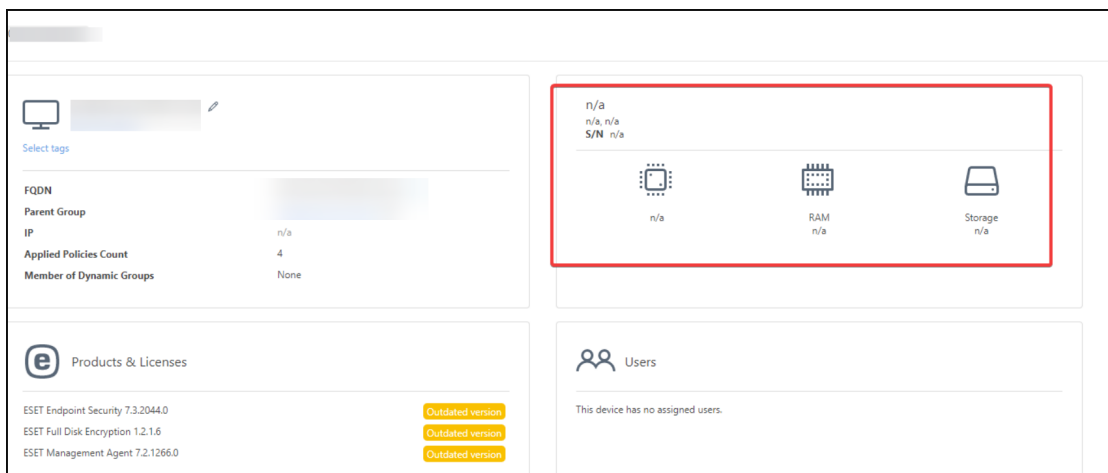


## Operating system/Hardware information not showing in ESET PROTECT (8.x)

Steef | ESET Nederland - 2021-06-25 - [Comments \(0\)](#) - [Legacy](#)

### Issue

Operating system information is not displayed in the **OS Version** column in the ESET PROTECTWeb Console. Hardware information and or installed software is not correct.



To confirm this issue, check the errors in the *trace.log* file.

You can find the following

file: `C:\ProgramData\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs\trace.log`.

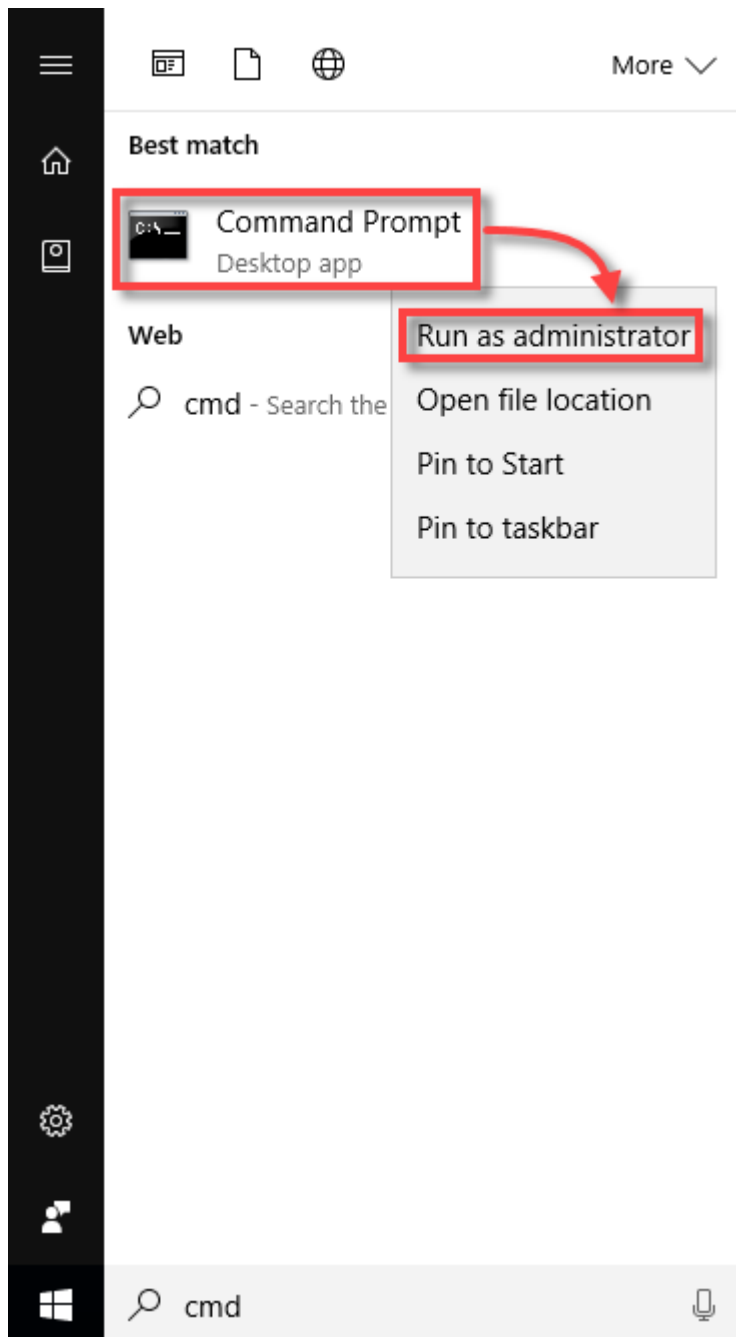
Error messages captured in the log file:

Error: CSystemConnectorModule [Thread 1f6c]: CWbemMethodCallResult: GetObject failed. Error code = **0x80041002**

Error: CSystemConnectorModule [Thread 1f6c]: Message task was canceled because maximum retry count was reached, message was: OSLogsRequest

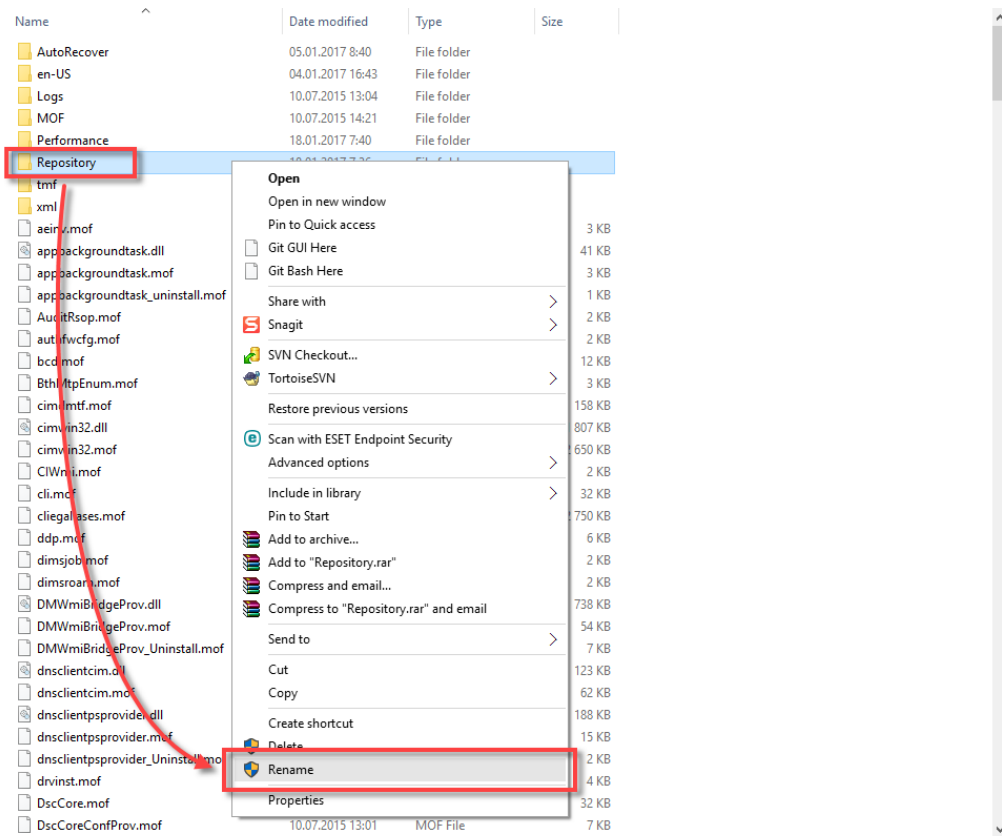
### Solution

1. Open command prompt as an administrator by clicking the **Start** button and typing `cmd` in. Right click **Command Prompt** and select **Run as administrator** from the context menu.



2. To stop the **Winmgmt WMI** service run following command in the command prompt:  

```
net stop winmgmt
```
3. Rename `C:\Windows\System32\wbem\Repository` to different name. Right click on the **Repository** folder and select **Rename** from the context menu.



4. Start the Winmgmt service again by running the following command in the command prompt:

```
net start winmgmt
```

5. Type following commands in to the command prompt:

```
c:\windows\system32\wbem
```

```
for /f %s in ('dir /b *.mof') do mofcomp %s
```

```
for /f %s in ('dir /b en-us\*.mfl') do mofcomp en-us\%s
```

6. Reboot the computer.
7. After rebooting the computer, check the ESET Web Console to make sure the issue is solved.