

Management Point not available

Source: <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.admin/2005-05/msg00065.html>

- *From:* "Paul Dunn" <pdunn@xxxxxxxxxx>
 - *Date:* Tue, 03 May 2005 14:41:21 GMT
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I have a secondary site where I get the following status message for the SMS_MP_Control Manager:

Message ID: 5436

MP Control Manager detected MP is not responding to HTTP requests. The http error is Service Unavailable

There server is a Windows 2003 domain controller running SMS 2003 SP1 (Version: 2.50.3174.1018). This server also hosts Lotus Domino Server R6.5.2. The http task within Lotus Domino Server is using port 80. I have configured the Default Web Site within IIS 6 to use port 8080.

I have reviewed the possible causes listed by message ID: 5436 and please note the following:

Possible cause: MP service is not started or not responding.

Solution: Manually restart the SMS Agent Host service on the MP.

Note: SMS Agent Host starts automatically and has been restarted numerous times during the troubleshooting process

Possible cause: IIS service is not responding.

Solution: Manually restart the W3SVC service on the MP.

Note: the IIS Admin, HTTP SSL and World Wide Web Publishing Service start automatically and have been restarted numerous times during the troubleshooting process

Possible cause: MP encountered an error when connecting to SQL Server.

Solution: Verify that the SQL server is properly configured to allow Management Point access. If using a standard SQL security account, verify that the SQL Server is configured to allow standard SQL Security; or configure the Management Point to use an NT integrated security account, with appropriate access. If using integrated security, verify the account used by the MP to connect to the SQL server is a member of the SMS_SiteSystemToSQLConnection_<sitecode > group on the SQL server, that the account is not locked out, and that the account password is not expired. (In standard security, the default account is SMS_SQL_RX_<sitecode>.)

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Note: the machine account on the MP is in the SMS_SiteSystemToSQLConnection_STJ group and this group has access within the SQL DB.

Possible cause: The SQL server Service Principal Names (SPNs) are not registered correctly in Active Directory

Solution: Ensure SQL server SPNs are correctly registered. Review Q829868.

Note: Not applicable (I think) – have not done an SMS Site reset

Possible cause: Internet Information Services (IIS) isn't configured to listen on the ports over which SMS is configured to communicate.

Solution: Verify that the Default Web Site is configured to use the same ports which SMS is configured to use.

Note: IIS on secondary site configured to use port 8080. Primary site configured to use both port 80 and port 8080.

Possible cause: The Default Web Site is disabled in IIS.

Solution: Verify that the Default Web Site is enabled, and functioning properly.

Note: default web site not disabled and has been restarted

Possible cause: The SMS ISAPI Application Identity does not have the requisite logon privileges.

Solution: Verify that the account that the SMS ISAPI is configured to run under has not been denied batch logon rights through group policy.

Note: IWAM_DC6 and IUSR_DC6 are not disabled or locked out

Now I am at my wits end. Can anyone give me any direction?

Thanks,
Paul Dunn

• ***Follow-Ups:***

◆ ***RE: Management Point not available***

◇ *From:* Omar van der Hoeven

• Prev by Date: ***Re: .MUV files***

• Next by Date: ***RE: Management Point not available***

• Previous by thread: ***Connected to Site but cannot expand any items***

• Next by thread: ***RE: Management Point not available***

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