



Ticket Information

User Name:	eranga.wijethunga	User Email:	Error when getting information
Current User:	eranga.wijethunga	Hostname:	INV-COL-WS05
Time Submitted:	7:38:57 AM	User Domain:	INVAROSOFT
Problem Description			

Diagnostic Information

Os Name:	Windows 8	OS Version:	Microsoft Windows NT 6.2.9200.0
Processor Count:	12	Architecture:	x64
Up Time:	01 Days 13 Hours 26 Minutes 58 seconds	Chassis:	Desktop
Serial:	4S1XVV2	Manufacturer:	Dell Inc.

Network Performance

Address	IP	Min Latency	Max Latency	Avg Latency	packet Loss Percent
www.google.com	74.125.68.105	36	39	36	0%
www.facebook.com	157.240.7.35	35	35	35	0%
8.8.8.8	8.8.8.8	35	36	35	10%
8.8.4.4	8.8.4.4	35	36	35	10%
corp.invarosoft.com	10.102.10.10	0	1	0	0%

Network Adaptors

Name	Model	State	Type	ipv4	ipv6	MAC Address	DNS Servers
Ethernet	Intel(R) Ethernet Connection (7) I219-V	Up	Ethernet	10.102.11.101	fe80::8033:1356:165c:b409%7	6C2B59D0DCEB	10.102.10.10 10.100.10.10
Loopback Pseudo-Interface 1	Software Loopback Interface 1	Up	Loopback	127.0.0.1	::1		fec0:0:0:ffff::1%1 fec0:0:0:ffff::2%1 fec0:0:0:ffff::3%1
vEthernet (Default Switch)	Hyper-V Virtual Ethernet Adapter	Up	Ethernet	192.168.60.65	fe80::f8aa:134:f1af:2d54%17	00155D38719B	fec0:0:0:ffff::1%1 fec0:0:0:ffff::2%1 fec0:0:0:ffff::3%1

Device Status

ID	Type	Lable	Size	Available Space
C:\	Fixed	OS	475.15 GB	309.39 GB(65.11%)

Top 10 Most Memory Usage Software Processes

Process Name	Process File	ID	Memory Usage(MB)
mongod	iisexpress.exe	4308	186.89
SkypeApp	devenv.exe	12496	164.77
svchost	WSHelper.exe	2148	9.63
svchost	Skype.exe	14128	5.54
ctfmon	KaUsrTsk.exe	10764	5.45
fontdrvhost	@ref.DiagnosticTesting.vshost.exe	1272	4.2
svchost	vshub.exe	2564	2.78
chrome	iisexpresstray.exe	15928	2.57
vmcompute	itsp.proc.ticketing.service.vshost.exe	6016	1.81
RstMwService	IntelliTrace.exe	4300	1.79

Top 10 Most CPU Usage Software Processes

Process Name	Process File	ID	CPU Usage
SkypeApp	devenv.exe	12496	50.5
fontdrvhost	@ref.DiagnosticTesting.vshost.exe	1272	13.6
mongod	iisexpress.exe	4308	0
svchost	WSHelper.exe	2148	0
svchost	Microsoft.VsHub.Server.HttpHost.exe	2268	0

RstMwService	IntelliTrace.exe	4300	0
ctfmon	KaUsrTsk.exe	10764	0
svchost	Skype.exe	14128	0
RuntimeBroker	Microsoft.VisualStudio.Web.Host.exe	9388	0
vmcompute	itsp.proc.ticketing.service.vshost.exe	6016	0

Application Log Errors

Time	Type	Source	EventID	Message
0:17/4/2020 07:02:54	Error	Microsoft-Windows-PerfNet	2004	Unable to open the Server service performance object. The first four bytes (DWORD) of the Data section contains the status code.
0:17/4/2020 07:02:54	Error	Microsoft-Windows-Perflib	1023	Windows cannot load the extensible counter DLL "C:\WINDOWS\system32\sysmain.dll" (Win32 error code 126).
0:17/4/2020 07:02:50	Error	Microsoft-Windows-Perflib	1022	Windows cannot open the 64-bit extensible counter DLL C:\WINDOWS\Microsoft.NET\Framework64\v2.0.50727\aspnet_perf.dll in a 32-bit environment (Win32 error code 193). Contact the file vendor to obtain a 32-bit version. Alternatively if you are running a 64-bit native environment, you can open the 64-bit extensible counter DLL by using the 64-bit version of Performance Monitor. To use this tool, open the Windows folder, open the System32 folder, and then start Perfmom.exe.
0:17/4/2020 07:02:50	Error	Microsoft-Windows-Perflib	1018	Disabled performance counter data collection for this session from the "ASP.NET_64_2.0.50727" service because the performance counter library for that service has generated one or more errors. The errors that forced this action have been written to the application event log.
0:17/4/2020 06:23:26	Error	ESENT	455	svchost (25024,R,98) TILEREPOSITORYS-1-5-18: Error -1023 (0xfffffc01) occurred while opening logfile C:\WINDOWS\system32\config\systemprofile\AppData\Local\TileDataLayer\Database\EDB.log.
0:17/4/2020 05:24:00	Error	ESENT	455	svchost (3372,R,98) TILEREPOSITORYS-1-5-18: Error -1023 (0xfffffc01) occurred while opening logfile C:\WINDOWS\system32\config\systemprofile\AppData\Local\TileDataLayer\Database\EDB.log.
0:17/4/2020 04:24:00	Error	ESENT	455	svchost (25236,R,98) TILEREPOSITORYS-1-5-18: Error -1023 (0xfffffc01) occurred while opening logfile C:\WINDOWS\system32\config\systemprofile\AppData\Local\TileDataLayer\Database\EDB.log.
0:17/4/2020 03:48:33	Error	ESENT	455	svchost (12472,R,98) TILEREPOSITORYS-1-5-18: Error -1023 (0xfffffc01) occurred while opening logfile C:\WINDOWS\system32\config\systemprofile\AppData\Local\TileDataLayer\Database\EDB.log.
0:17/4/2020 03:23:33	Error	ESENT	455	svchost (26608,R,98) TILEREPOSITORYS-1-5-18: Error -1023 (0xfffffc01) occurred while opening logfile C:\WINDOWS\system32\config\systemprofile\AppData\Local\TileDataLayer\Database\EDB.log.
0:17/4/2020 03:12:00	Error	ESENT	455	svchost (14900,R,98) TILEREPOSITORYS-1-5-18: Error -1023 (0xfffffc01) occurred while opening logfile C:\WINDOWS\system32\config\systemprofile\AppData\Local\TileDataLayer\Database\EDB.log.

Most Recent Event Viewer: Application

Time	Type	Source	EventID	Message
0:17/4/2020 07:02:54	Warning	Microsoft-Windows-Perflib	1008	The Open procedure for service "BITS" in DLL "C:\Windows\System32\bitsperf.dll" failed with error code 2. Performance data for this service will not be available.
0:17/4/2020 07:02:54	Warning	Microsoft-Windows-Perflib	1008	The Open procedure for service "ESENT" in DLL "C:\WINDOWS\system32\esentprf.dll" failed with error code 5. Performance data for this service will not be available.
0:17/4/2020 07:02:54	Warning	Microsoft-Windows-Perflib	1008	The Open procedure for service "Lsa" in DLL "C:\Windows\System32\Secur32.dll" failed with error code 5. Performance data for this service will not be available.
0:17/4/2020 07:02:54	Warning	Microsoft-Windows-Perflib	2003	The configuration information of the performance library "perf-MSSQL\$SQLEXPRESS-sqlctr14.0.2027.2.dll" for the "MSSQL\$SQLEXPRESS" service does not match the trusted performance library information stored in the registry. The functions in this library will not be treated as trusted.
0:17/4/2020 07:02:54	Error	Microsoft-Windows-PerfNet	2004	Unable to open the Server service performance object. The first four bytes (DWORD) of the Data section contains the status code.
0:17/4/2020 07:02:54	Warning	Microsoft-Windows-PerfProc	2002	Unable to open the job object \BaseNamedObjects\WmiProviderSubSystemHostJob for query access. The calling process may not have permission to open this job. The first four bytes (DWORD) of the Data section contains the status code.
0:17/4/2020 07:02:54	Error	Microsoft-Windows-Perflib	1023	Windows cannot load the extensible counter DLL "C:\WINDOWS\system32\sysmain.dll" (Win32 error code 126).
0:17/4/2020 07:02:54	Warning	Microsoft-Windows-Perflib	1008	The Open procedure for service "WmiApRpl" in DLL "C:\WINDOWS\system32\wbem\wmiaprp.dll" failed with error code 21. Performance data for this service will not be available.
0:17/4/2020 07:02:50	Warning	Microsoft-Windows-Perflib	1008	The Open procedure for service ".NETFramework" in DLL "C:\WINDOWS\system32\mscoree.dll" failed with error code 5. Performance data for this service will not be available.
0:17/4/2020 07:02:50	Error	Microsoft-Windows-Perflib	1022	Windows cannot open the 64-bit extensible counter DLL C:\WINDOWS\Microsoft.NET\Framework64\v2.0.50727\aspnet_perf.dll in a 32-bit environment (Win32 error code 193). Contact the file vendor to obtain a 32-bit version. Alternatively if you are running a 64-bit native environment, you can open the 64-bit extensible counter DLL by using the 64-bit version of Performance Monitor. To use this tool, open the Windows folder, open the System32 folder, and then start Perfmom.exe.

Most Recent Event Viewer: System

Time	Type	Source	EventID	Message
0:17/4/2020 07:10:04	Information	Service Control Manager	1073748 864	The start type of the Background Intelligent Transfer Service service was changed from auto start to demand start.
0:17/4/2020 07:07:48	Information	Service Control Manager	1073748 864	The start type of the Background Intelligent Transfer Service service was changed from demand start to auto start.
0:17/4/2020 07:04:54	Information	Service Control Manager	1073748 864	The start type of the Background Intelligent Transfer Service service was changed from auto start to demand start.
0:17/4/2020 07:04:34	Information	Microsoft-Windows-GroupPolicy	1501	The Group Policy settings for the user were processed successfully. There were no changes detected since the last successful processing of Group Policy.
0:17/4/2020 07:02:50	Information	Service Control Manager	1073748 864	The start type of the Background Intelligent Transfer Service service was changed from demand start to auto start.
0:17/4/2020 06:24:59	Information	Microsoft-Windows-WindowsUpdateClient	19	Installation Successful: Windows successfully installed the following update: Security Intelligence Update for Windows Defender Antivirus - KB2267602 (Version 1.313.1687.0)
0:17/4/2020 06:24:54	Information	Microsoft-Windows-WindowsUpdateClient	43	Installation Started: Windows has started installing the following update: Security Intelligence Update for Windows Defender Antivirus - KB2267602 (Version 1.313.1687.0)
0:17/4/2020 06:24:49	Information	Microsoft-Windows-WindowsUpdateClient	44	Windows Update started downloading an update.
0:17/4/2020 06:16:17	Information	Microsoft-Windows-GroupPolicy	1500	The Group Policy settings for the computer were processed successfully. There were no changes detected since the last successful processing of Group Policy.
0:17/4/2020 06:09:39	Information	LsaSrv	45058	A logon cache entry for user eranga.wijethunga@CORP.INVAROSOFT.COM was the oldest entry and was removed. The timestamp of this entry was 4/9/2020 13:35:10.

Host Results For DnsCache

safebrowsing.googleapis.com	vortex.data.microsoft.com
asimov.vortex.data.microsoft.com.akadns.net	geo.vortex.data.microsoft.com.akadns.net
hk2.vortex.data.microsoft.com.akadns.net	az700632.vo.msecnd.net
cs9.wpc.v0cdn.net	itsp.db
1.0.0.127.in-addr.arpa.	50.94.80.10.in-addr.arpa.
INV-COL-WS05.mshome.net	client-s.gateway.messenger.live.com
client-s.gateway.messenger.geo.msnmessenger.msn.com.akadns.net	apac-client-s.msnmessenger.msn.com.akadns.net
azseas1-client-s.msnmessenger.msn.com.akadns.net	ip.azseas1-client-s.msnmessenger.msn.com.akadns.net
corp.invarosoft.com	www.be.api
65.60.168.192.in-addr.arpa.	st2-v3-dc.splashtop.com
st2-dc.splashtop.com	d3t2yxw1bfe573.cloudfront.net
array704.prod.do.dsp.mp.microsoft.com	array706.prod.do.dsp.mp.microsoft.com
tfs.corp.invarosoft.com	INV-COL-DC01.corp.invarosoft.com
az667904.vo.msecnd.net	array703.prod.do.dsp.mp.microsoft.com
localhost	_ldap._tcp.COL_sites.corp.invarosoft.com
inv-col-dc01.corp.invarosoft.com	array712.prod.do.dsp.mp.microsoft.com
dev.itsp.portal.com	ea1-urllp.secure.skypeassets.com
az915212.vo.msecnd.net	update.googleapis.com
array710.prod.do.dsp.mp.microsoft.com	st-v3-univ-srs-win-3360.api.splashtop.com
st-v3.api.splashtop.com	st2.api.splashtop.com
default-st2.api.splashtop.com	oregon-st2.api.splashtop.com
alb-be-api-or-2019-783599914.us-west-2.elb.amazonaws.com	gearssdk.opswat.com
r3---sn-nau-jhcs.gvt1.com	r3.sn-nau-jhcs.gvt1.com
redirector.gvt1.com	