "Y" /f
> >
> > Last time these symptoms were reported on the newsgroup,
> > the problem was an IP port block on the target machine.
> > The description is exactly the one of RPC-over-TCP being blocked or
> > disabled.
> >
> > --
```

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> >
> > "mklomp" <mklomp@sylis.nl> wrote in message
> > news:caam91\$ae7@odah37.prod.google.com...
> > > i'm completely sure there are no ip-filters or firewalls inside the
> > > network, certainly not between the 2 pc's i testing with.
> > >
> > > we have running a anti-virus client on the clients(mcafee), but we
> > use
> > > the same configuration on all the clients, including the group
> > where
> > > wmi works remotely.
> > >
> > > how can i disable/enable Dcom on a client? i have compare the
> > registry
> > > setting from client that works with the client that don't work and
> > they
> > > are the same.
> > >
> > > and how can i fix a generalized RPC-over-TCP blindness?
> > >
> > > tomorrow, i shall look to the mcafee settings. but i'm pretty sure
> > that
> > > all clients use the same configuration.
> > >
> > > thanks,
> > >
> > > Michel Klomp
> > >
> > > Ivan Brugiolo [MSFT] wrote:
> > > > Are you completely sure you don't have any Anti-Virus, IP-Filter
> > or
> > > Firewall
> > > > ?
> > > > The description of the problem point the finger to either DCOM
> > being
> > > > disabled for that machine
> > > > or a generalized RPC-over-TCP blind-ness.
> > > > You can use remote registry because it uses RPC-over-NamedPipes.
> > > >
> > > > --
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> > > >
> > > >
> > > > "mklomp" <mklomp@sylis.nl> wrote in message
> > > > news:ca9o1g\$mgf@odah37.prod.google.com...
> > > > > Hello,
> > > > >
> > > > > i have a wmi connection problem, when i run a vbscript that
> > scan
> > > 100

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> > > > clients with wmi, 60 clients respont correctly. the other
> clients
> > > have
> > > > a connection problem.
> > > >
> > > > if i run the following script, i get error number 462, if i run
> > > this
> > > > script to one of the 60 correct clients i get error number 0
> > > >
> > > > On Error Resume Next
> > > > CheckIP("10.31.3.248")
> > > > WScript.Echo "ErrorCode : " & Err.number
> > > > Err.clear
> > > >
> > > > Sub CheckIP(ComputerName)
> > > > Set objWMIService = GetObject("winmgmts:\\\" & ComputerName &
> > > > "\root\cimv2")
> > > > Set objWMIService = Nothing
> > > > End Sub
> > > >
> > > > if i try to connect to this client with wbemtest.exe, i get the
> > > > following error.
> > > >
> > > > Number: 0x800706ba
> > > > Facility: Win32
> > > > Description: The RPC server is unavailable.
> > > >
> > > > it make no difference when i use the host name inplace of the
> ip
> > > > adress. in one of the microsoft newsgroups i found the next
> > > > testprogram, DCOMtest.exe. with this program i have the same
> > > problem. i
> > > > can't connect with this client. i get the following error.
> > > >
> > > > D:\rk2003>C:\temp\TstClnt.exe 10.31.3.248
> > > > Client: Creating Instance...0.9419 seconds
> > > > Client: CoCreateInstanceEx: The RPC server is unavailable.
> > > > (800706ba)
> > > > Client: Done
> > > >
> > > > i do this with a account that has Domain admin rights. i
> compare
> > > the
> > > > wmi rights from this client with a correct client and they are
> the
> > > > same, i also compare the registry settings for rpc
> > > > (HKEY_LOCAL_MACHINE/SOFTWARE/Microsoft/Rpc/DCOM_Protocols) and
> they
> > > are
> > > > the same. there are no firewalls of other filter applications
> > > between
> > > > the clients. i can connect remotely to the registry and the
> admin
> > > > share.
> > > > i can also connect with computermanagement to the client, but
> when
> > > i
> > > > try to connect to wmi i get the following error.
> > > >
> > > > Failed to connect to \\10.31.3.248
> > > > because "Win32: The RPC server is unavailable."
> > > >
```

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```
> > > > i has set verbose logging for wmi, and i get the following
> error im
> > > my
> > > > event log.
> > > >
> > > > Event Type: Error
> > > > Event Source: DCOM
> > > > Event Category: None
> > > > Event ID: 10009
> > > > Date: 10-6-2004
> > > > Time: 9:33:49
> > > > User: EXELBXAD\support10
> > > > Computer: NLLC3935302622
> > > > Description:
> > > > DCOM was unable to communicate with the computer 10.31.3.248
> using
> > > any
> > > > of the configured protocols.
> > > > For more information, see Help and Support Center at
> > > > http://go.microsoft.com/fwlink/events.asp.
> > > >
> > > > all clients run Windows XP Pro with Service Pack 1.
> > > >
> > > > So does anyone have a idea how i can solve this problem,
> reinstall
> > > 40
> > > > clients is not a option.
> > > >
> > >
>
```