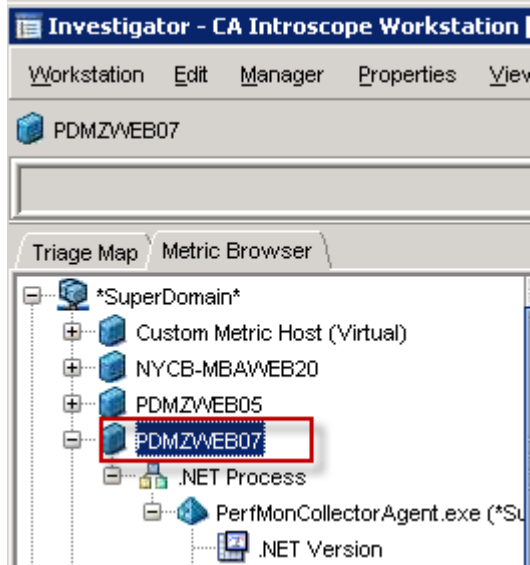
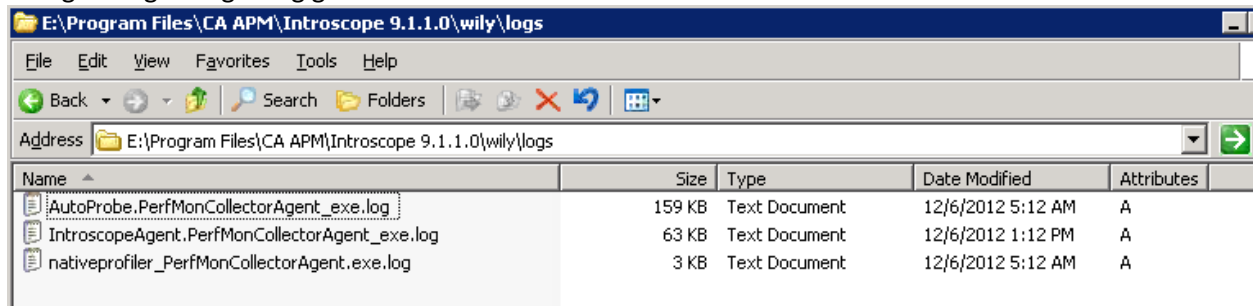


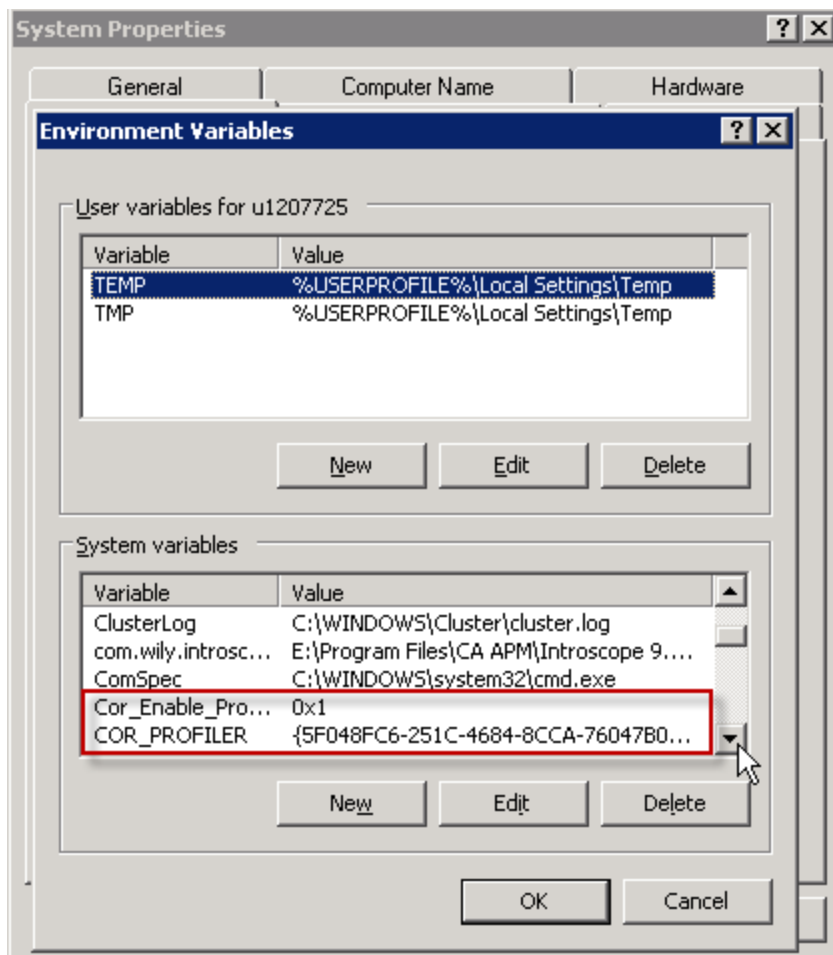
Problem: PerfMon metrics are there, but the .NET agent is missing in the Investigator:



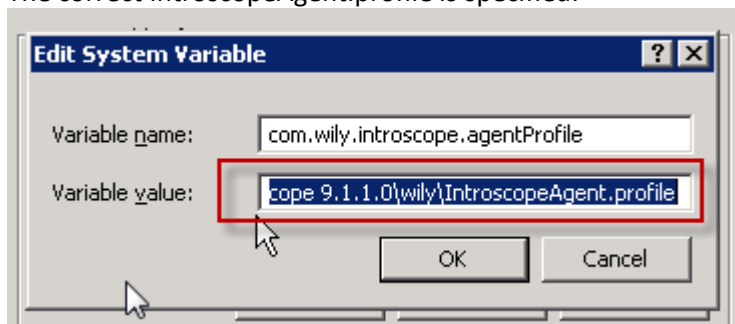
No agent logs are getting generated:



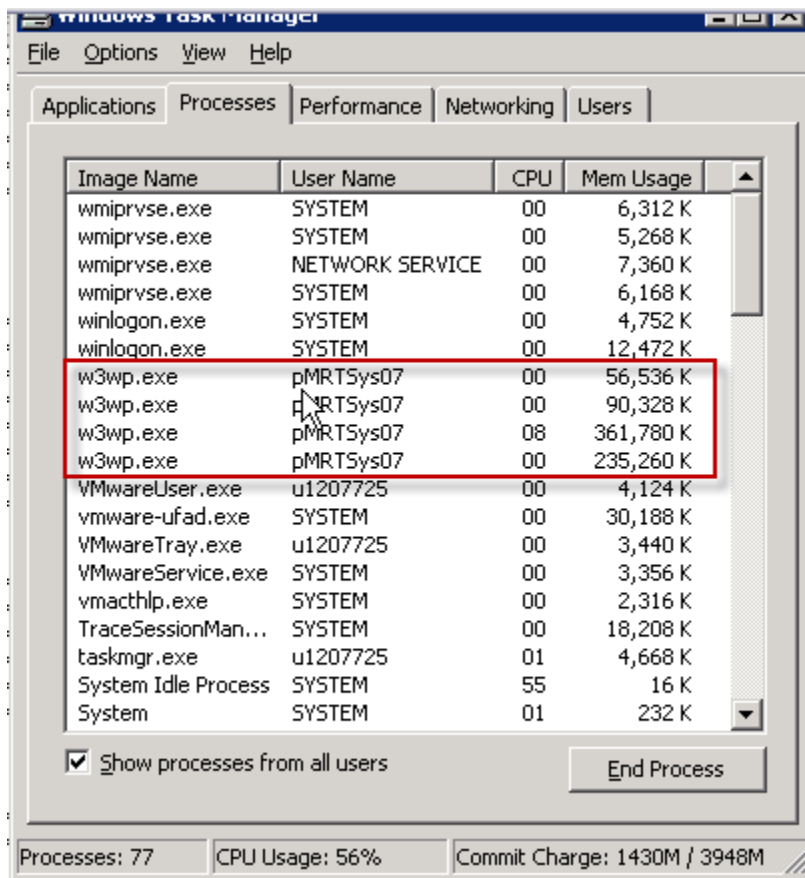
In the environment, profiling is enabled and our GUID is specified:



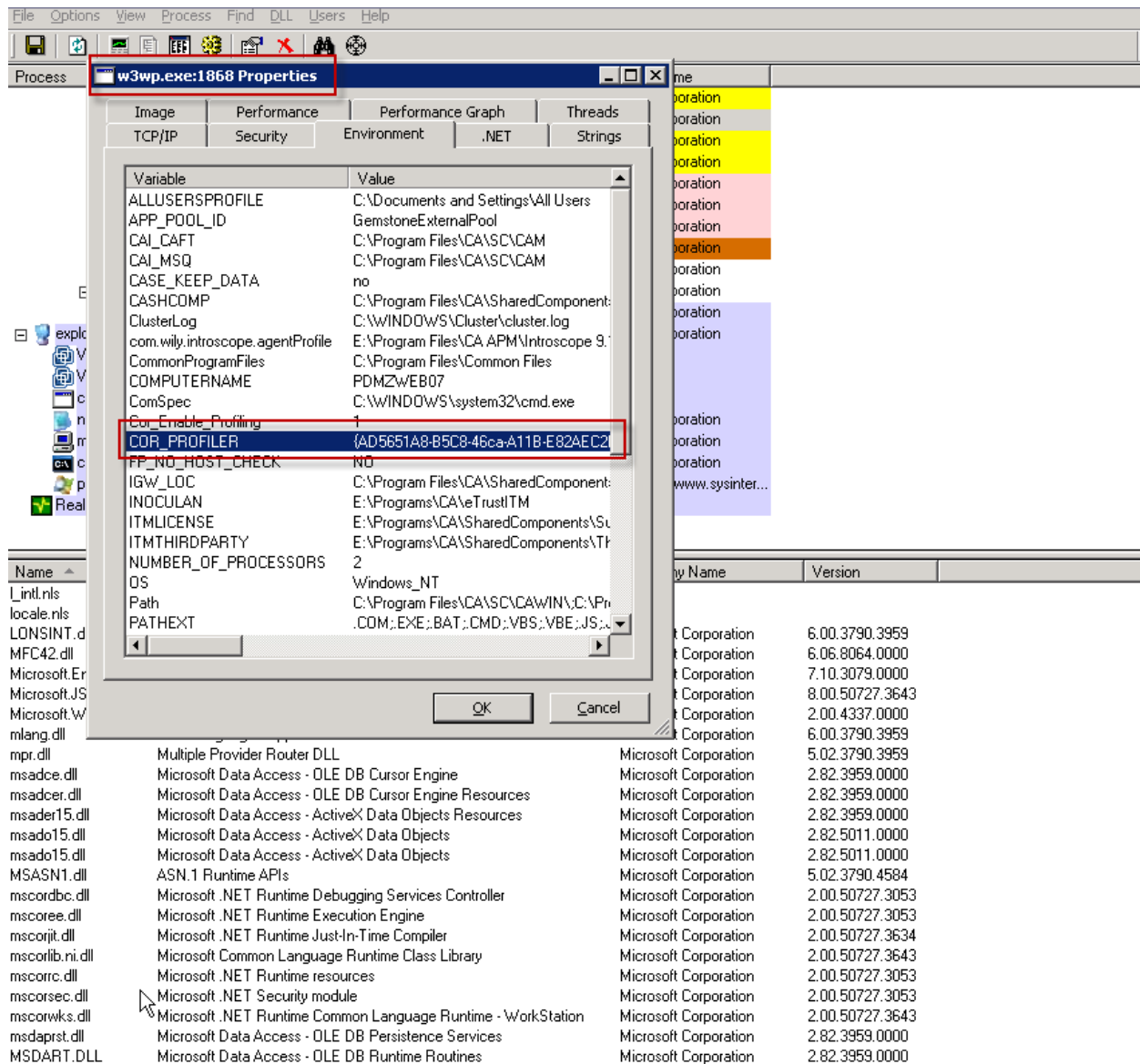
The correct IntroscopeAgent.profile is specified:



Four app pools are running:



Used ProcMon to find out which w3wp is running the app pool to be instrumented.
Right-Clicked that w3wp.exe in ProcMon to look at its environment and discovered that the COR_PROFILER GUID it is using is NOT the same as the APM .Net agent GUID:



Looked in a command prompt to verify what the COR_PROFILER GUID was set to, and see that in the environment variables it is set to our APM GUID:

```
C:\ Command Prompt
Searching for running instances of process: w3wp.exe...
5 process(es) found:

PROCESS          ID          USER
-----
w3wp.exe         232         NYCB\pMRTSsys07
w3wp.exe         5752        NYCB\pMRTSsys07
w3wp.exe         3504        NYCB\pMRTSsys07
w3wp.exe         1868        NYCB\pMRTSsys07
w3wp.exe         1832        NYCB\pMRTSsys07
User NYCB\pMRTSsys07 was given "full control" permissions
on directory E:\Program Files\CA APM\Introscope 9.1.1.0\wily.
User NYCB\pMRTSsys07 was assigned the right
"Profile single process" in the Local Security Policy settings.
User NYCB\pMRTSsys07 was assigned the right
"Profile system performance" in the Local Security Policy settings.

E:\Program Files\CA APM\Introscope 9.1.1.0\wily>c:
C:\Documents and Settings\ui207725>SET cor
Cor_Enable_Profiling=0x1
COR_PROFILER={5F048FC6-251C-4684-8CCA-76047B02AC98}
C:\Documents and Settings\ui207725>
```

Here's a comparison of the two GUIDs:

w3wp.exe:1868 Properties

Image Performance Performance Graph Threads

TCP/IP Security Environment .NET Strings

	Value
	C:\Documents and Settings\All Users
	GemstoneExternalPool
	C:\Program Files\CA\SC\CAM
	C:\Program Files\CA\SC\CAM
	no
	C:\Program Files\CA\SharedComponents\
	C:\WINDOWS\Cluster\cluster.log
gentProfile	E:\Program Files\CA APM\Introscope 9.1.1.0\wily\Introscope\
	C:\Program Files\CA\Common Files
	PDMZWEB07
	C:\WINDOWS\system32\cmd.exe
	{AD5651A8-B5C8-46ca-A11B-E82AEC2B8E78}
CK	NO
	C:\Program Files\CA\SharedComponents\Technology\
	E:\Programs\CA\Trust\TM
	E:\Programs\CA\SharedComponents\Subscription\License\
	E:\Programs\CA\SharedComponents\ThirdParty\
ESSORS	2
	Windows_NT
	C:\Program Files\CA\SC\CAWIN\C:\Program Files\Support T
	.COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS;.JSE;.WSF;.WSH;.VBE

OK Cancel

Command Prompt

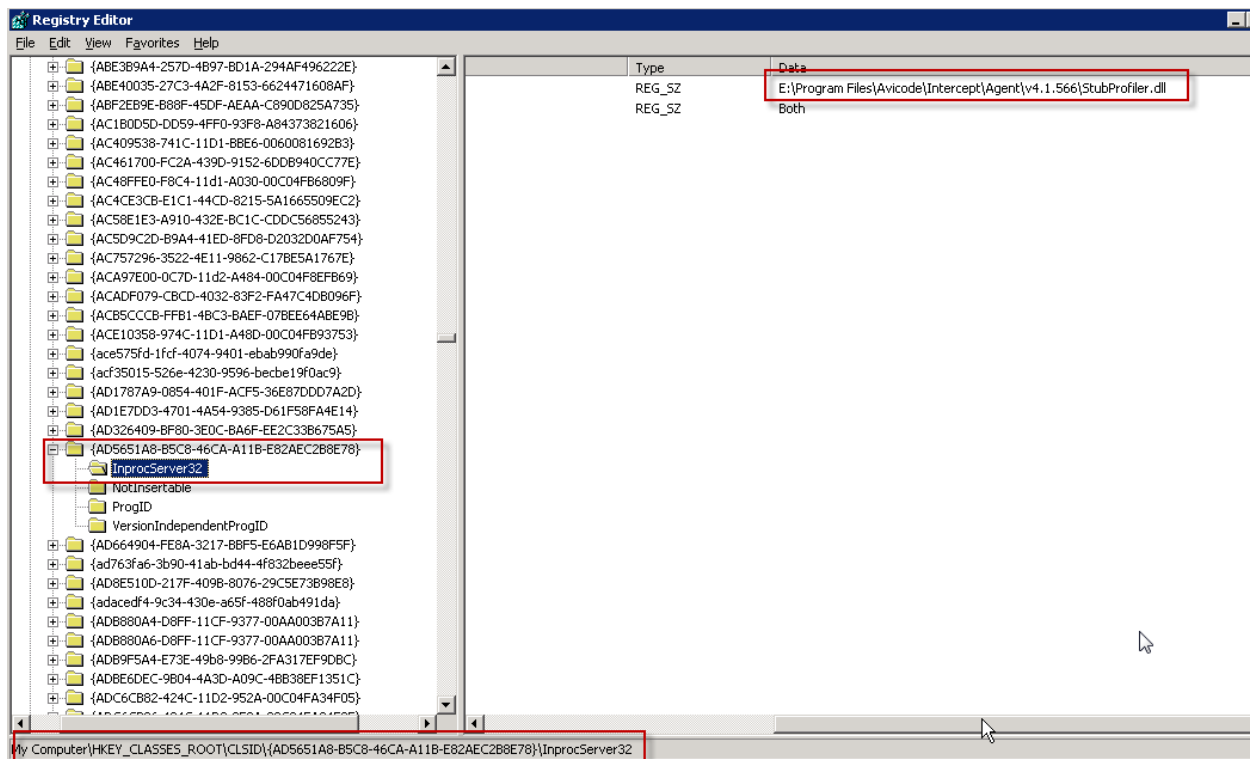
```
Searching for running instances of process: w3wp.exe...
5 process(es) found:

PROCESS          ID          USER
-----
w3wp.exe         232         NYCB\pMRTSsys07
w3wp.exe         5752        NYCB\pMRTSsys07
w3wp.exe         3504        NYCB\pMRTSsys07
w3wp.exe         1868        NYCB\pMRTSsys07
w3wp.exe         1832        NYCB\pMRTSsys07
User NYCB\pMRTSsys07 was given "full control" permissions
on directory E:\Program Files\CA APM\Introscope 9.1.1.0\wily.
User NYCB\pMRTSsys07 was assigned the right
"Profile single process" in the Local Security Policy settings.
User NYCB\pMRTSsys07 was assigned the right
"Profile system performance" in the Local Security Policy settings.

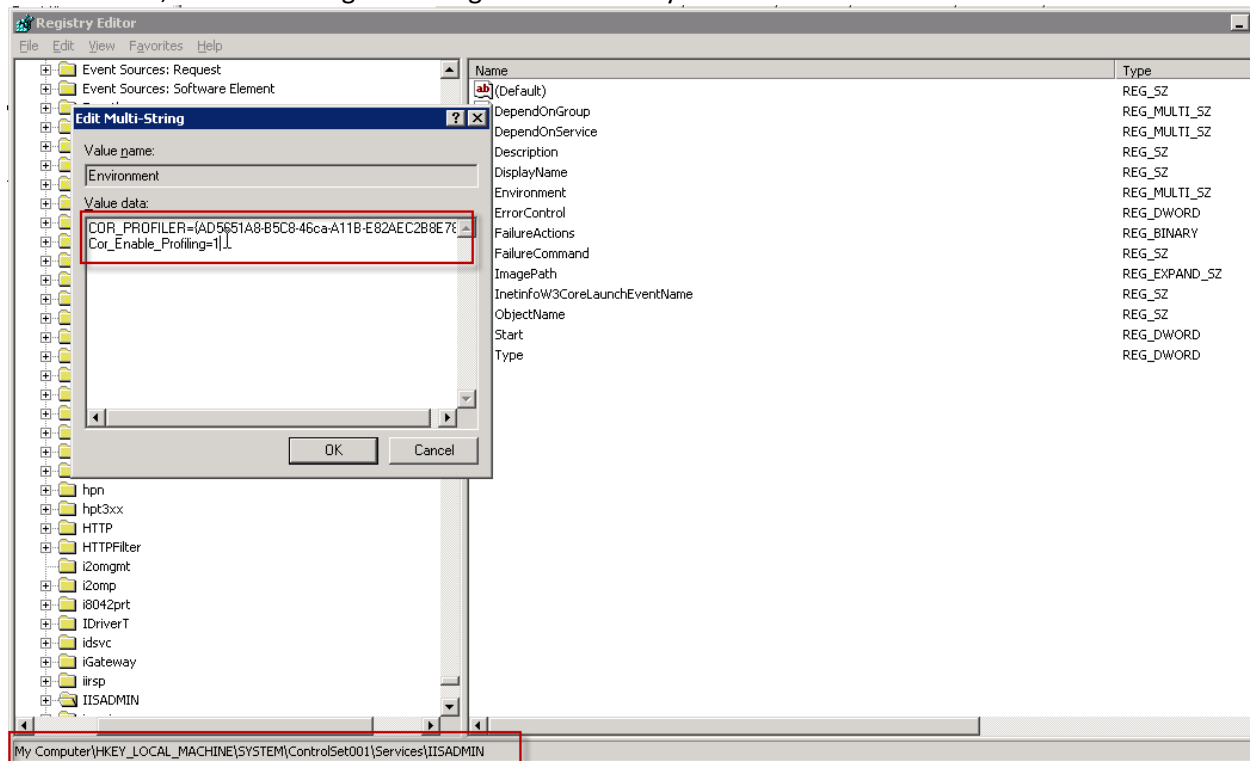
E:\Program Files\CA APM\Introscope 9.1.1.0\wily>c:
C:\Documents and Settings\ui207725>SET cor
Cor_Enable_Profiling=0x1
COR_PROFILER={5F048FC6-251C-4684-8CCA-76047B02AC98}
C:\Documents and Settings\ui207725>
```

by Name	Version
Corporation	6.00.3790.3959
Corporation	6.06.8064.0000
Corporation	7.10.3079.0000
Corporation	8.00.50727.3643
Corporation	2.00.4337.0000
Corporation	6.00.3790.3959

Searched the registry for the unknown GUID to find out what it is:



More searching in the registry for this GUID revealed that it is defined in IISADMIN's startup environment, thus overriding our configuration in the System environment:



AVIcode .NET Application Monitoring is a subsidiary of Microsoft. AVIcode technologies enable in-production, always-on root-cause monitoring and analysis of Microsoft .NET Framework-based applications.

The AVIcode suite of software is available exclusively in connection with the purchase of licenses for the following products:

- System Center Server Management Suite Enterprise (SMSE)
- System Center Server Management Suite Datacenter (SMSD)
- Enrollment for Core Infrastructure Server Suite Enterprise
- Enrollment for Core Infrastructure Server Suite Datacenter

You should contact MS for instructions about how to properly remove Avicode profiler.
Below instructions provided by one of our customer that was affected by this issue:

“Deleting the Environment Reg Key from the following places and performing and IIS reset has resolved the issue of the Wily CA .Net agent not reporting it’s .net Web application traffic to the MOM.

```
Hey_Local_Machine\System\ControlSet001\Services\IISADMIN
Hey_Local_Machine\System\ControlSet001\Services\W3SVC
Hey_Local_Machine\System\ControlSet001\Services\WAS
Hey_Local_Machine\System\ControlSet003\Services\IISADMIN
Hey_Local_Machine\System\ControlSet003\Services\W3SVC
Hey_Local_Machine\System\ControlSet003\Services\WAS
Hey_Local_Machine\System\CurrentControlSet\Services\IISADMIN
Hey_Local_Machine\System\ CurrentControlSet \Services\W3SVC
Hey_Local_Machine\System\ CurrentControlSet \Services\WAS
```

This resolved the cor_profiler conflict issue.”