

# Using Native Windows Tools to Troubleshoot

## What

Things break, thank goodness! If they didn't all IT engineers would be out of work. But what do you do when things break? Specifically, if a FileWave client on a Windows device isn't working right, what tools are available to help? Turns out there are tons of options!

## When/Why

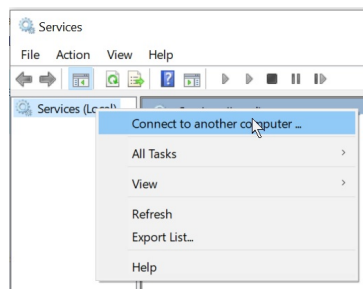
We'll turn to other tools whenever we need an alternate method of confirming things with remote machines. This list isn't meant to be all-inclusive, but is a great "starter pack" of tools you can use!

- Note that access to remote Windows tools is always reliant on being logged in with a MSFT account that has rights to perform those actions.

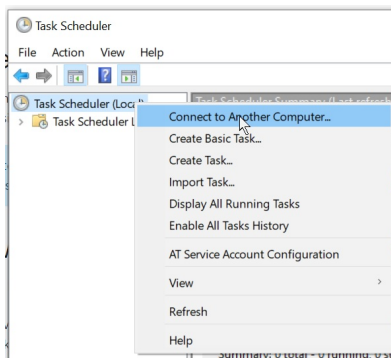
## How

Here is a list of super-helpful tools:

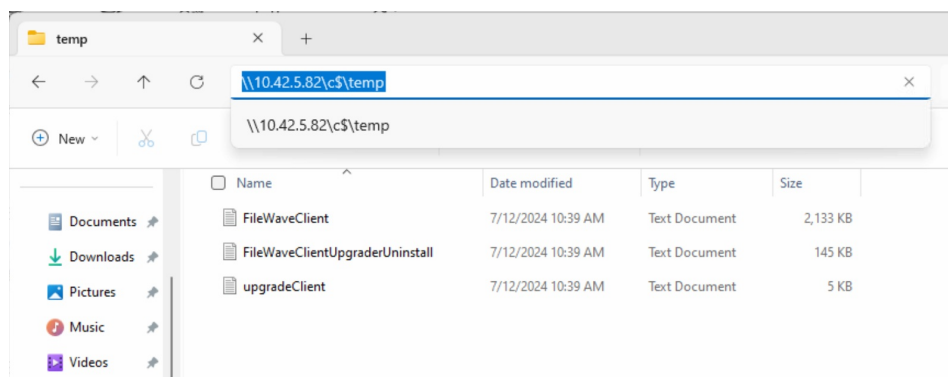
- Services App: Everyone knows the services app, but did you know you can use it against remote machines too? Just right-click on Services and choose to connect to another computer (by name or IP). Great for checking, starting and stopping services.



- Task Scheduler: Task scheduler is also available for remote connection:

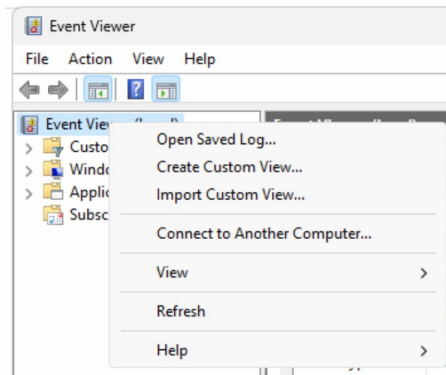


- The remote file system: Yep, you read that right, you can actually browse the remote machine's files. In explorer, just navigate to \\ip(or name)\c\$. Great for looking at log files and generally just checking file status.

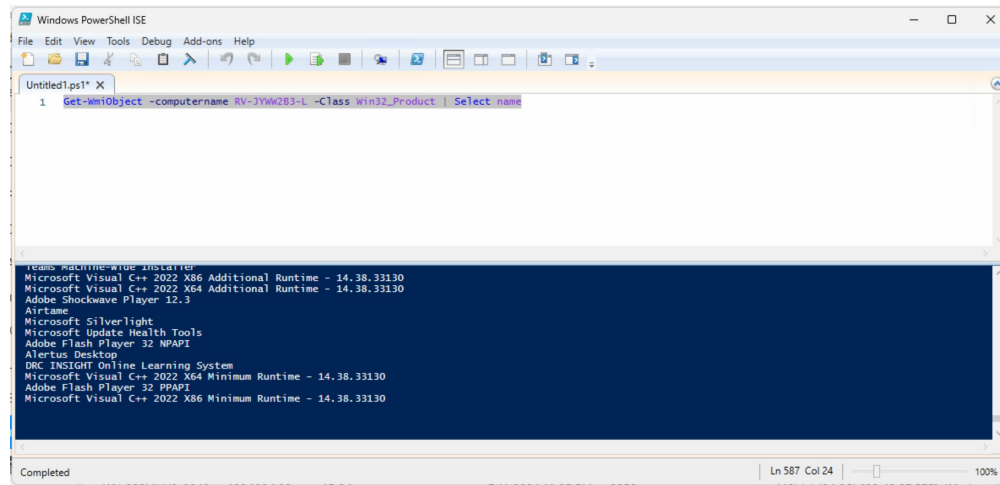


- Event Viewer: You can also remotely connect to Event Viewer, which is an excellent tool for MSI troubleshooting in

particular:



- PowerShell: PowerShell is a fantastically helpful tool, and you can do almost anything with it. For instance, you can't use the Add/Remove Programs tool to remotely access another machine, but you can use PowerShell to remotely connection and see what is installed:

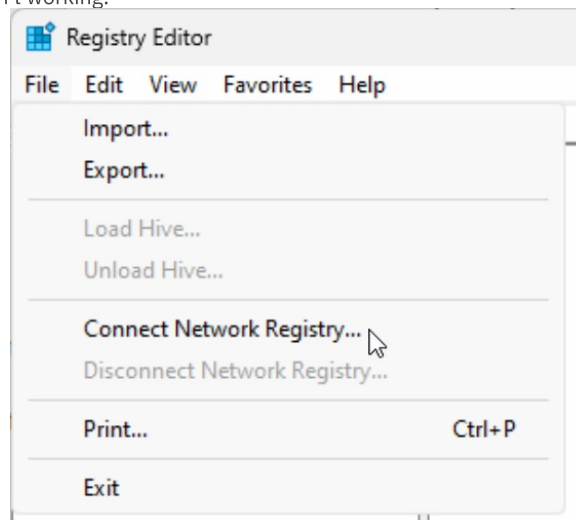


- PStools: PStools aren't native to Windows, but they are an excellent source for a wide range of utilities, PSEXEC in particular. (Link below about using PS Tools)
- Tasklist and Taskkill: These are old school DOS commands, but are super helpful to see running processes on remote machines (and to kill them if necessary. Do tasklist /? or taskkill /? for instructions:

```
C:\Users\filewave3>tasklist /S 10.45.6.60
```

Image Name	PID	Session Name	Session#	Mem Usage
System Idle Process	0	Services	0	8 K
System	4	Services	0	5,576 K
Secure System	108	Services	0	29,532 K
Registry	152	Services	0	29,732 K
smss.exe	632	Services	0	1,128 K
csrss.exe	884	Services	0	4,812 K
wininit.exe	972	Services	0	6,232 K
services.exe	668	Services	0	14,372 K
LsaIso.exe	996	Services	0	3,728 K
lsass.exe	1040	Services	0	32,092 K
svchost.exe	1180	Services	0	36,620 K
WUDFHost.exe	1220	Services	0	17,960 K
fontdrvhost.exe	1264	Services	0	3,572 K
svchost.exe	1356	Services	0	21,880 K
svchost.exe	1400	Services	0	10,568 K
svchost.exe	1448	Services	0	22,268 K
svchost.exe	1544	Services	0	9,248 K
WUDFHost.exe	1688	Services	0	6,572 K

- Regedit: Yes, even regedit can connect to remote registries. For FileWave specifically this is helpful to change client preferences if client monitor isn't working:



## Related Content

- [PSEXec as a Helper in Troubleshooting](#)
- [Script Best Practices](#)
- [Using PowerShell to Remotely Check the Windows FileWave Client Status](#)

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