



## CHAPTER 3

# WRA Troubleshooting

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## Connection Issues

### Windows 2003 Security Message

You might get a security message if you open the home page (Default.aspx) in Internet Explorer on a Windows 2003 computer that has the Internet Explorer Enhanced Security Configuration component enabled. The WRA site could be identified as an Internet, or untrusted, zone, and does not appear.

Use one of the following solutions:

- Add the WRA server URL to the intranet zone in Internet Explorer:
  - In IE, choose **Tools / Internet Options**, and on the Security tab, click **Local intranet**.
  - Click **Sites**, click **Advanced**, and add the WRA server URL to the intranet zone.
- Disable Internet Explorer Enhanced Security Configuration through the Control Panel, in the **Add/Remove Windows Components** section under Add/Remove Programs.

For more information, see [Microsoft Knowledgebase Article 303650](#).

### Timeouts During the Wake Process

The **Device check-in interval** setting on the Server Settings page in the Orchestrator Administrator console can affect how long a wake request takes if both of the following conditions are true:

- A computer is already awake when a user sends a wake request through WRA.
- and
- The AutoPing application setting is set to false. See the [“Application Settings and Descriptions” section on page 2-4](#)).

Under these conditions, if a user sends a wake request to a client through WRA shortly after the last check-in by the client, the wake process can take almost as long as the check-in interval.

By contrast, if the computer is asleep, it receives the wake request when the server makes the request available.

To resolve this issue, set AutoPing to true, which is the default.

**Note**

The wake-results page alerts the user that frequent timeouts can mean that the computer is awake. It suggests that the user try to log in normally.

## IIS Application Pool Unexpectedly Exits When a Worker Process Shuts Down or Is Recycled

This problem can occur if the user running the WRA service is not a member of the Windows group IIS\_WPG on the IIS server. For information, see the [“WRA Permissions Requirements” section on page 1-3](#) and [Microsoft Knowledgebase Article 918041](#).

## IIS Application Error

An application error occurred on the server. The custom error settings prevent the details of the application error from being seen remotely for security reasons. It could, however, be displayed by browsers running on the local server machine.

To resolve this issue, display the web page from the computer on which WRA is installed or temporarily enable remote display of error details.

**Note**

Enabling remote display of error details might impact WRA performance and should only be used temporarily.

## Search Results Issues

### Duplicate computer names returned in search results

An user performs a search, and the results return more than one computer with the same name.

Open the Orchestrator Administrator console, and display the duplicate computers to see why there are two or more of them.

Most commonly, this issue occurs if you need to replace a computer or a network card but still use the original computer name. The *Last Connected* value can help you determine whether this is the case.

Make sure that instances of the computer that are not in current use are unlicensed in Orchestrator so that they do not appear in WRA search results.

# Using the WRA Test Files for Troubleshooting

You can use the WRA test files if the issue is not covered in the “[Connection Issues](#)” section on page 3-1. These files can provide you and Cisco Technical Support with useful information for where to start troubleshooting.

The test files are in the `Inetpub\wwwroot\WRA` directory.

## How to Use the Test Files

When you receive an error message or cannot run Wake Up for Remote Access, open a web browser, and enter the test file URL in the address bar. For example, `http://YourServerName/WRA/test file name`, where *test file name* is one of these:

- `test.html`—This HTML content is a simple success message. If it does not appear, the source of the issue is in IIS or your Internet connection.
- `test.aspx`—This file tests ASP.NET and the power management server connection. When you open this file, it displays the results of a series of tests.

The results tell you where the tests failed. For example, if *Result* shows *Connected*, but the *Permissions Test* shows *Failed*, you know that you have access to the power management server, but the current user does not have the required permissions on the power management server.

