eBizPPMS - Trouble Shooting

The following are errors that may be received when trying to remote Shutdown

- You do not have remote control rights and access is denied
- RPC server unavailable.
- Credentials Required.
- Unable to locate the remote computer.
- Invalid user name, password, or domain.
- The currently logged-in user does not have rights to access the remote computer.
- Unable to send a request to remote computer.
- Unknown Host Name, Machine not found
- The server is not operational

1. **When you attempt to shut down a remote computer, you are denied access.**

Cause: You do not have the rights to shut down the computer.

Solution: Assign yourself the rights to shut down each computer that you manage or have your system administrator assign you the appropriate user rights.

Cause: You must have the appropriate user rights on the remote computer before you attempt to shut it down.

Solution: Establish the appropriate user rights on all computers that you must remotely manage. Being able to shut down a computer locally does not mean that you have the right to shut it down remotely.

2. **RPC Server unavailable (Unable to locate the remote computer).**

Cause: Generally, this issue may occur

a. Host name or IP address is wrong or the remote computer is shutdown.

Solution: Verify correct host name or IP address.

b. The remote computer is blocked by the firewall.

Solution: Open the Group Policy Object Editor snap-in (gpedit.msc) to edit the Group Policy object (GPO) that is used to manage Windows Firewall settings in your organization. Open Computer Configuration, open Administrative Templates, open Network, open Network Connections, open Windows Firewall, and then open either Domain Profile or Standard Profile, depending on which profile you want to configure. Enable the following exception: "Allow Remote Administration Exception" and "Allow File and Printer Sharing Exception".

c. The remote computer is unavailable on the network.

Solution: Make available remote computer on the network

3. **Invalid user name, password, or domain.**

Solution: You must provide the user name password, and domain of an account that is authorized to access the remote computer.

You can configure user name, password, domain though LDAP Details in eBizPPMS application

4.   Credentials Required.

When you attempt to shutdown a remote computer you may receive this message: "Unable to shutdown the specified server" or "Credentials Required"

Solution: You may not have administrator rights to shutdown/restart the remote computer or you have not cached the credentials.

5.   Unknown Host Name or Machine(Machine Name) not found

When you register the Machines from Server Domain in eBizPPMS application, You may be receive the error message "Unknown Host Name or Machine (Machine name) not found"

Solution: You must make the Machine in running state

6.   The server is not operational

Solution: when you get the message "The server is not operational",

The server may not exist or it is not operational at this time. Either check the server name or IP address and your network connection or You must make the server Domain in running state.

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