

Re: SUM Question

Source: <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.admin/2004-05/0426.html>

From: Jack Wang [MSFT] (jackwa_at_online.microsoft.com)

Date: 05/17/04

Date: Mon, 17 May 2004 12:26:24 GMT

Hi Terry,

Due to the complexity of this issue, we are unable to assist with this request in the newsgroups as the Partner Support newsgroups are geared towards break-fix scenarios.

For further assistance on this issue, please contact Microsoft Product Support Services by telephone so that a dedicated Support Professional can assist you further with your request.

To obtain the phone numbers for specific technology request please take a look at the web site listed below.

<http://support.microsoft.com/default.aspx?scid=fh;EN-US:PHONENUMBERS>

In addition, you may want to post your question on the Microsoft public newsgroups where other folks may have already experienced this issue. You can find these newsgroups by connecting you news reader to Publicnews.Microsoft.com. For more information, see:

Q171164

OLEXP: How to Configure Outlook Express for Internet News

<http://support.microsoft.com/default.aspx?scid=kb;en-us:Q171164&SD=MSKB&>

Sincerely,
Jack Wang, MCSE 2000, MCSA, MCDBA, MCSA
Microsoft Partner Support

Get Secure! – www.microsoft.com/security

When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

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| From: "TerryM" <nospam@hotmail.com>
| References: <uAY2EfiLEHA.2976@TK2MSFTNGP10.phx.gbl>
<#I2#TRjLEHA.1144@TK2MSFTNGP12.phx.gbl>
<#YyJf1kLEHA.2976@TK2MSFTNGP10.phx.gbl>
<MaIvfGsLEHA.304@cpmsftngxa10.phx.gbl>
<e#vu5vsLEHA.1032@tk2msftngp13.phx.gbl>
<ukZ45qUMEHA.1272@tk2msftngp13.phx.gbl>
<e6djXvWMEHA.3292@TK2MSFTNGP11.phx.gbl>
<hTQkGimMEHA.304@cpmsftngxa10.phx.gbl>
<enYgl0pMEHA.3096@TK2MSFTNGP12.phx.gbl>
<A3517ADF-F347-4C73-A457-B535E80301FC@microsoft.com>
<ug7KtGvMEHA.3348@TK2MSFTNGP09.phx.gbl>
<WkaC#9kNEHA.3064@cpmsftngxa10.phx.gbl>
<ezvGv4sNEHA.3052@TK2MSFTNGP12.phx.gbl>
<nXxv756OEHA.3892@cpmsftngxa10.phx.gbl>
| Subject: Re: SUM Question
| Date: Sun, 16 May 2004 23:45:11 -0400
| Lines: 262
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2800.1409
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409
| Message-ID: <#3OOOF8OEHA.1960@TK2MSFTNGP10.phx.gbl>
| Newsgroups: microsoft.public.sms.admin
| NNTP-Posting-Host: reverse.224.234.114.209.idealapps.com 209.114.234.224
| Path:
cpmsftngxa10.phx.gbl!TK2MSFTFEED01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10
.phx.gbl
| Xref: cpmsftngxa10.phx.gbl microsoft.public.sms.admin:52516
| X-Tomcat-NG: microsoft.public.sms.admin
|
| Jack I appreciate you taking the time to put this together. However if
you
| read my posts the problem is not with postponing the install, but
postponing
| the restart. The button is there but usually grayed out. However once or
| twice I have actually gotten it not to be grayed out but then when you go
to
| the combo box to select a time there are no options. This is also not
| something that I cannot get to happen everytime.
|
| There are actually a few other problems as well...
|
| Things like on similar computers getting the same package and
advertisement
| but for some reason they get different balloons popping up after the
| install, one saying "things have been installed you need to reboot your
| system" and the other machine saying "this machine will be rebooted in X
| hours"... very weird.

|
| Things like if in the wizard you specify 12 hours for the postpone then
try
| to get things to work how you expect them to, I'm talking balloons,
prompts,
| etc... they don't.
|
| Here's another one for you and everyone listening...
|
| Use the wizard in SMS 2003 to distribute a patch or two, doesn't matter.
| Then manually go into the program and edit it to g:50, then open the
wizard
| again and edit that package/program. It shows up as 40!! in the wizard.
| Click Cancel. Distribute it to a client, watch the logs if you want.
| You'll see the command line gets run as g:50 however when the balloons pop
| up, what time does it say everything will be installed in or restarted
by??
| not 50, not even 40, but 20!? Interesting huh.
|
| How about a few others?... not right now I'm getting tired. But found a
| few bugs in the wizard and I believe the patchinstall.exe as well.
|
| MS is working on these problems I found. Of course they still can't tell
me
| a definitive word on the postpone reboots issue.
|
| The first time I called I was told (after being put on hold for an hour
and
| a half...) that "we were able to get it working here..." I was like
really??
| Then spent like six hours with them troubleshooting other stuff. various
| remote control sessions, etc...
|
| Then after a few other problems I eventually got an email telling me that,
| "well actually the postpone button for the reboots is not supposed to work
| "by design", I was like you said you had it working??" Never heard back
| about that one yet?? So then I was told that if I wanted to get the button
| to work I would have to use the SDK and create my own buttons!! Nice
| customer service. But then I tried getting it through to them that in
fact
| I had gotten the postpone button working on at least two occasions but
that
| the combo box had no options in it and that I could not reproduce it on a
| regular basis.... Anyway, pretty frustrating.
|
| Terry
|
| "Jack Wang [MSFT]" <jackwa@online.microsoft.com> wrote in message
| news:nXxv756OEHA.3892@cpmsftngxa10.phx.gbl...
| > Hi Terry,

|>
|> We can set the patch installation with countdown feature.
|>
|> The command line I used is:
|>
|> PatchInstall.exe /n /z:ws /c:15 /t:30
|> /m:"PatchAuthorize.xml"PatchInstall.exe /n /z:ws /c:15 /t:30
|> /m:"PatchAuthorize.xml"
|>
|> The screenshots are attached.
|>
|> The scenario is:
|>
|> – It prompts to install the patch with a notification at systray
|> – If you double-click the icon, you can see the detailed countdown info.
|> – As I choose to "able to postpone installation", the postpone button is
|> available.
|> – When time-out, installation starts.
|> – After installation, it prompts for restart.
|>
|> NOTE: You may need to pay more attention to Advertised Program Agent
|> settings.
|>
|> Hope this helps!
|>
|> Sincerely,
|> Jack Wang, MCSE 2000, MCSA, MCDBA, MCSA
|> Microsoft Partner Support
|>
|> Get Secure! – www.microsoft.com/security
|>
|> =====
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|> =====
|>
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|> rights.
|> -----
|> | From: "TerryM" <nospam@hotmail.com>
|> | References: <uAY2EfiLEHA.2976@TK2MSFTNGP10.phx.gbl>
|> | <#I2#TRjLEHA.1144@TK2MSFTNGP12.phx.gbl>
|> | <#YyJf1kLEHA.2976@TK2MSFTNGP10.phx.gbl>
|> | <MaIvfGsLEHA.304@cpmsftngxa10.phx.gbl>
|> | <e#vu5vsLEHA.1032@tk2msftngp13.phx.gbl>
|> | <ukZ45qUMEHA.1272@tk2msftngp13.phx.gbl>
|> | <e6djXvWMEHA.3292@TK2MSFTNGP11.phx.gbl>
|> | <hTQkGimMEHA.304@cpmsftngxa10.phx.gbl>
|> | <enYgl0pMEHA.3096@TK2MSFTNGP12.phx.gbl>
|> | <A3517ADF-F347-4C73-A457-B535E80301FC@microsoft.com>

microsoft.public.sms.admin: Re: SUM Question

|> <ug7KtGvMEHA.3348@TK2MSFTNGP09.phx.gbl>
|> <WkaC#9kNEHA.3064@cpmsftngxa10.phx.gbl>
|> | Subject: Re: SUM Question
|> | Date: Mon, 10 May 2004 13:34:53 -0700
|> | Lines: 112
|> | X-Priority: 3
|> | X-MSMail-Priority: Normal
|> | X-Newsreader: Microsoft Outlook Express 6.00.2800.1409
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409
|> | Message-ID: <ezvGv4sNEHA.3052@TK2MSFTNGP12.phx.gbl>
|> | Newsgroups: microsoft.public.sms.admin
|> | NNTP-Posting-Host: c-67-171-204-228.client.comcast.net 67.171.204.228
|> | Path:
|>
|>
cpmsftngxa10.phx.gbl!TK2MSFTNGXA06.phx.gbl!TK2MSFTNGXA05.phx.gbl!TK2MSFTNGP0
|> 8.phx.gbl!TK2MSFTNGP12.phx.gbl
|> | Xref: cpmsftngxa10.phx.gbl microsoft.public.sms.admin:52320
|> | X-Tomcat-NG: microsoft.public.sms.admin
|> |
|> | Jack have you read the last several post to this thread since your
last
|> | post??
|> | Just asking, maybe I don't understand.
|> |
|> | So when you say things worked on your side you are referring to
getting
|> | the
|> | postpone restarts button to work? If so I would love at least the
| command
|> | line, and a screen capture would be great as well!!
|> |
|> | Terry
|> |
|> | "Jack Wang [MSFT]" <jackwa@online.microsoft.com> wrote in message
|> | news:WkaC%239kNEHA.3064@cpmsftngxa10.phx.gbl...
|> |> Hi Terry,
|> |>
|> |> How is it going now? Did it work on your side? I have tested the
|> |> settings
|> |> by following the steps of the link and it worked. If you encounter
any
|> |> issue, feel free to let me know. Have a great day!
|> |>
|> |> Sincerely,
|> |> Jack Wang, MCSE 2000, MCSA, MCDBA, MCSD
|> |> Microsoft Partner Support
|> |>
|> |> Get Secure! – www.microsoft.com/security
|> |>
|> |> =====

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|> |> =====
|> |>

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|> |> -----

|> |> | From: "TerryM" <nospam@hotmail.com>
|> |> | References: <uAY2EfiLEHA.2976@TK2MSFTNGP10.phx.gbl>
|> |> | <#I2#TRjLEHA.1144@TK2MSFTNGP12.phx.gbl>
|> |> | <#YyJf1kLEHA.2976@TK2MSFTNGP10.phx.gbl>
|> |> | <MaIvfGsLEHA.304@cpmsftngxa10.phx.gbl>
|> |> | <e#vu5vsLEHA.1032@tk2msftngp13.phx.gbl>
|> |> | <ukZ45qUMEHA.1272@tk2msftngp13.phx.gbl>
|> |> | <e6djXvWMEHA.3292@TK2MSFTNGP11.phx.gbl>
|> |> | <hTQkGimMEHA.304@cpmsftngxa10.phx.gbl>
|> |> | <enYgl0pMEHA.3096@TK2MSFTNGP12.phx.gbl>
|> |> | <A3517ADF-F347-4C73-A457-B535E80301FC@microsoft.com>
|> |> | Subject: Re: SUM Question
|> |> | Date: Wed, 5 May 2004 18:38:45 -0400
|> |> | Lines: 36
|> |> | X-Priority: 3
|> |> | X-MSMail-Priority: Normal
|> |> | X-Newsreader: Microsoft Outlook Express 6.00.2800.1409
|> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409
|> |> | Message-ID: <ug7KtGvMEHA.3348@TK2MSFTNGP09.phx.gbl>
|> |> | Newsgroups: microsoft.public.sms.admin
|> |> | NNTP-Posting-Host: reverse.224.234.114.209.idealapps.com
|> |> | 209.114.234.224
|> |> | Path:
|> |>
|> |
|>

cpmsftngxa10.phx.gbl!TK2MSFTNGXA01.phx.gbl!cpmsftngxa06.phx.gbl!TK2MSFTNGP08

|> |> phx.gbl!TK2MSFTNGP09.phx.gbl
|> |> | Xref: cpmsftngxa10.phx.gbl microsoft.public.sms.admin:52213
|> |> | X-Tomcat-NG: microsoft.public.sms.admin
|> |> |
|> |> | Reeally...
|> |> | Could you send me a command line for the program patchinstall.exe
|> |> | that I
|> |> | could test....
|> |> |
|> |> | See the reason I'm asking if anyone has really ever seen it work
|> |> | is
|> |> | because
|> |> | I put in a call to MS Support because we found a few bugs in the
|> |> | wizard
|> |> | and

|> |> | the patchinstall.exe piece which they are working on, however one
|> thing
|> | I
|> |> | thought was a bug (the postpone button not ever showing up
reliably
|> . I
|> |> too
|> |> | have seen it once or twice, but couldn't duplicate it... during
| those
|> | two
|> |> | times when it would, you would go to the drop down box to pick a
| time
|> |> | nothing would be there it would be blank, anyway...) they came
back
|> and
|> |> said
|> |> | while the other things are bugs the postpone reboot button not
being
|> |> enabled
|> |> | was by default and how it is intended! In fact they told me that
if
| I
|> | did
|> |> | want to get a postpone reboot button to work I would have to use
the
|> SMS
|> |> SDK
|> |> | and write it myself! Nice for \$250 and 10 hours of my time on the
|> | phone.
|> |> |
|> |> | So I'll ask again, are you suuurree you've actually gotten the
|> postpone
|> |> | REBOOT button (not postpone install) to be enabled and in fact
work
|> |> | correctly? You've seen it? You've used it? Can you then send me
| the
|> |> | command line so I can see it.
|> |> |
|> |> | Thanks,
|> |> | Terry
|> |> |
|> |> | "Wolfgang" <anonymous@discussions.microsoft.com> wrote in message
|> |> | news:A3517ADF-F347-4C73-A457-B535E80301FC@microsoft.com...
|> |> |> Hi Terry,
|> |> |> I saw the postpone button (before the reboot) activated many
|> times.
|> |> |> But I made the experience that the postpone button is activated
|> (gets
|> |> | black) 10 to 30 seconds after the reboot message appears. Still
wait
| a

|> |> while
|> |> | after the reboot popup comes up, the postphone button should
change
|> from
|> |> | grey to black. And then hit him ;-)
|> |> |>
|> |> |> Wolfgang
>	>
>	>
>	>
>	>
>	
>	
>	