

Re: SMS Advanced Clients not showing up in admin console and client not seeing advertisements

Source: <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.admin/2004-05/0692.html>

From: Darrel Doehr (darrel.doehr_at_dakocytomation.com)

Date: 05/26/04

Date: Tue, 25 May 2004 17:46:27 -0700

With tech support we resolved this, posted here for anyone else with the same issue. Note that we upgraded to AD since the first post, but the real issue was the MP.

- 1) AD container should show 4 classes in it. If not, AD replication is not working right (check accts/passwords).
- 2) Reinstall MP by unchecking, wait 5 minutes, and check MP
- 3) Go to IIS default web site properties, ISAPI Filers, remove URL Scan (URLScan provides URL filtering based on a specified rule set)

MP should be working, if not, use this SMS 2003 Management Point troubleshooting checklist

- 1) Run [http:// name>/sms_mp/.sms_aut?mplist](http://name>/sms_mp/.sms_aut?mplist)
This returns a blank screen.
- 2) Run [http:// name>/sms_mp/.sms_aut?mpcert](http://name>/sms_mp/.sms_aut?mpcert)
This returns a long list of numbers and letters.
- 3) Verify that the DTS Service is enabled.
- 4) Verify that the Task Scheduler is enabled.
- 5) Verify that the Windows Management Instrumentation service is running.
- 6) Verify that the SMS Agent Host service is running.
- 7) Verify that the World Wide Web Publishing Service is running.
- 8) Verify that the MP machine account has been added to the SMS SiteSystemToSQLConnection <site_code> group.
- 9) Verify that the SQL Server has named pipes enabled.
- 10) Update MDAC on the server.
Review Q820910 for details.
<http://support.microsoft.com/default.aspx?scid=kb:en-us:820910>
- 11) SQL boxes that are running under a user account, instead of system, need the SPN updated in AD. Review Q829868 for additional details.
<http://support.microsoft.com/default.aspx?scid=kb:en-us:829868>
- 12) Crossing domain boundaries between MP and SQL may also need the SPN updated in AD. Review Q829868 for additional details.
<http://support.microsoft.com/default.aspx?scid=kb:en-us:829868>
- 13) IIS Lockdown Tool
If you are using the IIS lockdown tool on your IIS 5 servers be sure to apply the SMS

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server template from the SMS 2003 toolkit.

<http://www.microsoft.com/smsserver/downloads/2003/tools/toolkit.asp>

14) Deinstall the MP and IIS, then reinstall IIS and the MP.

- a) Remove the MP role on the server.
- b) Disable IIS. Remove completely. Reboot the server.
- c) Verify that the DTS Service is enabled.
- d) Verify that the Task Scheduler is enabled.
- e) Verify that the Windows Management Instrumentation service is running.
- f) Enable BITS, enable WEBDEV and install IIS.
- g) Verify that the World Wide Web Publishing Service is running.
- h) Verify that the MP machine account has been added to the SMS_SiteSystemToSQLConnection <site_code> group.
- i) Enable MP role on the server.

Extra: To fix VB errors in web reporting, we went to default web site > Home Directory > configuration > options > Enable Parent Paths

On Wed, 05 May 2004 12:17:17 -0700, Darrel Doehr <darrel.doehr@dakocytomation.com> wrote:

>Problem: SMS Advanced Clients not showing up in admin console and client not seeing
>advertisements.
>
>history:
>We are an NT 4 domain, no AD yet.
>Upgrade SMS server 2.0 to 2003.
>upgraded from legacy client to advanced client thru sms 2003 push.
>site server not found – reinstalled with site code=DCI (did not know about SLP at the
>time).
>Noticed advanced clients not getting packages
>
>Troubleshooting:
>Eventually advanced clients disappearing from console
>added SMS_SLP[1Ah] to WINS – verified it shows up
>Clients now find management point and auto discover site just fine.
>Server mpcontrol.log shows "Registering the WINS name MP_DCI".. "SMS_MP_CONTROL_MANAGER
>successfully STARTED."
>Advanced clients still not seeing packages – Legacy clients working.
>server web page is blank as expected in testing.
>Verified Boundaries are set on site.
>
>Attempted:
>Fresh (performed uninstall first) manual install of advanced client (using CCMSETUP) on
>test machines using AUTO site switch.
>CCM Log shows successful install and found management point. advanced tab shows correct
>site code auto discovered.
>verified admin account is set for component-> Software distribution in site.
>Performed a network discovery,
>Refreshed collection in console.
>Clients still not showing up in console, client sees no advertisements, after 48 hours.
>
>Checked logs in C:\WINDOWS\system32\CCM\Logs with no clues.

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>*Check logs on server in E:\SMS\Log with no clues.*

>

>*I've reviewed Google groups back to January and seen dozens of threads about this but have
>seen no resolution posted.*

>

>*Thanks in advance,*

>

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