

## RE: SMS 2.0 Client not installing

**Source:** <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.admin/2004-09/0204.html>

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**From:** Mark A. Mears, MCSE [MSFT] (*mmears\_at\_online.microsoft.com*)

**Date:** 09/03/04

Date: Fri, 03 Sep 2004 20:08:24 GMT

Hi Jeff,

Try using 20CLICLN on the machine locally or SMSClean if it is a remote machine. After the utility completes ensure the HKLM\Software\Microsoft\SMS and HKLM\Software\Microsoft\NAL registry keys are NOT present on the machine. then perform another reinstall of the client and you should be fine.

Best regards,  
Mark

–Mark A. Mears, Sr., MCSE (NT4/2000)  
Microsoft Platforms Support  
Systems Management Server

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| From: "Jeff" <jeff@nospam.com>  
| Subject: SMS 2.0 Client not installing  
| Date: Tue, 31 Aug 2004 17:00:43 -0400  
| Lines: 74  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2800.1437  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1441  
| Message-ID: <OGUoV25jEHA.592@TK2MSFTNGP11.phx.gbl>  
| Newsgroups: microsoft.public.sms.admin  
| NNTP-Posting-Host: atl-nwbms2.jpc.com 12.39.55.227  
| Path:  
| cpmsftngxa10.phx.gbl!TK2MSFTFEED02.phx.gbl!TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP0  
| 8.phx.gbl!TK2MSFTNGP11.phx.gbl  
| Xref: cpmsftngxa10.phx.gbl microsoft.public.sms.admin:56071  
| X-Tomcat-NG: microsoft.public.sms.admin  
|  
| I am running SMS 2.0 on a Windows 2000 server in a Windows 2003 AD domain.  
| Most of the computers are installing the SMS client without any problems  
| either by calling smsls.bat, or network discovery. However, we have some

| stations that are assigned to the site but the SMS client doesn't  
completely  
| finish installing itself. In checking the ccim32.log, it indicates that  
the  
| CAP list for the site is not accessible. I can browse the CAP\_XXX share  
with  
| no problems at all. The user has administrative access to the machine and  
| the SMSClient\_ATL account is not locked out. I have also tried using  
smsman  
| without success. Below is a copy of the ccim32.log. Any ideas???

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| ===== Logging initialized for module "CCIM32" ===== $$<CCIM32><Tue
Aug
| 31 16:49:36.443 2004><thread=2368 (0x940)>
| Client OS / platform / version is 'WIN NT / I386 / 05.10.2600.1'
| $$<CCIM32><Tue Aug 31 16:49:36.653 2004><thread=2368 (0x940)>
| Client language set to 0x409 $$<CCIM32><Tue Aug 31 16:49:36.803
| 2004><thread=2368 (0x940)>
| Event SMS_CLIENT_EVENT_CCIM_OK_TO_PROCEED signalled $$<CCIM32><Tue Aug 31
| 16:49:36.853 2004><thread=2368 (0x940)>
| ***** CCIM32 - Starting maintenance cycle ***** $$<CCIM32><Tue
| Aug 31 16:49:36.903 2004><thread=2368 (0x940)>
| Warning: SecureRegEx returned 5 for key path Software\Microsoft\NAL\Client
| $$<CCIM32><Tue Aug 31 16:49:37.084 2004><thread=2368 (0x940)>
| CClientSiteCfgArray - Initializing site list from registry $$<CCIM32><Tue
| Aug 31 16:49:37.094 2004><thread=2368 (0x940)>
| CClientSiteCfgArray - Registry key found for site XXX $$<CCIM32><Tue Aug
31
| 16:49:37.124 2004><thread=2368 (0x940)>
| CClientSiteCfgArray - initialized site XXX settings from registry
| $$<CCIM32><Tue Aug 31 16:49:37.194 2004><thread=2368 (0x940)>
| User is logged on; user name is SMSCLISvcAcct& $$<CCIM32><Tue Aug 31
| 16:49:37.334 2004><thread=2368 (0x940)>
| --- CCIM32: Starting base component install... --- $$<CCIM32><Tue Aug
| 31 16:49:37.364 2004><thread=2368 (0x940)>
| Launching base install command - C:\WINNT\MS\SMS\CORE\BIN\mlaunch.dll
| $$<CCIM32><Tue Aug 31 16:49:37.434 2004><thread=2368 (0x940)>
| ** Base Component Installation Thread is starting ** $$<CCIM32><Tue Aug
31
| 16:49:37.885 2004><thread=2368 (0x940)>
| Getting ownership of bootstrap mutex... $$<CCIM32><Tue Aug 31
16:49:37.915
| 2004><thread=2368 (0x940)>
| Client core file version (from cliver.exe) is 2.00.1493.5011
$$<CCIM32><Tue
| Aug 31 16:49:45.225 2004><thread=2368 (0x940)>
| Abstract export ABEXPRT: \\CAP List for site XXX not accessible
| $$<CCIM32><Tue Aug 31 16:49:45.376 2004><thread=2368 (0x940)>
| Abstract export ABEXPRT: \\CAP List for site XXX not accessible
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|| \$\$<CCIM32><Tue Aug 31 16:49:45.896 2004><thread=2368 (0x940)>  
| Abstract export ABEXPRT:\\CAP List for site XXX not accessible  
|| \$\$<CCIM32><Tue Aug 31 16:49:46.407 2004><thread=2368 (0x940)>  
| Abstract export ABEXPRT:\\CAP List for site XXX not accessible  
|| \$\$<CCIM32><Tue Aug 31 16:49:46.918 2004><thread=2368 (0x940)>  
| Abstract export ABEXPRT:\\CAP List for site XXXnot accessible  
|| \$\$<CCIM32><Tue Aug 31 16:49:47.429 2004><thread=2368 (0x940)>  
| Abstract export ABEXPRT:\\CAP List for site XXX not accessible  
|| \$\$<CCIM32><Tue Aug 31 16:49:47.939 2004><thread=2368 (0x940)>  
| Abstract export ABEXPRT:\\CAP List for site XXX not accessible  
|| \$\$<CCIM32><Tue Aug 31 16:49:48.450 2004><thread=2368 (0x940)>  
| Abstract export ABEXPRT:\\CAP List for site XXX not accessible  
|| \$\$<CCIM32><Tue Aug 31 16:49:48.961 2004><thread=2368 (0x940)>  
| Abstract export ABEXPRT:\\CAP List for site XXX not accessible  
|| \$\$<CCIM32><Tue Aug 31 16:49:49.472 2004><thread=2368 (0x940)>  
| Abstract export ABEXPRT:\\CAP List for site XXX not accessible  
|| \$\$<CCIM32><Tue Aug 31 16:49:49.982 2004><thread=2368 (0x940)>  
| ERROR: could not find a client access point to finish installing.  
Exiting.  
|| \$\$<CCIM32><Tue Aug 31 16:49:50.493 2004><thread=2368 (0x940)>  
| \*\* Base Component Installation Thread is finished \*\* \$\$<CCIM32><Tue Aug  
31  
| 16:49:50.503 2004><thread=2368 (0x940)>  
| Base install DLL finished. \$\$<CCIM32><Tue Aug 31 16:49:50.513  
| 2004><thread=2368 (0x940)>  
| Base setup status value not set to installed \$\$<CCIM32><Tue Aug 31  
| 16:49:50.523 2004><thread=2368 (0x940)>  
| - CCIM32: Retry in 60 minutes \$\$<CCIM32><Tue Aug 31 16:49:50.543  
| 2004><thread=2368 (0x940)>  
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