

Re: DMFP – "content download failed" error on Pocket PCs

Source: <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.admin/2005-09/msg00397.html>

- *From:* "Sean Chitwood [MSFT]" <seanchit@xxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 20 Sep 2005 11:52:10 -0700
-

Morten--

I'm glad you actually figured a work around out, however it isn't the best (as I'm sure you noticed). There is a better way to do this on the server side.

If you look in the SMS 2003 Database after installing the DMFP you will notice two tables with FQDN as part of their name. These tables are used to map the NetBIOS name of DPs to the FQDN name. I don't have a SMS 2003 site I can check the names on, but it will be obvious if you look there are two fields in the table and you can edit them through the SQL enterprise manager.

--

Sean Chitwood

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"Morten Knudsen" <MortenKnudsen@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:87081649-31A9-4AC6-865C-56A8263974FF@xxxxxxxxxxxxxxxx

- > We have solved it ourselves. The reason was that SMS doesn't support FQDN
- > support, and our GPRS solution didn't provide a possibility to make a WINS
- > lookup and it didn't provide a DNS suffix when it gets the IP address
- > using
- > DHCP. That way the device couldn't lookup up the DP site server name. We
- > made
- > a tweak and added a HOSTS value on the device itself under
- > HKEY_LOCAL_MACHINE\Comm\Tcpip\Hosts\<servername> with the name ipaddr with
- > a
- > binary value of the ip addr (like 192.168.0.1 -> C0A80001)
- >
- > that solved it !
- >
- > Morten
- >
- > "Sean Chitwood [MSFT]" wrote:

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>
>> Morten—
>> Devices pull the information down from the site server, so lets look
>> at
>> it from that point.
>>
>> Can the device pull up the provision page via the VPN/GPRS
>> connection?
>> (I use the DM Console to check this)
>> Are the DP and the DMP on the same box? If not, can you browse to a
>> different page on the same server as the DP?
>> Have you checked the DMP logs? IIS Logs? Do you have ccmloglevel to
>> get
>> the verbose DMP logs?
>>
>>
>> --
>> Sean Chitwood
>> -----
>> This posting is provided "AS IS" with no warranties, and confers no
>> rights.
>>
>> "Morten Knudsen" <Morten.Knudsen@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
>> message
>> news:1AFF6E11-2419-40DF-A3D8-916ACDCB43E1@xxxxxxxxxxxxxxxxxxxx
>> >I have an SMS 2003 environment running, where we have installed and
>> > configured device management support using DMFP for SMS 2003.
>> > Everything
>> > works perfectly, and we can deploy software when we use a direct USB or
>> > wireless LAN connection.
>> >
>> > But we have a special mobile solution, where our mobile devices connect
>> > to
>> > our internal LAN using an "outsourced VPN solution" where their GPRS
>> > devices
>> > can only talk with our internal network and not surf on the internet.
>> > The
>> > mobile company tells me that everything is open both-ways (ports).
>> >
>> > The devices connect perfectly to the internal network, and using the
>> > Device
>> > management icon, I can connect to the SMS DP and the default DMFP
>> > webpage
>> > shows perfectly. When I use IP tools, I can also see my ip address on
>> > the
>> > mobile devices which shows up correctly. I can also ping the mobile
>> > device
>> > from the SMS server. Furthermore my mobile devices shows up in the All
>> > Systems collection with the correct heartbeat information like IP
>> > address,
>> > etc. so the DDR record has been send up the hireachy.

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>>>
>>> My problem is, when I try to deploy any applications, I have a feeling
>>> that
>>> the SMS server CANNOT communicate correctly with the devices – and in
>>> the
>>> logs I receive an 'content download failed' error which normally has to
>>> do
>>> with webdav not being enabled. Please be in mind, that the same
>>> solution
>>> works perfectly when I connect the SAME device using an USB cable or
>>> using
>>> wireless so BITS, IIS and webdav is working perfectly.
>>>
>>> I have also made sure my Site boardaries are correct so there should be
>>> a
>>> local DP for the clients. The mobile solution has another IP net
>>> (172.18.1.x)
>>> which is reached by the SMS server using a ROUTE command. The SMS
>>> server
>>> is
>>> located on 192.168.10.x, and USB connections shows up as 192.168.55.x
>>> and
>>> wireless is 192.168.11.x. Could the diffect IP–nets be the problem
>>> ?????
>>>
>>> The only thing I have noticed is that I cannot ping my device on the
>>> DNS
>>> name, due to the Secure Mobile solution doesn't provide the possibility
>>> to
>>> add
>>> an DNS–Domain suffix using the DHCP, but I have also tried to manually
>>> add
>>> the a–record for the mobile device so the SMS server could communicate
>>> with
>>> it using the DNS name – but with the same result.
>>>
>>> Can anyone help ??????
>>>
>>> Best regards
>>> Morten Knudsen
>>>
>>>
>>>

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