

Re: Fixing WMI on XP SP1?

Source: <http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.wmi/2004-10/0040.html>

From: Torgeir Bakken \ (MVP\) (Torgeir.Bakken-spam_at_hydro.com)

Date: 10/19/04

Date: Tue, 19 Oct 2004 22:55:29 +0200

Hi

Try (using e.g. Start/Run, or a command prompt):

```
regsvr32 %windir%\system32\atl.dll
regsvr32 %windir%\system32\netshell.dll
regsvr32 %windir%\system32\hnetcfg.dll
regsvr32 %windir%\system32\netcfgx.dll
regsvr32 %windir%\system32\netman.dll
```

If that doesn't fix it, a lot of good information in this one about repairing WMI:

From: Ivan Brugiolo [MSFT] (ivanbrug@online.microsoft.com)

Subject: Re: Windows XP WMI Reinstall

Newsgroups: microsoft.public.win32.programmer.wmi

Date: 2004-04-21 00:46:56 PST

<http://groups.google.com/groups?selm=eg4cXS3JEHA.2380%40TK2MSFTNGP09.phx.gbl>

WinXP Pro only:

If nothing in the link above helped, you might want to follow the procedure here and see if it helps:

How To Reset Security Settings Back to the Defaults

<http://support.microsoft.com/?kbid=313222>

Terry Pinnell wrote:

- > *I've been trying in vain to fix this for the last few days, and*
- > *getting increasingly frustrated! I had generous help from various*
- > *contributors, including MVPs, in*
- > *microsoft.public.windowsxp.help_and_support,*
- > *microsoft.public.windowsxp.general and*
- > *microsoft.public.windowsxp.perform_maintain, but*
- > *no one mentioned this specialised WMI group! Just discovered it via*
- > *one of the web Forums.*
- >
- > *I have downloaded many potentially relevant threads and have a lot of*

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- > reading to do. But meanwhile, cutting to the chase, maybe if I
- > summarise the problem someone may be able to point me to a likely fix
- > please.
- >
- > WMI is implicated in several problems I have at present on this XP
- > Home PC. For example, when I to run SysInfo (msinfo32.exe) I get
- > "Can't Collect Information; Access denied to Windows Management
- > Instrumentation server on this computer. Have an administrator change
- > your access permissions."
- >
- > I'm the only user (Terry, Computer administrator, Password protected).
- > But exactly how do I change my 'access permissions'? It's a black art
- > to me!
- >
- > Apart from obvious steps (like ensuring Windows Management Interface
- > is started) I've tried the following in vain. (Maybe this will also be
- > useful to others who end up googling their way here.)
- >
- > =====
- >
- > Msinfo32.exe Generates a "Can't Collect Information" Error Message:
- > <http://support.microsoft.com/?kbid=323209>
- > All 3 services it suggest are running OK here.
- >
- > =====
- >
- > And that KB 259733 which that article also suggests is a long and (to
- > me) dauntingly complex page. In overview it says:
- > "To resolve these issues, you can configure the service to use the
- > built-in system account, change the password for the specified user
- > account to match the current password for that user, or restore the
- > user's right to log on as a service."
- >
- > What's that in plain non-techie English? What are 'the built-in system
- > account', 'the specified user account', and 'that user'?
- > I assume the part of the body of the article that is relevant is that
- > which begins:
- > "Member Server; If the user is a member of a stand-alone member
- > server: 1. Start the Local Security Settings MMC snap-in,"
- >
- > That also is hard going for me! How *do* I start that in practice on
- > XP Home please?
- >
- > =====
- >
- > I tried various commands :
- > In Command Prompt:
- > winmgmt /clearadap
- > winmgmt /kill
- > winmgmt /unregserver
- > winmgmt /regserver

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> winmgmt /resyncperf
> regsvr32 c:\windows\system32\wbem\wmiutils.dll
>
> =====
> *In Command Prompt:*
> net stop winmgmt.
> Then delete the %windir%\system32\wbem\repository directory. Once done
> go back to Start/Run/CMD and type in: net start winmgmt
>
> =====
> *In Command Prompt:*
> winmgmt /clearadap
> to clear prior WMI/resyncperf information from the registry.
> Then winmgmt /resyncperf to register the system performance libraries
> with WMI again.
>
> =====
>
> *Kelly's fix for SysInfo: run msinfostore.reg from*
> http://www.kellys-korner-xp.com/xp_tweaks.htm
> (Line #221 – right hand side)
>
> (No explanation; just a 12 line registry hack, all to
> HKEY_CLASSES_ROOT\CLSID)
>
> =====
>
> A complex one I've just found but not yet attempted is from Crazy One
> at
> http://www.experts-exchange.com/Operating_Systems/WinXP/Q_20802031.html
>
> =====
>
> That's it. I suspect this issue stems somehow from my SP2 install and
> prompt uninstall a couple of weeks ago. I've eliminated several other
> possibilities, partly by restoring to my registry position of 5 days
> ago. (Which reminds me – I now need to go through a fairly long WU of
> about 5 'Security Updates' I did since.)
>
>
> Any help would be much appreciated please.
>

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torgeir, Microsoft MVP Scripting and WMI, Porsgrunn Norway
Administration scripting examples and an ONLINE version of
the 1328 page Scripting Guide:
<http://www.microsoft.com/technet/scriptcenter/default.aspx>