

Your Question

Article: 00094

Question:

For a computer running Windows 2003 Service Pack 1, how do I stop the NRWMIDelegate.exe process from growing in the memory and crashing the computer?

Net Report Answer

Problem

For computers running Windows 2003 Service Pack 1, the NRWMIDelegate.exe keeps growing in the memory and causing the computer to crash. This problem has been reproduced on computers running Windows 2003 Service Pack 1, however it may concern other versions of Windows 2003.


Cause

This problem is due to a memory leak in the Microsoft WMI Scripting API under Windows 2003.

Workaround

Net Report recommend you install Net Report on a computer running Windows 2000.

However, if you wish to install Net Report on a computer running Windows 2003 Service Pack 1, you must note the following. This workaround will only work if you configure Microsoft WMI for Windows Event Logs via the Net Report Configuration Wizard.

 **Note:** if you want to use other WMI queries, Net Report recommends you install Net Report on a computer running Windows 2000.

To resolve the memory leak problem for Microsoft WMI for Windows Event Logs solution, please perform the three Tasks below:

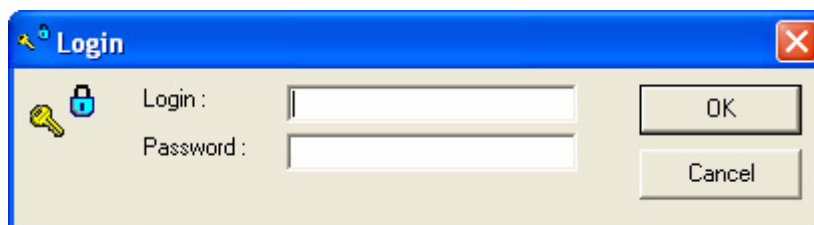
- **Task 1:** Stop the Net Report WMI Agent
- **Task 2:** Edit the WMINotification.vbs File
- **Task 3:** Restart the Net Report WMI Agent

Task 1: Stopping the Net Report WMI Agent

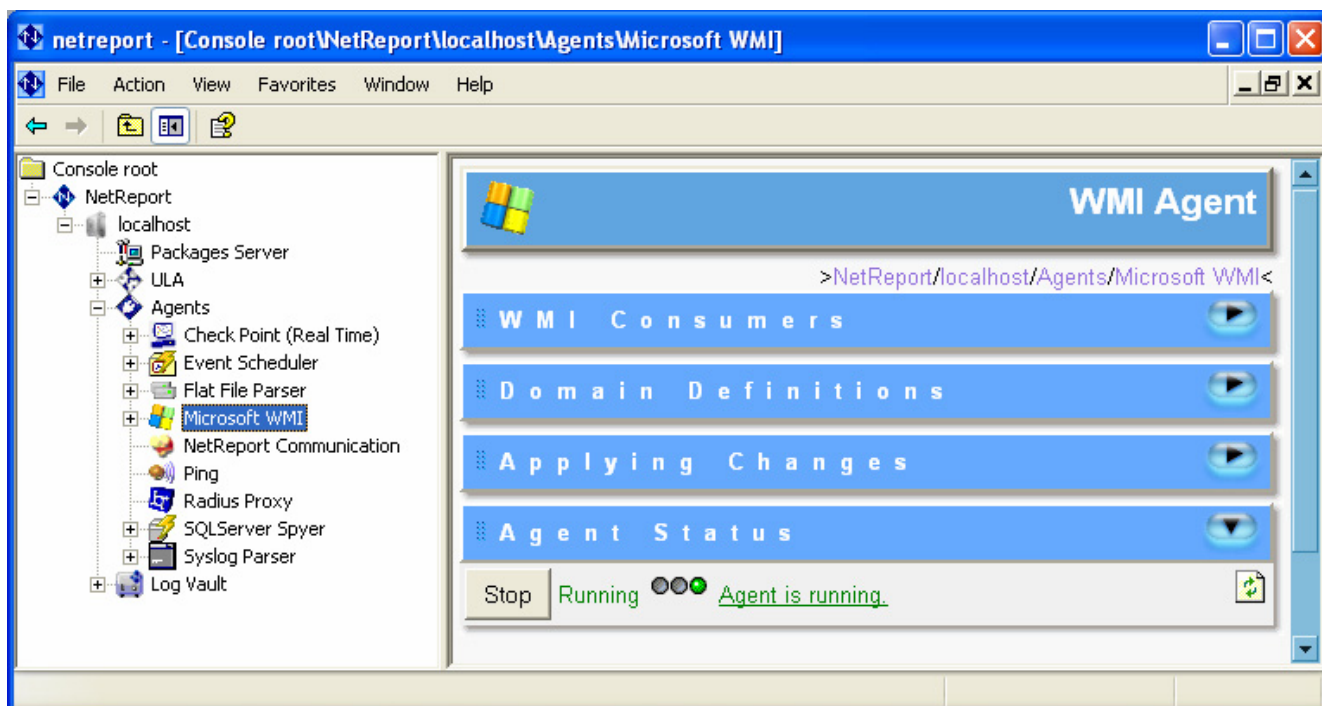
To stop the Net Report WMI Agent, please follow the steps below.

Steps

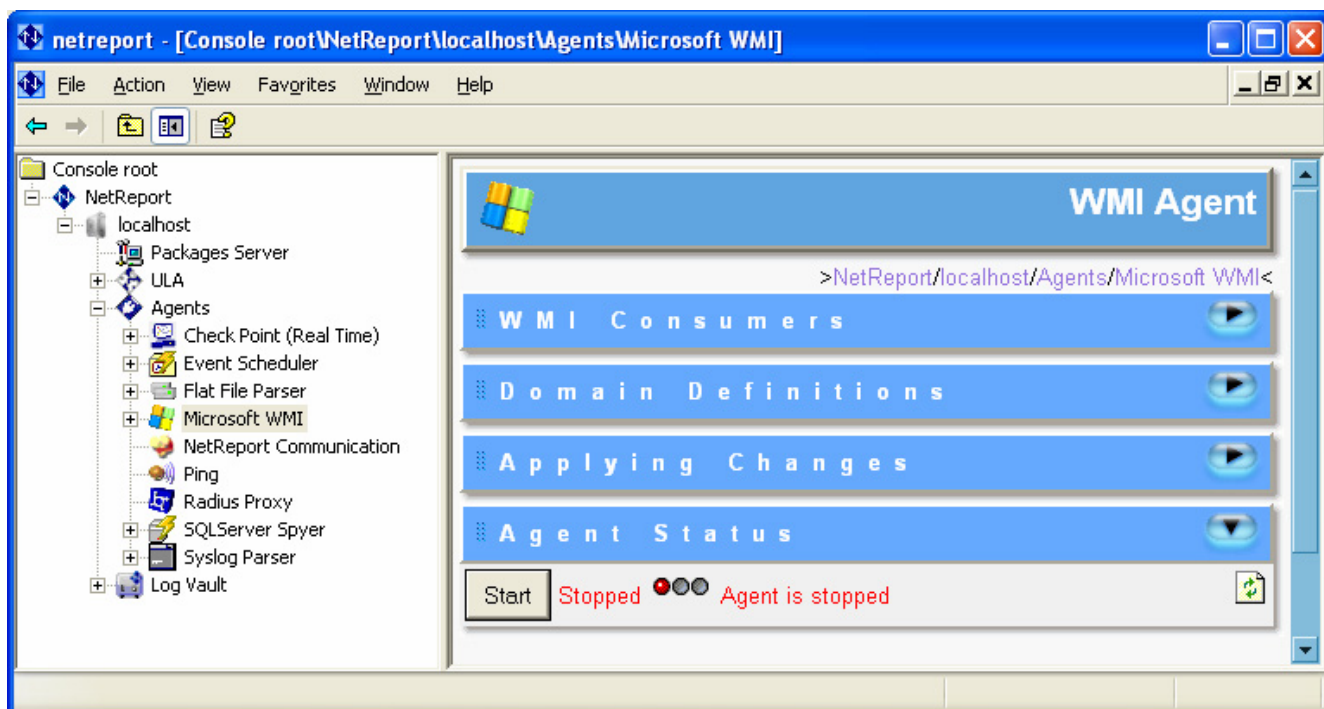
1. Select **Start > All Programs > Net Report > Management Console**. The **Login** dialog box appears.



2. Enter your **Login** and **Password**.
3. Click **OK**. The Net Report Management Console appears.
4. Select **Console root > Net Report > Agents > Microsoft WMI** in the left **Console root** pane.
5. Scroll to the base of the **WMI Agent** screen and click the **Stop** button in the **Agent Status** drop-down section.



Note the **Agent Status** becomes "Stopped, Agent is stopped".



Task 2: Editing the WMINotification.vbs File

To edit the WMINotification.vbs file, please follow the steps below:

Steps

1. Select the Net Report installation directory, by default:
C:\Program Files\NetReport\NetReport
2. Edit the WMINotification.vbs file.
3. Locate the following line (highlighted in yellow in the screen shot below)

```
SubType1 = refEvent.TargetInstance.Path_.Class
```

```

128     AddA_Header XmlNelrf, "_subtype"
129     If (0 = g_Type or 1 = g_Type) Then
130         On Error Resume Next
131         SubType1 = refEvent.TargetInstance.Path_.Class
132         If Err.Number <> 0 Then
133             On Error GoTo 0
134             g_Type = 2
135             SubType1 = ""
136         End If
137     Else
138         '2 = g_Type
139         SubType1 = ""
140     End If
141     On Error GoTo 0
142     AddA_Data XmlNelrf, SubType1, 1
143     AddA_Data XmlNelrf, Thread.Name, 2
144     AddA_Data XmlNelrf, Thread.ComputerName, 3
145     AddA_Tail XmlNelrf
146

```

4. Add a straight quotation mark ' in front of SubType1 to comment the line:

```

130         On Error Resume Next
131         'SubType1 = refEvent.TargetInstance.Path_.Class
132         If Err.Number <> 0 Then
133             On Error GoTo 0
134             g_Type = 2
135             SubType1 = ""

```

5. Add the following code: SubType1 = "Win32_NTLogEvent" below the line in question:

```

131         'SubType1 = refEvent.TargetInstance.Path_.Class
132         SubType1 = "Win32_NTLogEvent"
133         If Err.Number <> 0 Then

```

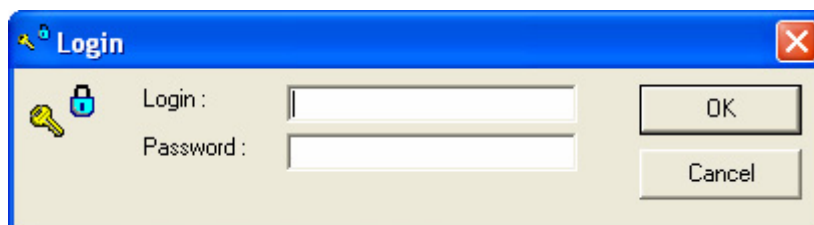
6. Save your changes.

Restarting the Net Report WMI Agent

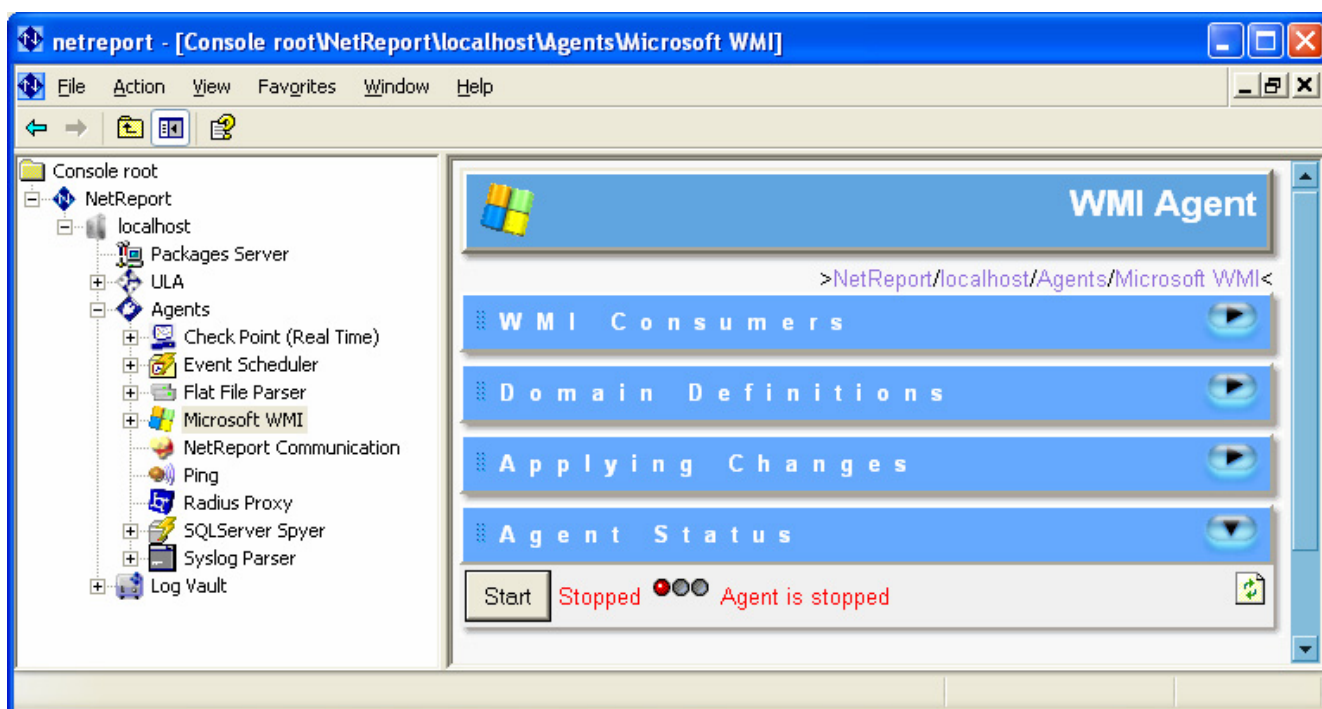
To restart the Net Report WMI Agent please follow the steps below:

Steps

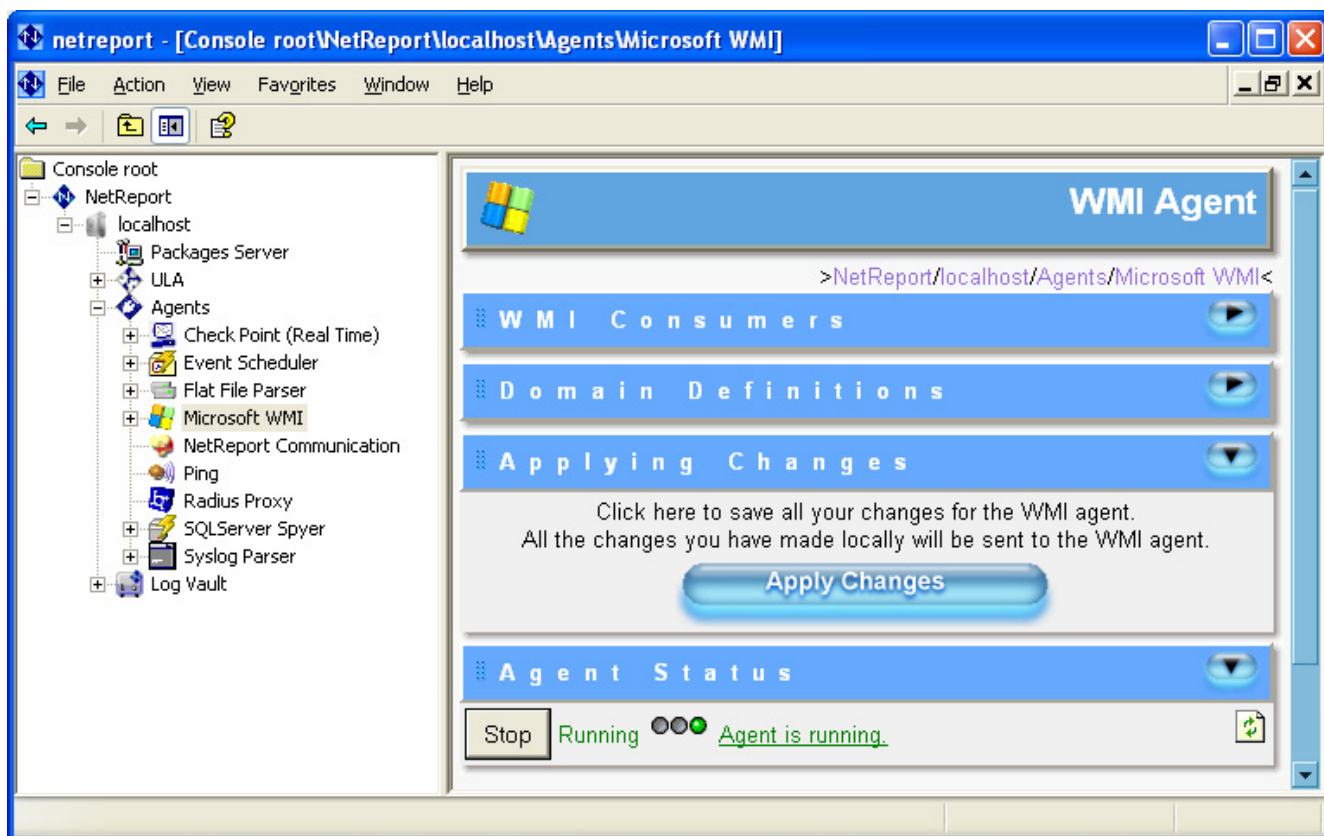
1. Select **Start> All Programs> Net Report> Management Console**. The **Login** dialog box appears.



2. Enter your **Login** and **Password**.
3. Click **OK**. The Net Report Management Console appears.
4. Select **Console root> Net Report> Agents> Microsoft WMI** in the left **Console root** pane.
5. Scroll to the base of the **WMI Agent** screen and click the **Start** button in the **Agent Status** drop-down section.



- Click the **Refresh**  icon to refresh the **WMI Agent** status. Note that the Agent Status reads "Running Agent is running".



Status: the Workaround has been successfully performed.

Further information

Net Report Web site:
<http://www.net-report.net>

Net Report Online Help:
http://www.net-report.net/us/support/sup_userhelp.html

Net Report Knowledge Base:
http://www.net-report.net/us/support/sup_knowledgebase.html