

Troubleshooting Guide

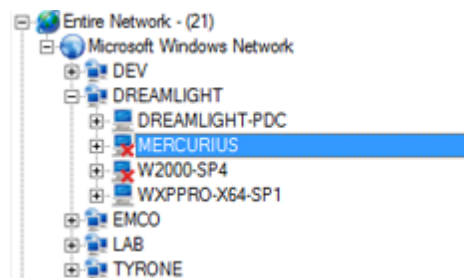
How to Solve Red Machines problem in EMCO products

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Red machines problem is among one of the problems faced by most of the users of EMCO products. It doesn't mean that there is something wrong with EMCO products rather it point outs that in certain cases you need to configure you machines in order to take full advantage of EMCO products.

First of we will have an overview of the problem, actually the thing is this, that sometimes when you scan your network for available machines, using our products; you see some machine names marked with a small red icon as shown in the figure below.



This is an indication that your EMCO product is unable to connect to that particular machines and fetch scan information from that machines. There could be a number of reasons for red machines problem.

Below are some of the reasons identified as the reason to red machines problem. Let's have a look at them and make sure that you don't have any of the problems described below:

1. Not enough rights to connect to remote machines
2. Unable to ping the remote machine under 1500ms response time
3. Can't ping the machine as host name? (Only IP address).
4. Machine is Win9x/Me, and cannot be connected remotely?
5. Required ports for your EMCO applications are closed on remote machines? (Please see System Requirements for your EMCO product).

If you don't have any of the issues described above and still seeing a red icon with your machines; please make sure that following aren't the problem with your machines:

1. Computer Browser service isn't started (stopped or paused)?
2. Remote Registry service is not started (stopped or paused)?
3. File and Print sharing not enabled (used for some EMCO applications)?

In the next section we will discuss the different solutions available to the above mentioned problems.

Solution to the above problems

Please follow the links corresponding to each problem for solution to your problem:

Get more privilege for the process using the RunAs command:

The RunAs can be very helpful when you need to execute EMCO product Under different credential to get more rights to remote client's.

<http://emcosoftware.com/whitepaper/Run a program under Administrator privilege.pdf>

Change XP Security Policy to allow Workgroup security like in W2K:

If your remote client's are only in WORKGROUP (not DOMAIN), you will need to change this policy to allow workgroup security.

P.S: Remember to have local admin rights as well to all remote client's.

<http://emcosoftware.com/troubleshooting/Change XP Security Policy to allow Workgroup security like in W2K.pdf>

Configuring COM Security after applying SP2 for XP:

<http://emcosoftware.com/troubleshooting/Configuring COM Security after applying SP2 for XP.pdf>

Enable WMI after applying SP2 for XP:

This settings is to enable WMI after SP2 for XP is installed.

<http://emcosoftware.com/troubleshooting/Enable WMI after applying SP2 for XP.pdf>

Not enough access to remote computer:

<http://emcosoftware.com/troubleshooting/Not enough access to remote computer.pdf>

For more information please visit:

<http://emcosoftware.com/support/troubleshooting.php>