

Tidal Enterprise Orchestrator: Windows Event Trigger Does Not Register

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Introduction

When attempting to monitor a Windows event on another Windows server, the event trigger does not register.

Prerequisites

Components Used

- Tidal Enterprise Orchestrator (TEO) 2.1 or later
- Windows Trigger

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

The Windows event trigger does not register with the TEO Server. This error message may be seen:

```
The RPC server is unavailable.  
(Exception from HRESULT: 0x800706BA)
```

Solution

Three WMI firewall rules must be enabled to allow passage through the firewall. This configuration should be performed on the TEO server.

Windows 2008

Perform these steps for Windows 2008:

1. Click **Start > Server Manager**.
2. Go to **Configuration > Windows Firewall > Inbound Rules**.

3. In order to allow inbound of these components, right-click on them and allow enable of rule:

- ◆ WMI (Async-In)
- ◆ WMI (DCOM-In)
- ◆ WMI (WMI-In)

Windows 2003

Perform these steps for Windows 2003:

1. Click **Start > Control Panel > Windows Firewall**.
2. Click the **Exceptions** tab, choose the **WMI** check box, and click **OK**.

Related Information

- **Technical Support & Documentation – Cisco Systems**
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