

# Nagios XI - WMI Authentication Problems

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## Problem Description

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When a query is submitted with a correct set of credentials, but a user does not have access to the WMI class, absolutely NO output is returned by wmic.

## Explanation

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When a Windows user is added to a group, that user is given an Authentication token. For each group a user is a member of, a separate token is issued. When a request to access an object is issued, the token containing the permissions level of the object is compared to that of the user.

With Windows Server 2003 and below, authenticating users automatically used the highest level of authentication available to them. This means that any user added to the Administrators group was authenticated at that level for every request.

Beginning with Windows Server 2008, things changed. Authenticating users automatically used the highest level of authentication when executing WMI queries locally, but when executing queries remotely, users are expected to use domain credentials to validate permissions. However, if the server is not part of a domain and is instead configured to use a workgroup, remotely authenticated users are given regular user-level permissions, despite existing in the Administrators group. There is no way to change this behavior.

## Solutions

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- Authenticate as the remote machine local administrator account (not a user who is a member of the Administrator's group).
- Disable UAC
  - Details can be found in the following Microsoft documentation:
  - <https://docs.microsoft.com/en-us/windows/desktop/wmisdk/user-account-control-and-wmi>

## Additional Information

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This problem was identified by the Nagios Support Forum user **thanks\_st\_ignucius** in the following forum thread:

<https://support.nagios.com/forum/viewtopic.php?f=6&t=36953&p=171370#p171336>

## Final Thoughts

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For any support related questions please visit the [Nagios Support Forums](https://support.nagios.com/forum/) at:

<http://support.nagios.com/forum/>

Posted by: tlea - Thu, Feb 25, 2016 at 6:04 PM. This article has been viewed 3200 times.

Online URL: <https://support.nagios.com/kb/article/nagios-xi-wmi-authentication-problems-476.html>