

# Troubleshooting Guide

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## Enable WMI after applying SP2 for XP

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## Enable WMI after applying SP2 for XP

This tutorial will guide you on enabling WMI after applying Service Pack 2 for windows XP. For this you will have to configure Firewall on a machine on which you want to use WMI. Windows XP service Pack 2 comes up with a built in firewall that is enabled by default to minimize the chance of attacks on your machine.

The Windows Firewall that comes up with SP2 for Windows XP and DCOM (Distributed Component Object Model) can cause access denied errors when remote computers and accounts used for remote connections are not properly configured.

When obtaining data from a remote machine, WMI must establish a DCOM connection from local Computer to remote Computer. To establish this connection, both Windows Firewall and DCOM on Computer B must be configured correctly, to avoid access denial errors. The configuration must be done locally on remote machine by changing Group Policy settings, by executing NETSH commands, or by executing a script. Windows Firewall does not support any remote configuration.

The Windows Firewall service is dependent on WMI Winmgmt service. If WMI is stopped and restarted then you must restart Windows Firewall service. For example, you may need to stop WMI to rebuild a corrupted repository.

To successfully connect from local machine to a remote machine when the Windows Firewall is enabled on remote machine, some configuration of DCOM security settings is necessary on both machines.

### To enable WMI after installing SP2 on Windows XP

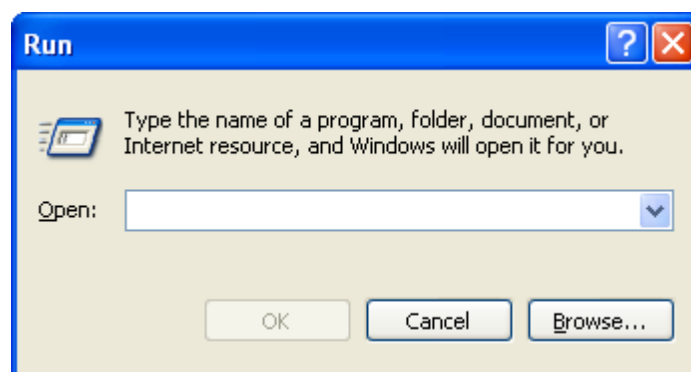
1. Ensure that the user account is a local administrator on remote machine.
2. Enable "**Allow Remote Administration**" for the user account. See the next section for more details on enabling "Allow Remote Administration".
3. If the user is not an administrator but has Remote Enable permission on remote machine, then the user also must be given **DCOM Remote Launch** privilege on remote machine by running **Dcomcnfg.exe** at command line. The 0x80070005 error occurs when this privilege is not set.
4. Enable **Windows Firewall** remote administration. See the last section at the end of this document for more details.

### Enabling "Allow Remote Administration"

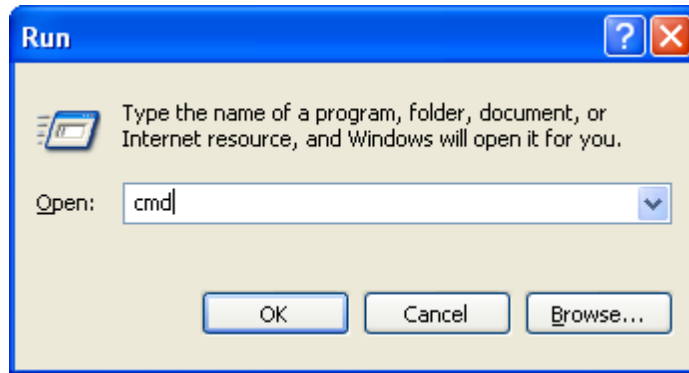
There are two different ways to enable "Allow Remote Administration". We will discuss both methods one by one.

#### Way I

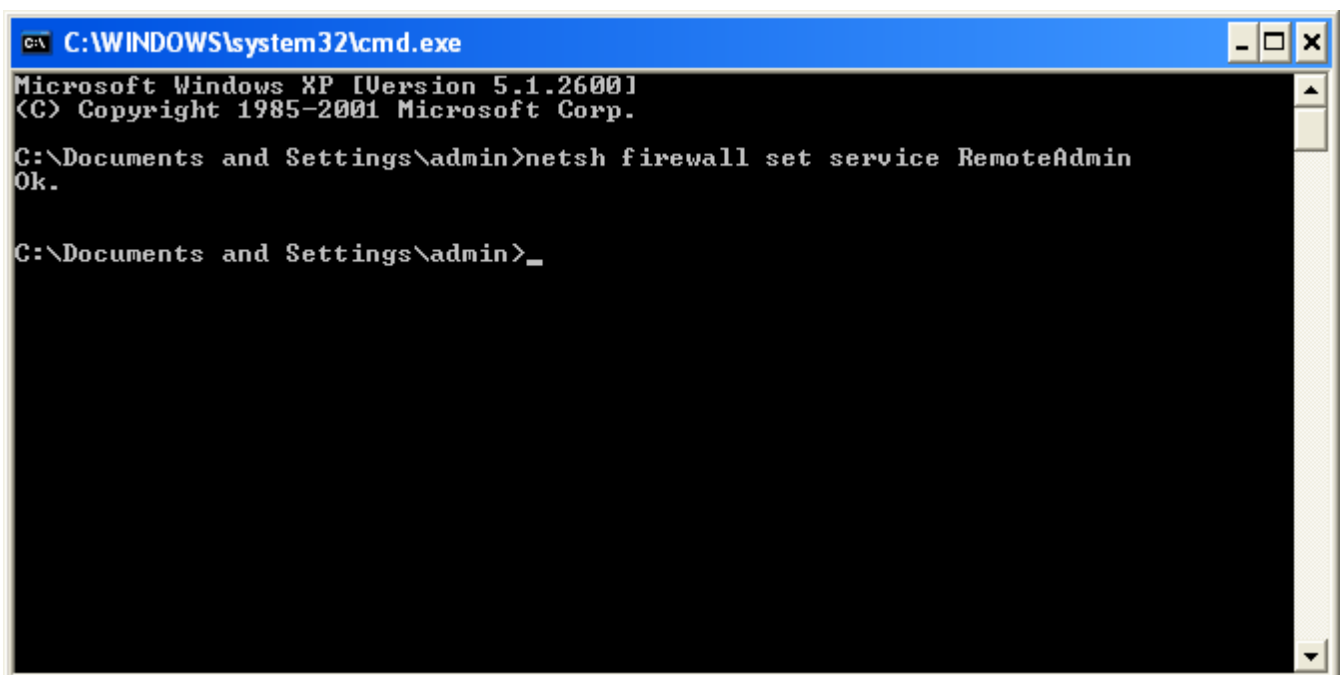
1. Click the **Run** menu item shown under **Start** menu on your desktop.
2. A **Run** dialog box will appear on the screen



3. Type **cmd** in the **Open** textbox.



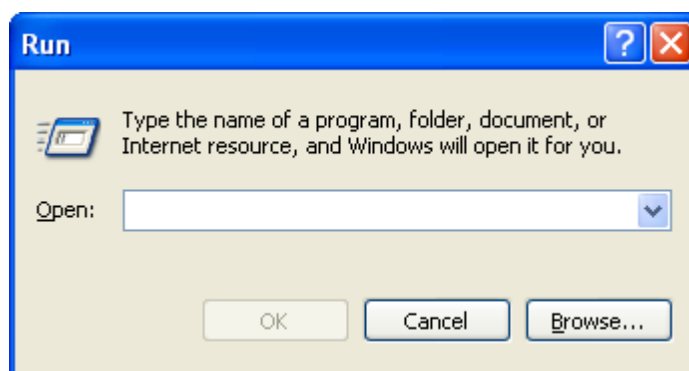
4. Now click **OK** button.
5. Command Prompt will appear on the screen
6. Type in **netsh firewall set service RemoteAdmin** in command line.



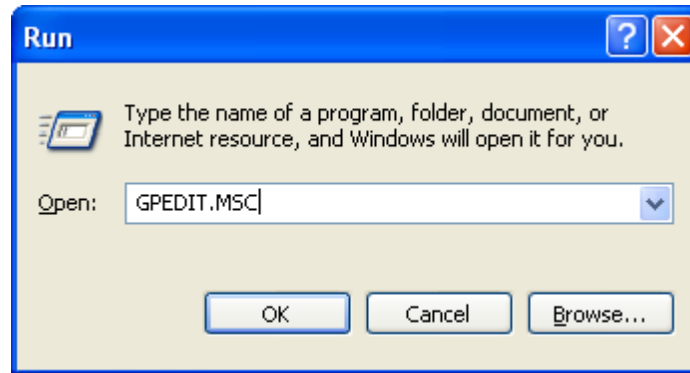
## Way II

Follow the steps use the Group Policy editor (Gpedit.msc) to enable "**Allow Remote Administration**".

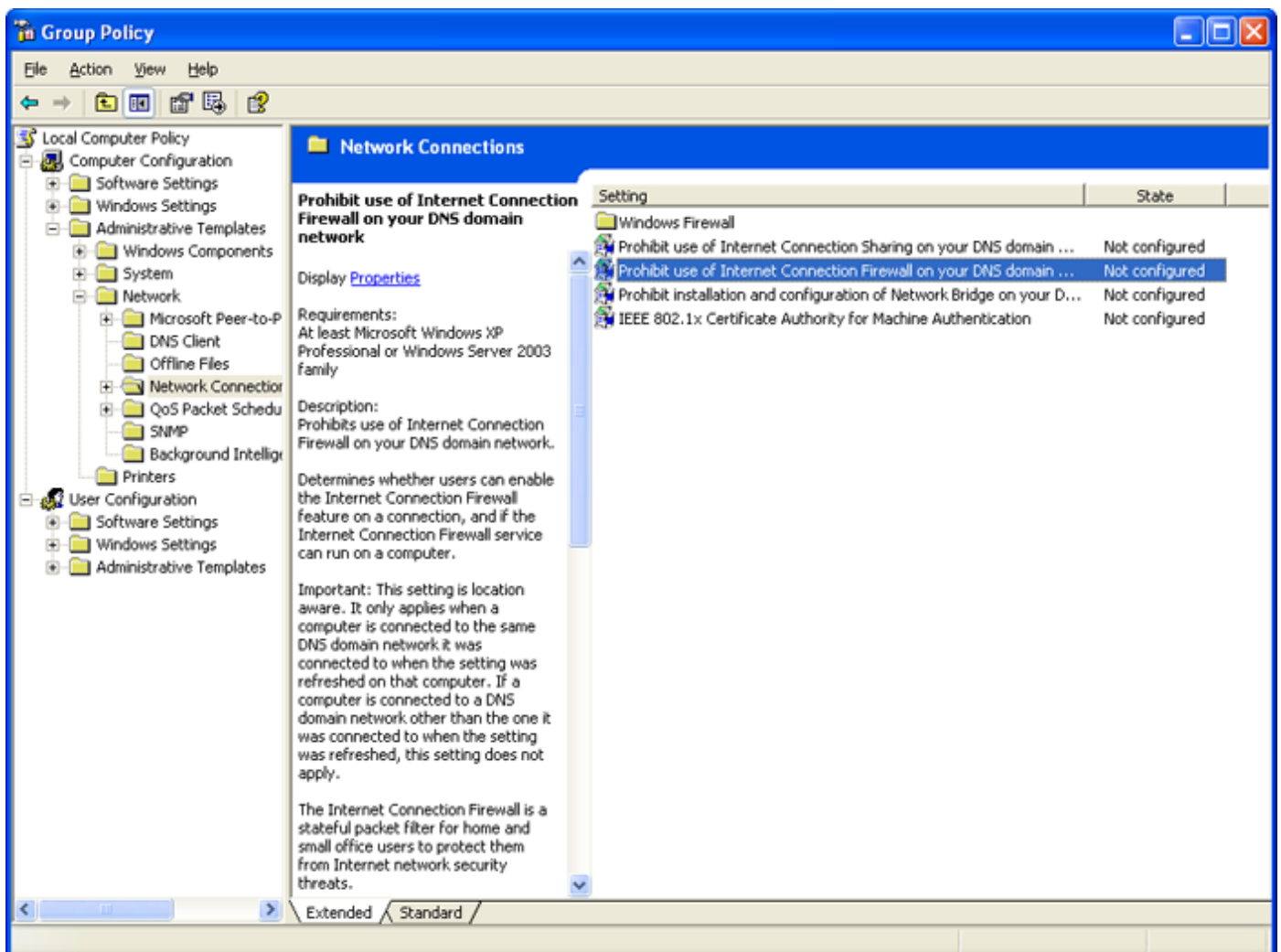
1. Click the **Run** menu item shown under **Start** menu on your desktop.
2. A **Run** dialog box will appear on the screen



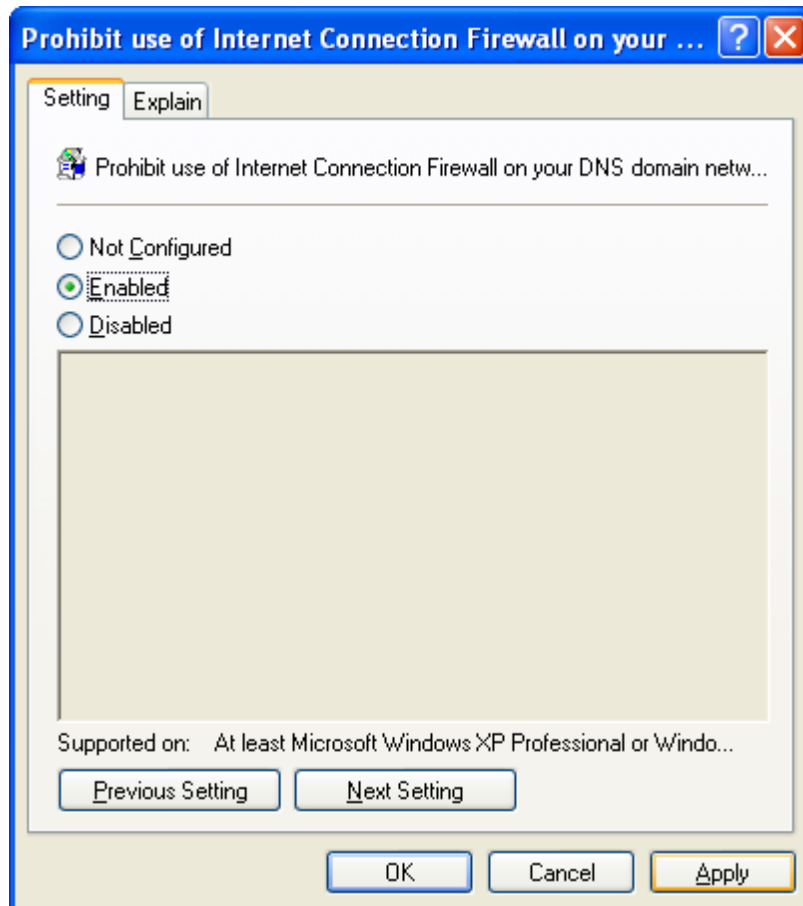
- Type **Gpedit.msc** in the **Open** textbox to launch Group Policy Editor.



- Now click **OK** button.
- Group Policy Editor** Dialog box will appear on the screen.
- Under the **Local Computer Policy** heading, open the **Computer Configuration** folder.
- Open the **Administrative Templates** folder.
- Open the **Network** folder.
- Open the **Network Connections** folder.



10. Open the **Windows Firewall** folder.
11. If the computer is in the domain, then open the Domain Profile folder, otherwise open the Standard Profile folder.
12. Click on the Windows Firewall: Allow remote administration exception item.
13. Click on the Action menu and select Properties.
14. Select **Enable** radio button.

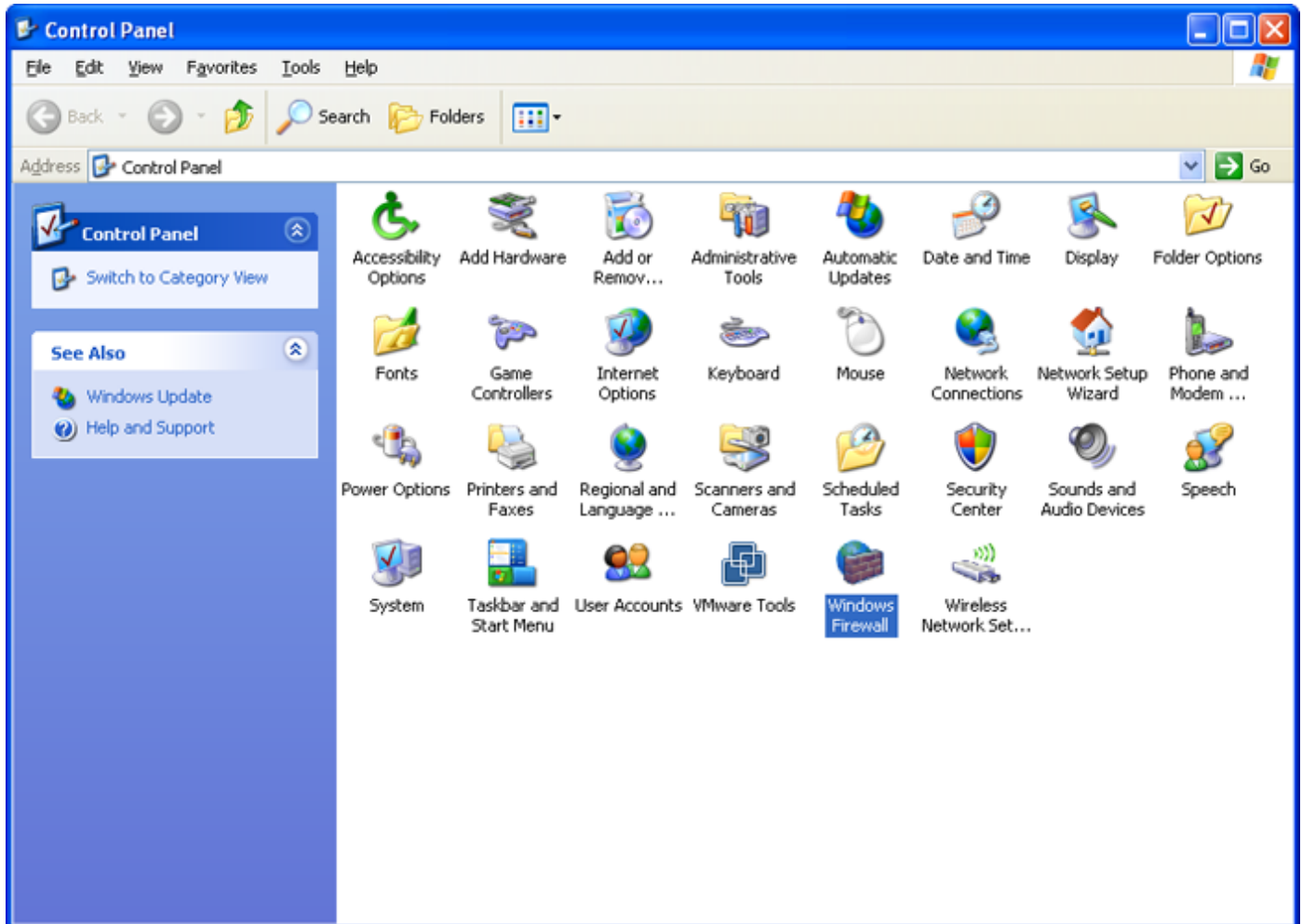


15. Click the **OK** button.

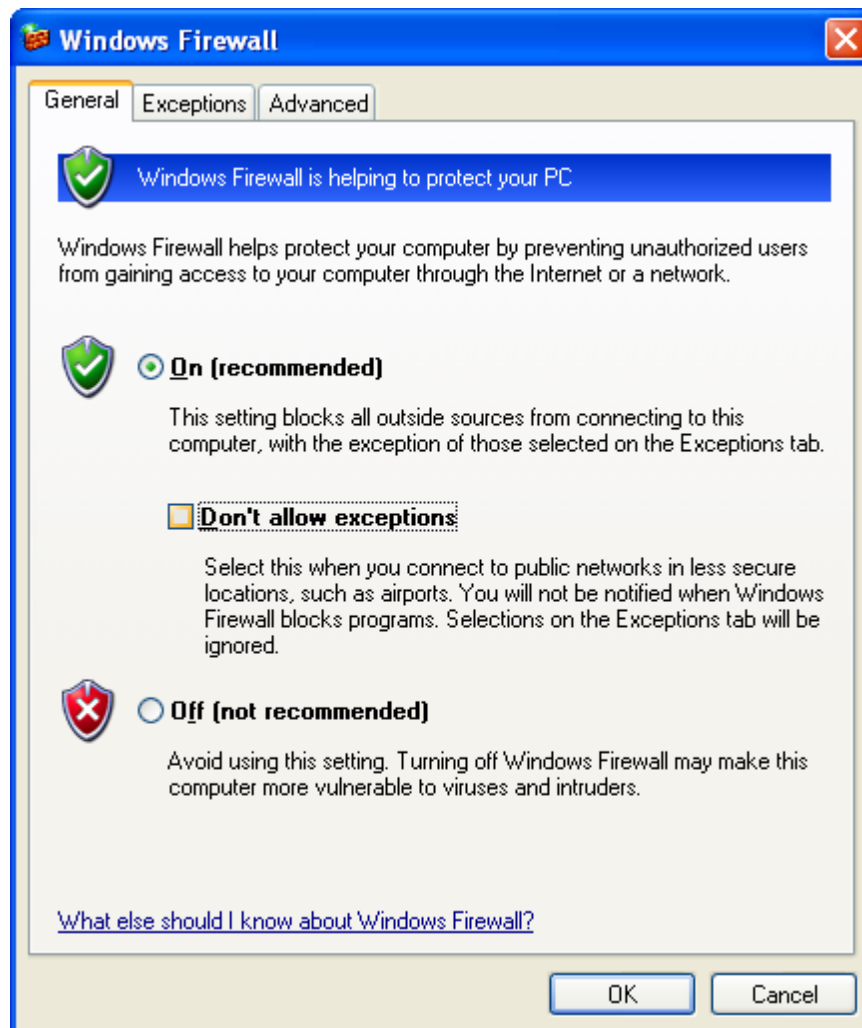
## Enabling Windows Firewall remote administration

To enable Windows Firewall remote administration, perform the following steps.

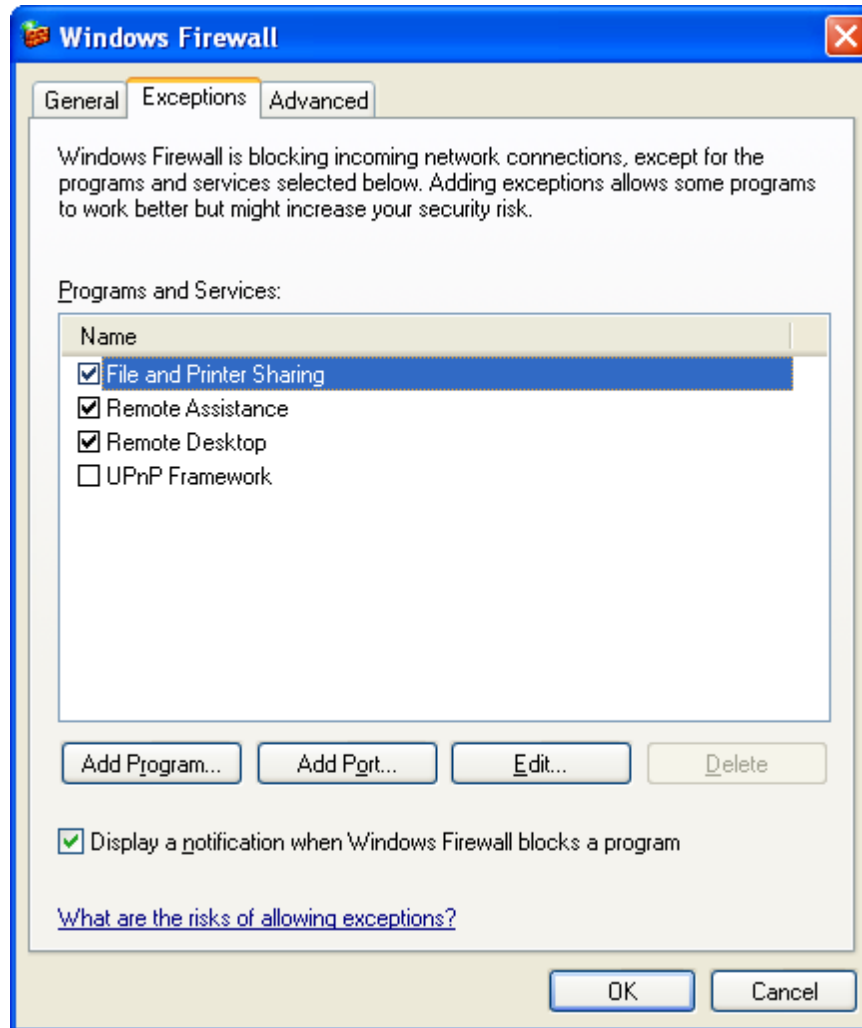
1. Move to **Control Panel**.
2. Double click the **Windows Firewall** icon located in the **Control Panel** to launch the **Windows Firewall** applet.



3. **Windows Firewall** dialog box will appear on the screen.
4. Switch to the **General Tab**.
5. If Firewall is turned on; make sure **Don't allow exceptions** check box is unchecked.



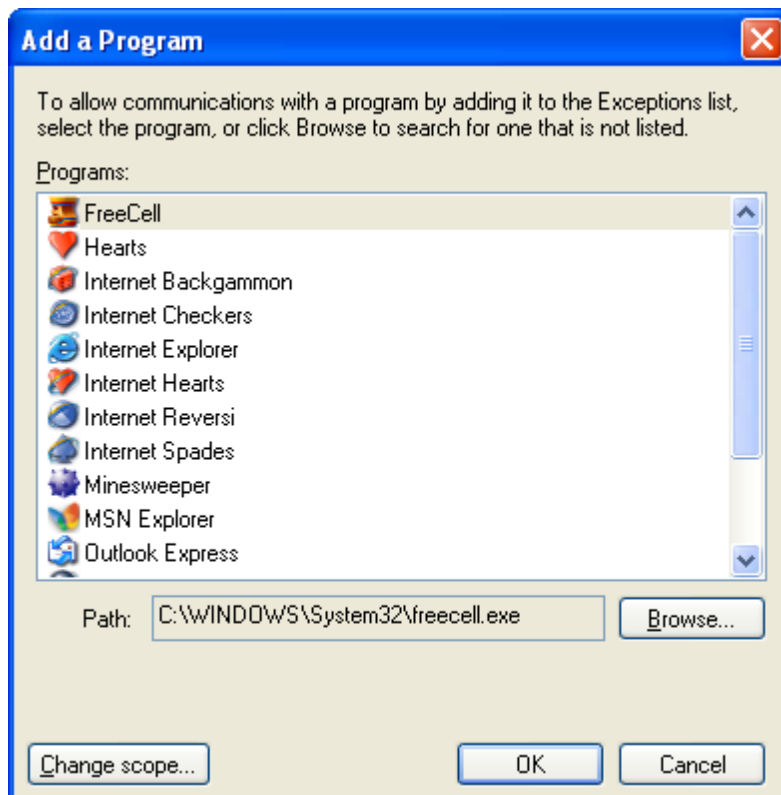
6. Switch to **Exceptions** tab.
7. Check the **File and Printer Sharing** checkbox.



8. Click the **Add Program** button.



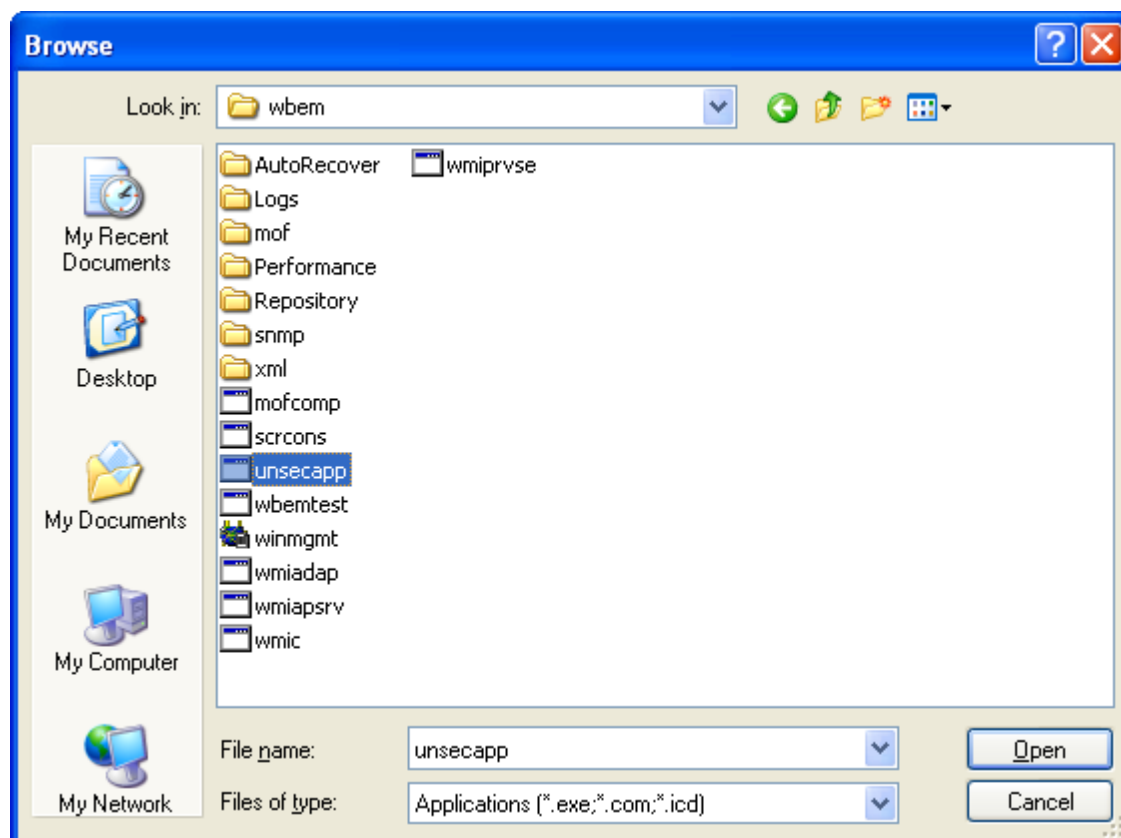
9. **Add Program** dialog box will appear on the screen.



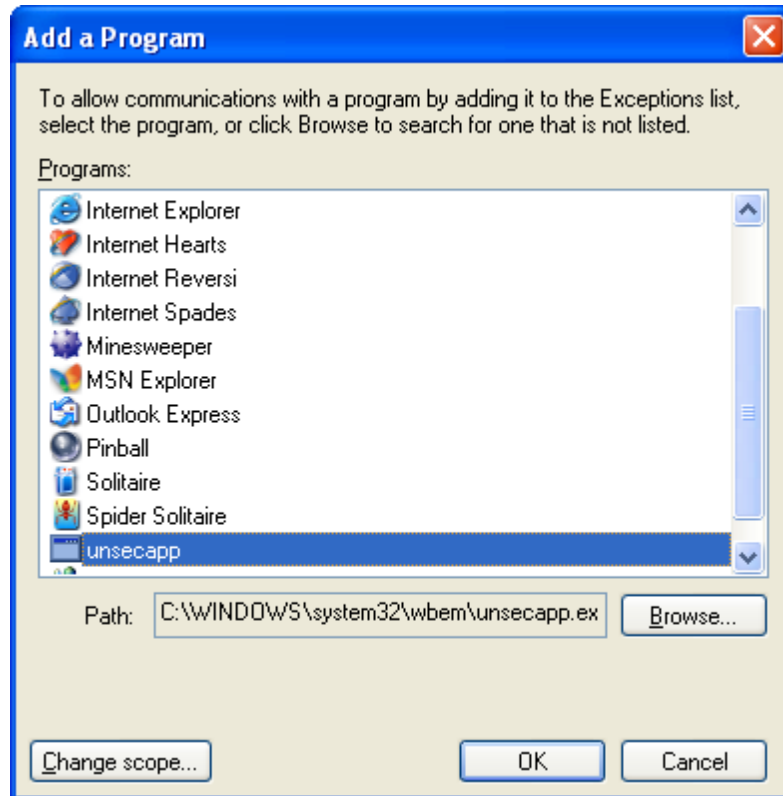
10. Click the **Browse** button.

11. **File open** dialog box will appear on the screen.

12. Locate **unsecapp.exe** in **%windir%\system32\wbem** and click **Open** button.

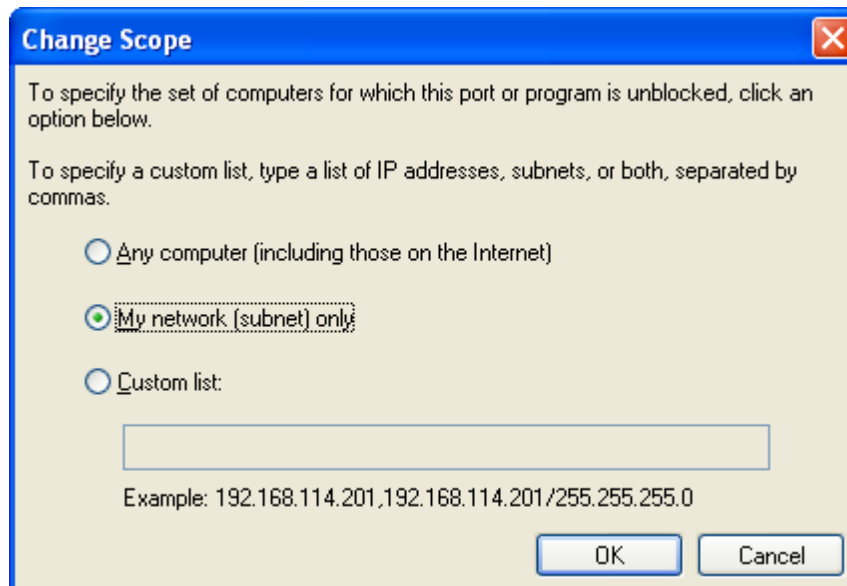


13. Click **Change Scope** button.



14. **Change Scope** dialog box will appear on the screen.

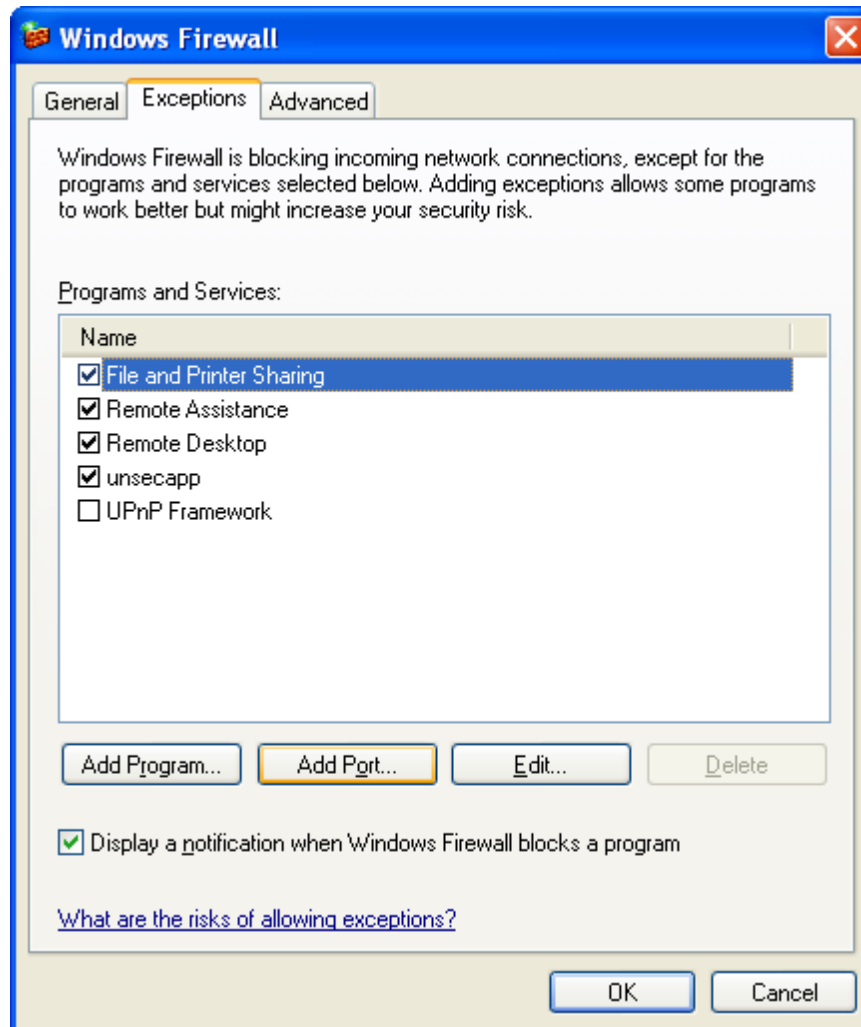
15. Click the **My network (subnet) only** radio button.



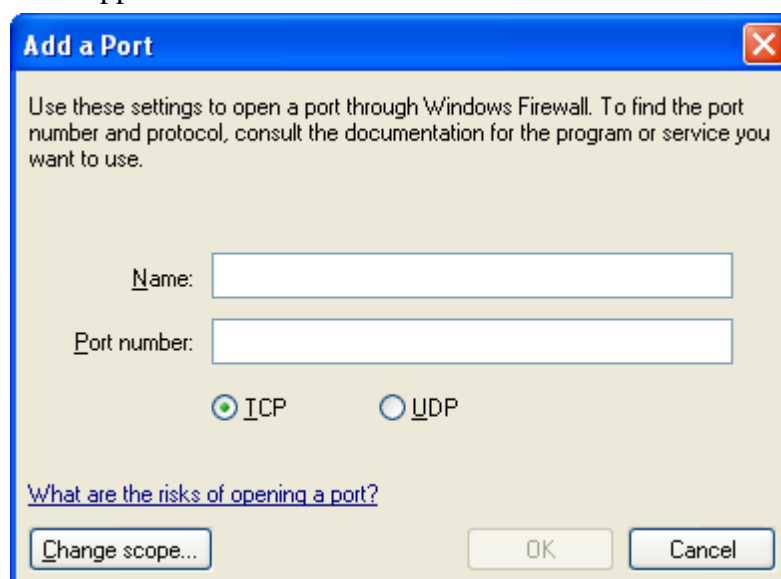
16. Click **OK** button.

17. Click **OK** again in **Add a Program** dialog box.

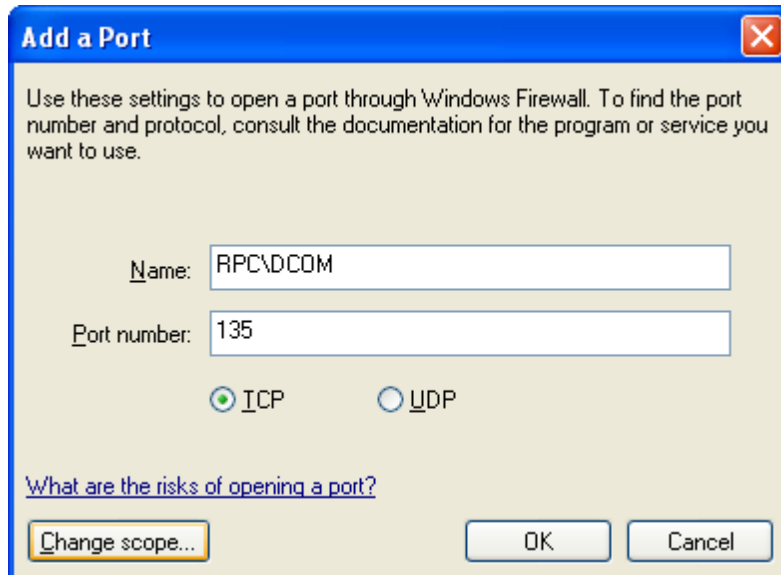
18. Click **Add Port** button.



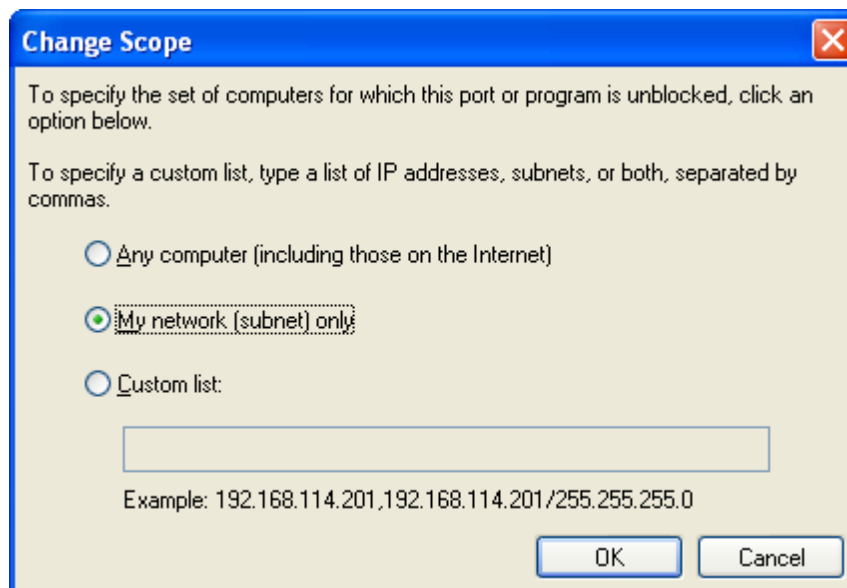
19. **Add a Port** dialog box will appear on the screen.



20. Type `RPC\DCOM` in the **Port Name** textbox.
21. Type `135` in the **Port Number** textbox.
22. Click **TCP** radio button to select it.
23. Click **Change Scope** button to set the scope of this port.



24. **Change Scope** dialog box will appear on the screen.
25. Click the **My network (subnet) only** radio button.



26. Click **OK** button.
- You are now done and you have successfully completed all configurations.