

Processes Memory Matching \$KEY\$ by WinRM

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 - UNKNOWN – Transport error : failed to send request: request timed out
 - UNKNOWN – Transport error : sent request failed: connection refused
 - UNKNOWN – Transport error : sent request failed: host is not reachable
 - UNKNOWN – Transport error : sent request failed: DNS resolution failed
 - UNKNOWN – Transport error : failed to build request: given uri is invalid
 - UNKNOWN – Authentication NTLM failed : NTLM is not supported by the server
 - UNKNOWN – Authentication NTLM failed : Unauthorized
 - UNKNOWN – Authentication Basic failed : Basic is not supported by the server
 - UNKNOWN – Authentication Basic failed : Unauthorized
 - Erreurs de configuration de l'hôte à superviser (communes à tous les checks)
 - UNKNOWN – Response fault error: Code: s:Sender, Subcode: w:AccessDenied, Reason: Access is denied.
 - MONITORED HOST - BAD STATE – Command execution Failed. Permission denied.
 - UNKNOWN – Command execution Failed. [...] Provider failure

Contexte

Le check **Processes Memory Matching [\$KEY\$] by WinRM** permet de vérifier la consommation de la mémoire d'un seul ou plusieurs processus. Il permet donc de garder un œil sur le ou les processus choisis.

Le check peut être configuré pour renvoyer un status *INCONNU* si un nombre de processus trouvés minimum ou maximum est dépassé.

Le check utilise une donnée Duplicate Foreach qui permet de générer plusieurs fois le check pour chaque processus ou ensemble de processus à superviser.

Statut	Nom de check	Résultat	Résultat Long																																								
	Processes Memory Matching [vbox] by WinRM	OK Found 4 process(es) matching 'VirtualBox'.	<table><tr><th>Process name</th><th>Count (4)</th><th>Private Memory</th><th>Shared Memory</th><th>PID</th></tr><tr><td colspan="5">Memory thresholds are compared with each group.</td></tr><tr><td>Group #1 - VirtualBoxVM</td><td>3</td><td>1500.68 MB</td><td>-</td><td>-</td></tr><tr><td>• VirtualBoxVM</td><td>-</td><td>1498.90 MB</td><td>28.22 MB</td><td>1388</td></tr><tr><td>• VirtualBoxVM</td><td>-</td><td>1.29 MB</td><td>4.52 MB</td><td>2064</td></tr><tr><td>• VirtualBoxVM</td><td>-</td><td>0.48 MB</td><td>7.33 MB</td><td>6006</td></tr><tr><td>Group #2 - VirtualBox</td><td>1</td><td>24.14 MB</td><td>-</td><td>-</td></tr><tr><td>• VirtualBox</td><td>-</td><td>24.14 MB</td><td>45.39 MB</td><td>1992</td></tr></table>	Process name	Count (4)	Private Memory	Shared Memory	PID	Memory thresholds are compared with each group.					Group #1 - VirtualBoxVM	3	1500.68 MB	-	-	• VirtualBoxVM	-	1498.90 MB	28.22 MB	1388	• VirtualBoxVM	-	1.29 MB	4.52 MB	2064	• VirtualBoxVM	-	0.48 MB	7.33 MB	6006	Group #2 - VirtualBox	1	24.14 MB	-	-	• VirtualBox	-	24.14 MB	45.39 MB	1992
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		OK The memory used by each group(s) of process is lower than 4000MB.																																									

Paramétrage

```

$WINDOWS-BY-WINRM__SHINKEN__PLUGINSDIR$/check_windows_health_by_winrm_rust --check
check_processes_memory_matching
--hostname "$HOSTADDRESS$"
--port "$_HOSTWINDOWS_BY_WINRM__PORT$"
--username "$_HOSTWINDOWS_BY_WINRM__DOMAINUSERS$"
--password "$_HOSTWINDOWS_BY_WINRM__DOMAINPASSWORD$"
--auth_method "$_HOSTWINDOWS_BY_WINRM__AUTHMETHOD$"
--timeout "$_HOSTWINDOWS_BY_WINRM__TIMEOUT$"
-n "$ARG1$"
-m "$_SERVICEWINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MEMORY-
WARN$, $_SERVICEWINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MEMORY-CRIT$"
-F "$_SERVICEWINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__HIDE-ALL$"
-S "$_SERVICEWINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__USE-MEMORY-THRESHOLD-ON$"
-r "$_SERVICEWINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__USE-REGEX-TO-MATCH-PROCESS$"
--min-count "$_SERVICEWINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MIN-PROCESS-COUNT$"
--max-count "$_SERVICEWINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MAX-PROCESS-COUNT$"

```

Données utilisées provenant des modèles

Données communes pour les checks des modèles

Nom	Modifiable sur	Valeur par défaut	Description
WINDOWS_BY_WINRM__AUTHMET HOD	l'Hôte (Onglet Données)	ntlm	Méthode d'authentification utilisé. Valeurs possibles : basic, ntlm
WINDOWS_BY_WINRM__DOMAINP ASSWORD	l'Hôte (Onglet Données)	Ch4nge_Th1s_P4s sw0rd	Mot de passe de l'utilisateur de supervision
WINDOWS_BY_WINRM__DOMAINU SER	l'Hôte (Onglet Données)	shinken_user	Nom complet de l'utilisateur de supervision utilisé pour exécuter des commandes à distance. Voici quelques exemples : - mon_utilisateur - mon_domaine\mon_utilisateur - mon_utilisateur@mon_domaine
WINDOWS_BY_WINRM__PORT	l'Hôte (Onglet Données)	5985	Port de connexion au serveur WinRM de l'hôte à superviser.
WINDOWS_BY_WINRM__TIMEOUT	l'Hôte (Onglet Données)	20	Temps maximum sans réponse d'une requête WinRM pour que la sonde renvoi un statut <i>INCONNU</i> .

Données spécifiques pour ce check

Nom	Modifiable sur	Unité	Valeur par défaut	Description
WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MEMORY-WARN	l'Hôte (Onglet Données)	MB	100	Seuil de consommation mémoire au-dessus duquel un status <i>ATTENTION</i> est déclenché

WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MEMORY-CRIT	l'Hôte (Onglet Données)	MB	200	Seuil de consommation mémoire au-dessus duquel un status CRITI QUE est déclenché
WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MIN-PROCESS-COUNT	l'Hôte (Onglet Données)	--	1	Seuil du nombre de processus trouvés au-dessous duquel un INCO NNU est déclenché
WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MAX-PROCESS-COUNT	l'Hôte (Onglet Données)	--	NONE	Seuil du nombre de processus trouvés au-dessus duquel un INCONU est déclenché
WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__HIDE-ALL	l'Hôte (Onglet Données)	--	false	Active/désactive l'affichage des métriques de ce check
WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__USE-REGEX-TO-MATCH-PROCESS	l'Hôte (Onglet Données)	--	false	Active ou désactive l'utilisation de regex pour l'usage de la variable DFE WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__PROCESSES-TO-CHECK
WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__USE-MEMORY-THRESHOLD-ON	l'Hôte (Onglet Données)	--	group	Détermine le niveau d'agrégation utilisé pour évaluer les seuils de mémoire. • sum : compare les seuils à la mémoire totale consommée par l'ensemble des processus. • group : compare les seuils à la mémoire utilisée par chaque groupe de processus. • process : compare les seuils à la mémoire consommée individuellement par chaque processus.

Données DFE (Duplicate Foreach)

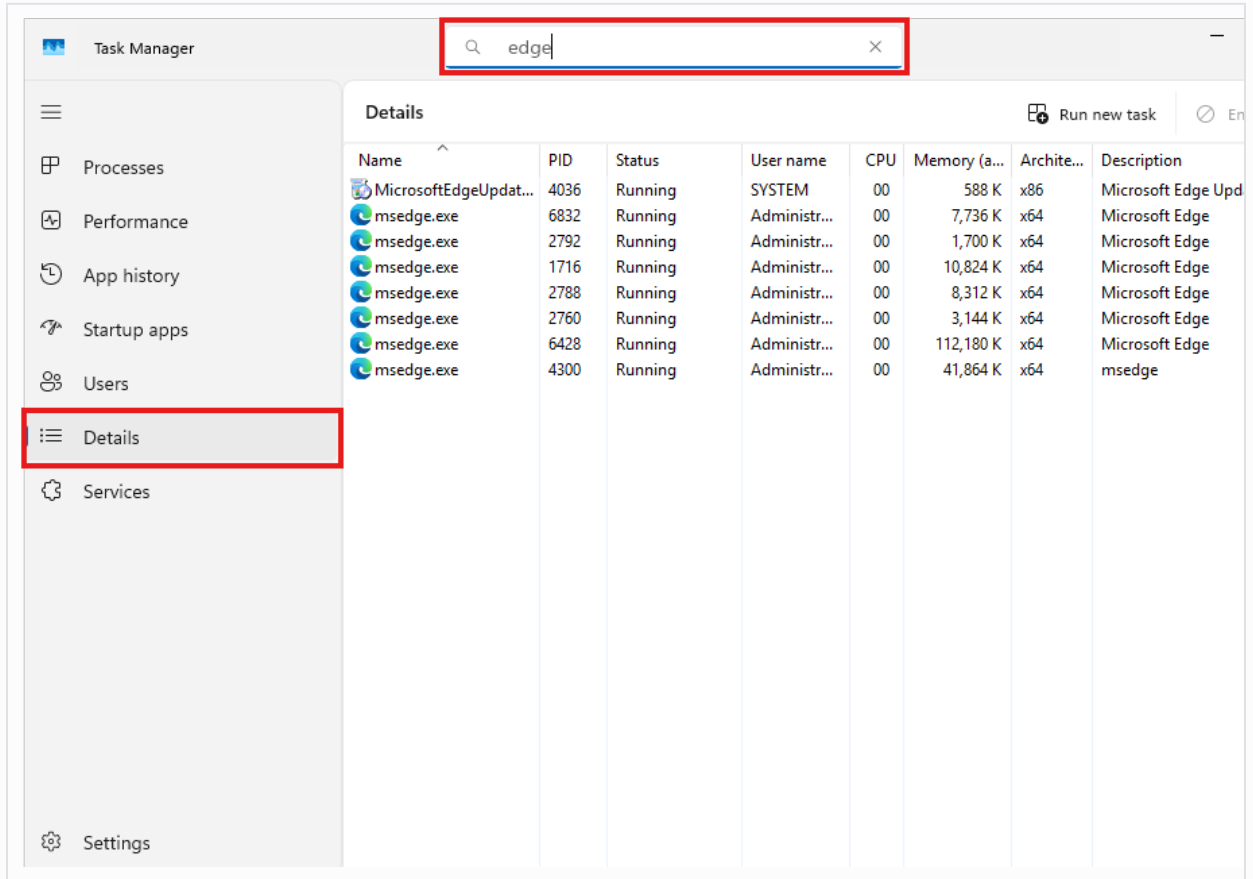
Donnée	Description	Exemple
WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__PROCESSES-TO-CHECK	Définit une paire KEY\$(VALUE)\$, la KEY correspond à la description du processus à vérifier et la VALUE au nom du processus.	VirtualBox \$(VBox)\$

- [Dupliquer des checks en fonction d'une liste de valeurs présentes dans la Donnée d'un hôte \(duplicate_foreach\)](#)

Modifier les données accrochées à l'hôte affectera l'ensemble des checks dupliqués.
Afin de paramétrer individuellement chaque checks, il est possible de surcharger les données des checks.

- [La surcharge des propriétés pour un check](#)

 En cas de difficulté pour identifier les processus à superviser, ils peuvent être recherchés via le **Gestionnaire des Tâches Windows**.



Données utilisées provenant du check

Pas de données provenant du check pour ce modèle

Données globales

Nom	Modifiable sur	Unité	Défaut	Valeur par défaut à l'installation	Description
USERPLUGINS DIR	Non modifiable (Sauf Admin Shinken)	--	/var/lib/shinken/libexec	/var/lib/shinken/libexec	Chemin absolu contenant les sondes installés par Shinken
WINDOWS-BY-WINRM-SHINKEN-VENDOR	Non modifiable (Sauf Admin Shinken)	--	shinken-additional-packs	shinken-additional-packs	Dossier fournit par shinken

WINDOWS-BY-WINRM__SHINKEN__PACKNAME	Non modifiable (Sauf Admin Shinken)	--	windows-by-WinRM__shinken	windows-by-WinRM__shinken	Dossier contenant les sondes
WINDOWS-BY-WINRM__SHINKEN__PLUGINSDIR	Non modifiable (Sauf Admin Shinken)	--	USERPLUGINS/DIR/WINDOWS-BY-WINRM__SHINKEN__VENDOR/WINDOWS-BY-WINRM__SHINKEN__PACKNAME	/var/lib/shinken-user/libexec/shinken-additional-packs/windows-by-WinRM__shinken	Chemin absolu du dossier contenant les sondes du pack windows-by-WinRM__shinken (non modifiable)

Propriétés de l'hôte

Nom	Modifiable sur	Unité	Défaut	Valeur par défaut	Description
HOSTADDRESS	l'Hôte (Onglet Général)	--	Nom de l'hôte	Nom de l'hôte	Adresse de l'hôte

Résultat

Exemple

Statut	Nom de check	Résultat	Résultat Long				
	Processes Memory Matching [vbox] by WinRM	OK Found 4 process(es) matching 'VirtualBox'. OK The memory used by each group(s) of process is lower than 4000MB.	Process name				
			Count (4)				
			Private Memory				
			Memory thresholds are compared with each group.				
			Shared Memory				
			PID				
			Group #1 - VirtualBoxVM				
			3	1500.68 MB	-	-	
			• VirtualBoxVM	-	1498.90 MB	28.22 MB	13880
			• VirtualBoxVM	-	1.29 MB	4.52 MB	20648
			• VirtualBoxVM	-	0.48 MB	7.33 MB	6008
			Group #2 - VirtualBox				
			• VirtualBox	1	24.14 MB	-	-
				-	24.14 MB	45.39 MB	19920

Interprétation

- Il peut prendre quatre valeurs OK / CRITIQUE / ATTENTION / INCONNU
 - Le statut va dépendre du retour de sonde et de la configuration spécifique du check pour les données suivantes :
 - WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MEMORY-WARN**
 - WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MEMORY-CRIT**
 - WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MIN-PROCESS-COUNT**
 - WINDOWS_BY_WINRM__PROCESSES-MEMORY-MATCHING__MAX-PROCESS-COUNT**
 - Voici un tableau récapitulatif du statut attendu suivant le retour de sonde :



Le texte de la colonne "Affichage des seuils" montre les paramètres utilisés et leur valeur définie sur l'équipement supervisé.

Critical		Warning	
Private memory usage > 200 (in MB)	WINDOWS_BY_WINRM__PROCESSES-MEMORY-M...	> 100	WINDOWS_BY_WINRM__PROCESSES-MEMORY-M...

Situation	Statut	Exemple
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- **WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING_US E-MEMORY-THRESHOLD-ON** vaut "group", et la consommation mémoire d'un ou plusieurs groupes de processus dépasse **WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING_MEMORY-CRIT**

CRITIQUE

</

- **WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING_US E-MEMORY-THRESHOLD-ON** vaut "group", et la consommation mémoire d'un ou plusieurs groupes de processus dépasse **WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING_MEMORY-WARN**

ATTENTION

Statut	Nom de check	Résultat	Résultat Long				
	Processes Memory Matching [chrome] by WinRM	OK Found 7 process(es) matching 'chrome'. WARNING 1 group(s) of process use more than 100MB of memory.	Process name	Count (7)	Private Memory	Shared Memory	PID
			Memory thresholds are compared with each group.				
			One group uses more than 100 MB of memory.				
			Group #1 - chrome	7	165.70 MB	-	-
			• chrome	-	54.45 MB	55.87 MB	33308
			• chrome	-	47.27 MB	122.30 MB	32860
			• chrome	-	42.18 MB	45.02 MB	33072
			• chrome	-	9.17 MB	22.70 MB	33300
			• chrome	-	7.77 MB	29.67 MB	33084
			• chrome	-	3.44 MB	16.94 MB	33132
• chrome	-	1.43 MB	7.50 MB	32896			

- **WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING_US E-MEMORY-THRESHOLD-ON** vaut "sum" et la somme de la consommation mémoire des processus dépasse **WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING_MEMORY-CRIT**

CRITIQUE

Processes Memory Matching [vbox] by WinRM

OK

Found 5 process(es) matching regex 'VBox'.

CRITICAL

The sum of the 5 process(es) matching 'VBox' use more than 200MB. (1695MB)

Résultat

Résultat Long

Process name	Count (5)	Private Memory (1695.95 MB)	Shared Memory	PID
Memory thresholds are compared with the total sum (above).				
The sum of the 5 process(es) use more than 200MB.				
Group #1 - VBoxHeadless	3	1693.81 MB	-	-
• VBoxHeadless	-	1693.42 MB	3.75 MB	460
• VBoxHeadless	-	0.20 MB	0.47 MB	1914
• VBoxHeadless	-	0.20 MB	0.47 MB	1056
Group #2 - VBoxSVC	1	2.12 MB	-	-
• VBoxSVC	-	2.12 MB	4.57 MB	1909
Group #3 - VBoxSDS	1	0.02 MB	-	-
• VBoxSDS	-	0.02 MB	1.10 MB	1821

• WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING_US E-MEMORY-THRESHOLD-ON vaut "sum" et la somme de la consommation mémoire des processus dépasse WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__MEMORY-WARN	ATTENTION	<table><tr><th>Statut</th><th>Nom de check</th><th>Résultat</th><th>Résultat Long</th></tr><tr><td> </td><td>Processes Memory Matching [task] by WinRM</td><td> OK Found 3 process(es) matching 'task'. WARNING The sum of the 3 process(es) matching 'task' use more than 100MB. (101MB) </td><td><table><tr><th>Process name</th><th>Count (3)</th><th>Private Memory (101.17 MB)</th><th>Shared Memory</th><th>PID</th></tr><tr><td colspan="5">Memory thresholds are compared with the total sum (above).</td></tr><tr><td colspan="5">The sum of the 3 process(es) use more than 100MB.</td></tr><tr><td>Group #1 - Taskmgr</td><td>1</td><td>98.96 MB</td><td>-</td><td>-</td></tr><tr><td>• Taskmgr</td><td>-</td><td>98.96 MB</td><td>89.86 MB</td><td>23504</td></tr><tr><td>Group #2 - taskhostw</td><td>1</td><td>2.16 MB</td><td>-</td><td>-</td></tr><tr><td>• taskhostw</td><td>-</td><td>2.16 MB</td><td>9.46 MB</td><td>23760</td></tr><tr><td>Group #3 - backgroundTaskHost</td><td>1</td><td>0.04 MB</td><td>-</td><td>-</td></tr><tr><td>• backgroundTaskHost</td><td>-</td><td>0.04 MB</td><td>5.42 MB</td><td>23756</td></tr></table></td></tr></table>	Statut	Nom de check	Résultat	Résultat Long		Processes Memory Matching [task] by WinRM	OK Found 3 process(es) matching 'task'. WARNING The sum of the 3 process(es) matching 'task' use more than 100MB. (101MB)	<table><tr><th>Process name</th><th>Count (3)</th><th>Private Memory (101.17 MB)</th><th>Shared Memory</th><th>PID</th></tr><tr><td colspan="5">Memory thresholds are compared with the total sum (above).</td></tr><tr><td colspan="5">The sum of the 3 process(es) use more than 100MB.</td></tr><tr><td>Group #1 - Taskmgr</td><td>1</td><td>98.96 MB</td><td>-</td><td>-</td></tr><tr><td>• Taskmgr</td><td>-</td><td>98.96 MB</td><td>89.86 MB</td><td>23504</td></tr><tr><td>Group #2 - taskhostw</td><td>1</td><td>2.16 MB</td><td>-</td><td>-</td></tr><tr><td>• taskhostw</td><td>-</td><td>2.16 MB</td><td>9.46 MB</td><td>23760</td></tr><tr><td>Group #3 - backgroundTaskHost</td><td>1</td><td>0.04 MB</td><td>-</td><td>-</td></tr><tr><td>• backgroundTaskHost</td><td>-</td><td>0.04 MB</td><td>5.42 MB</td><td>23756</td></tr></table>	Process name	Count (3)	Private Memory (101.17 MB)	Shared Memory	PID	Memory thresholds are compared with the total sum (above).					The sum of the 3 process(es) use more than 100MB.					Group #1 - Taskmgr	1	98.96 MB	-	-	• Taskmgr	-	98.96 MB	89.86 MB	23504	Group #2 - taskhostw	1	2.16 MB	-	-	• taskhostw	-	2.16 MB	9.46 MB	23760	Group #3 - backgroundTaskHost	1	0.04 MB	-	-	• backgroundTaskHost	-	0.04 MB	5.42 MB	23756																																																												
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WARNING 5 process(es) use more than 100MB and less than 200MB of memory. </td><td><table><tr><th>Process name</th><th>Count (17)</th><th>Private Memory</th><th>Shared Memory</th><th>PID</th></tr><tr><td colspan="5">Memory thresholds are compared with each process (lines with PID).</td></tr><tr><td colspan="5">3 processes use more than 200 MB of memory.</td></tr><tr><td>Group #1 - firefox</td><td>17</td><td>2074.36 MB</td><td>-</td><td>-</td></tr><tr><td>• firefox</td><td>-</td><td>640.93 MB</td><td>82.87 MB</td><td>19320</td></tr><tr><td>• firefox</td><td>-</td><td>346.28 MB</td><td>124.36 MB</td><td>21380</td></tr><tr><td>• firefox</td><td>-</td><td>219.05 MB</td><td>68.51 MB</td><td>19576</td></tr><tr><td>• firefox</td><td>-</td><td>194.33 MB</td><td>60.32 MB</td><td>14220</td></tr><tr><td>• firefox</td><td>-</td><td>119.42 MB</td><td>64.05 MB</td><td>33620</td></tr><tr><td>• firefox</td><td>-</td><td>118.68 MB</td><td>48.89 MB</td><td>16480</td></tr><tr><td>• firefox</td><td>-</td><td>102.34 MB</td><td>43.82 MB</td><td>13188</td></tr><tr><td>• firefox</td><td>-</td><td>101.12 MB</td><td>53.61 MB</td><td>9324</td></tr><tr><td>• firefox</td><td>-</td><td>89.27 MB</td><td>35.22 MB</td><td>16348</td></tr><tr><td>• firefox</td><td>-</td><td>68.56 MB</td><td>48.99 MB</td><td>30492</td></tr><tr><td>• firefox</td><td>-</td><td>43.91 MB</td><td>42.43 MB</td><td>19700</td></tr><tr><td>• firefox</td><td>-</td><td>8.88 MB</td><td>25.50 MB</td><td>5320</td></tr><tr><td>• firefox</td><td>-</td><td>8.98 MB</td><td>25.66 MB</td><td>7504</td></tr><tr><td>• firefox</td><td>-</td><td>8.93 MB</td><td>25.60 MB</td><td>32280</td></tr><tr><td>• firefox</td><td>-</td><td>1.74 MB</td><td>6.11 MB</td><td>7164</td></tr><tr><td>• firefox</td><td>-</td><td>1.04 MB</td><td>3.64 MB</td><td>13152</td></tr><tr><td>• firefox</td><td>-</td><td>0.92 MB</td><td>2.45 MB</td><td>12240</td></tr></table></td></tr></table>	Statut	Nom de check	Résultat	Résultat Long		Processes Memory Matching [ff] by WinRM	OK Found 17 process(es) matching regex 'firefox'. 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Résultat

Le résultat contient un message indiquant le status, si le ou les processus ont été trouvés, si la somme, les groupe ou les processus ne dépassent pas les limites de consommation mémoire fixés et si assez ou trop peu de processus trouvés correspondent aux filtres.

Résultat long

Le résultat long affiche un tableau de la consommation mémoire des processus trouvés correspondant aux filtres.

Le tableau regroupe chaque processus ayant le même nom dans des groupes numérotés, ainsi que la somme de leur mémoire privée.

Le tableau affiche sous chaque groupe, les processus trouvés avec leur consommation de mémoire privée, partagée ainsi que leur PID.

Métriques

Définition

Nom de la métrique	Unité	Description	Seuil d'avertissement	Seuil critique
-- _PROCESS _MEMORY _SUM_--	MB	Somme de la consommation mémoire des processus surveillés en MB. Métrique uniquement générée lorsque WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__MEMORY-THRESHOLD-ON vaut "sum"	WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__MEMORY-WARN. Généré si WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__USE-MEMORY-THRESHOLD-ON vaut "sum"	WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__MEMORY-CRIT. Généré si WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__USE-MEMORY-THRESHOLD-ON vaut "sum"
(nom_du_g roupe_de_p rocessus)	MB	Consommation mémoire d'un groupe de processus en MB. Calculé à partir de la somme de la mémoire privée de chaque processus au sein du groupe. Généré pour chaque groupe de processus trouvé.	WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__MEMORY-WARN. Généré si WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__USE-MEMORY-THRESHOLD-ON vaut "group"	WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__MEMORY-CRIT. Généré si WINDOWS_BY_WINRM_PROCESSES-MEMORY-MATCHING__USE-MEMORY-THRESHOLD-ON vaut "group"



Remarque

Il est possible de ne retourner aucune métrique en configurant l'option **PROCESS_HIDE_ALL** du check.

Exemple

Métriques :

Métrique	Valeur	Seuil d'avertissement	Seuil critique
firefox	1983.34MB	100.00	200.00

Erreurs et pré-requis

Erreurs de connexion (communes à tous les checks)

UNKNOWN – Transport error : failed to send request: request timed out

L'hôte supervisé a mis trop de temps à répondre à la requête.



Note : ce problème peut également provenir d'un mauvais port configuré, d'un port fermé sur l'hôte supervisé, ou si le service WinRM est stoppé sur l'hôte supervisé.

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN	Transport error : sent request failed: request timed out

Résolution :

La commande ci dessous permet de voir l'état du service WinRM :

```
Get-Service WinRM
```

Il est possible de le démarrer ou de le configurer pour se lancer automatiquement avec les commandes suivantes :

```
# Redémarrer le service WinRM :
Restart-Service WinRM

# Configurer le démarrage automatique
Set-Service -Name WinRM -StartupType Automatic
```

UNKNOWN – Transport error : sent request failed: connection refused

L'hôte à refusé la connection ; ou bien son pare-feu.

- Il se peut que votre service WinRM ne soit pas lancé
- ou que votre pare-feu ne soit pas configuré.

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN Transport error : sent request failed: request timed out	-

UNKNOWN – Transport error : sent request failed: host is not reachable

L'hôte n'a pas pu recevoir la requête. Vérifiez votre réseau, routeur, pare-feu et nom d'hôte.

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN Transport error : sent request failed: host is not reachable	-

UNKNOWN – Transport error : sent request failed: DNS resolution failed

Le nom de l'hôte n'a pas pu être résolu. Vérifiez que l'adresse renseignée est correcte et que le serveur DNS est accessible.

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN Transport error : sent request failed: DNS resolution failed	-

UNKNOWN – Transport error : failed to build request: given uri is invalid

Le nom de l'hôte n'est pas une URI valide. Vérifiez que l'adresse renseignée est correcte.

Statut	Nom de check	Résultat	Résultat Long
	Network Interfaces by WinRM	UNKNOWN Transport error : failed to build request: given uri is invalid	-

UNKNOWN – Authentication NTLM failed : NTLM is not supported by the server

NTLM n'est pas activé sur l'hôte à superviser.

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN Authentication NTLM failed : NTLM is not supported by the server. Supported by server : [Basic].	-

Résolution :

Vous pouvez :

- Activer NTLM sur l'hôte supervisé avec la commande suivante :

```
winrm set winrm/config/service/auth '@{Negotiate="true"}'
```

- Choisir un autre mode d'authentification, en modifiant la donnée "WINDOWS_BY_WINRM__AUTHMETHOD"

UNKNOWN – Authentication NTLM failed : Unauthorized

La connexion NTLM n'a pas été autorisée. Les raisons possibles sont :

- Le couple utilisateur / mot de passe n'est pas valide
- L'utilisateur n'existe pas
- Winrm n'a pas été configuré avec la commande :

```
winrm quickconfig
```

- L'utilisateur n'appartient pas aux groupes nécessaires aux permissions WinRM

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN Authentication NTLM failed : Unauthorized.	-

Résolution :

Il faut s'assurer d'avoir correctement appliqué les configurations décrites dans les sections "Configuration de WinRM" et "Configuration de l'utilisateur" (Voir la page [Configuration du Windows supervisé pour le pack windows-by-WinRM__shinken](#)).

UNKNOWN – Authentication Basic failed : Basic is not supported by the server

L'authentification basic n'est pas activé sur l'hôte à superviser.

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN Authentication Basic failed : Basic is not supported by the server. Supported by server : [Ntlm].	-

Résolution :

Vous pouvez :

- Activer Basic sur l'hôte supervisé avec la commande suivante, et autoriser les communications non chiffrées :

```
winrm set winrm/config/service/auth '{@Basic="true"}'
winrm set winrm/config/service '{@AllowUnencrypted="true"}'
```

- Choisir un autre mode d'authentification, en modifiant la donnée "WINDOWS_BY_WINRM__AUTHMETHOD"

UNKNOWN – Authentication Basic failed : Unauthorized

La connexion basic n'a pas été autorisée. Les raisons possibles sont :

- Le couple utilisateur / mot de passe n'est pas valide
- L'utilisateur n'existe pas
- Winrm n'a pas été configuré avec la commande :

```
winrm quickconfig
```

- L'utilisateur n'appartient pas aux groupes nécessaires aux permissions WinRM

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN Authentication Basic failed : Unauthorized.	-

Résolution :

Il faut s'assurer d'avoir correctement appliqué les configurations décrites dans les sections "Configuration de WinRM" et "Configuration de l'utilisateur" (Voir la page [Configuration du Windows supervisé pour le pack windows-by-WinRM__shinken](#)).

Erreurs de configuration de l'hôte à superviser (communes à tous les checks)

UNKNOWN – Response fault error: Code: s:Sender, Subcode: w:AccessDenied, Reason: Access is denied.

L'utilisateur utilisé n'a pas accès à l'exécution de commandes à distances.

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN Response fault error: Code: s:Sender, Subcode: w:AccessDenied, Reason: Access is denied.	-

Résolution :

Il est important de donner les accès "Read" et "Invoke" à l'utilisateur de supervision afin qu'il puisse lire des ressources et exécuter des commandes sur l'hôte supervisé.

Il faut s'assurer d'avoir correctement appliqué la configuration décrite dans la section "Permissions WinRM pour l'utilisateur" (Voir la page [Configuration du Windows supervisé pour le pack windows-by-WinRM__shinken](#)).

MONITORED HOST - BAD STATE – Command execution Failed. Permission denied.

L'utilisateur utilisé n'a pas accès aux objets CIM, nécessaire à la supervision de la machine.

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	MONITORED HOST - BAD STATE Command execution Failed. Permission denied. STDERR : Get-CimInstance : Access denied At line:1 char:299 + ... erence = 'Stop'; Get-CimInstance -ClassName Win32_LogicalDisk Selec ... + CategoryInfo : PermissionDenied: (root\cimv2:Win32_LogicalDisk:String) [Get-CimInstance], CimException + FullyQualifiedErrorId : HRESULT 0x80041003,Microsoft.Management.Infrastructure.CimCmdlets.GetCimInstanceCommand	-

Résolution :

Il est nécessaire de donner les accès à distance aux objets CIMv2 et StandardCimv2.

Il faut s'assurer d'avoir correctement appliqué la configuration décrite dans la section "Autorisation aux objets CIM" (Voir la page [Configuration du Windows supervisé pour le pack windows-by-WinRM__shinken](#)).

UNKNOWN – Command execution Failed. [...] Provider failure

L'utilisateur utilisé n'a pas accès aux objets CIM. Les permissions sont en cours d'application.

Statut	Nom de check	Résultat	Résultat Long
	Disks Usage by WinRM	UNKNOWN Command execution Failed. STDERR : Get-CimInstance : Provider failure At line:1 char:299 + ... erence = 'Stop'; Get-CimInstance -ClassName Win32_LogicalDisk Selec ... + CategoryInfo : NotSpecified: (root\cimv2:Win32_LogicalDisk:String) [Get-CimInstance], CimException + FullyQualifiedErrorId : HRESULT 0x80041004,Microsoft.Management.Infrastructure.CimCmdlets.GetCimInstanceCommand	-

Résolution :

L'erreur survient après la modification des droits aux objets CIM de l'utilisateur. Il suffit d'attendre ou de redémarrer la machine afin que les permissions s'actualisent.