

# Troubleshooting Guide

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**WMI not available**

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## WMI not available etc

### Description about WMI usage in Emco products

WMI is a software standard from Microsoft to collect many useful informations from remote computers via TCP/IP (LAN). WMI software comes default installed on a w2k, xp systems but others OS need it installed.

### WMI items collected from remote computers

- ▲ BIOS Serial Number
- ▲ Physical Memory
- ▲ Monitor Type
- ▲ Product Name (Model)
- ▲ Video Card
- ▲ Modem

### Troubleshooting WMI

#### WMI not installed or not available

If you get similar description or same for the item you are looking at that is collecting via the WMI standard then WMI is not installed on this computer and needs to be installed.

#### WMI item not available

If you get similar description or same for the item you are looking at that is collecting via the WMI standard then this WMI item is not supported by the computer hardware.

#### Possible Solution:

Try to get an upgrade for the FlashBios from the manufacturers website, works very well with BIOS serial number and Product Name (Model).