

Re: Software Update – Distribution Status; How is this reported back t

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- *From:* "KCSteele" <k.c.steele@xxxxxxxx>
 - *Date:* 11 Aug 2006 04:28:54 -0700
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Thanks, I'm using an older version of the ITMU and the packages and programs created are "SecurityPatches_Package Scan" (this downloads the most current xml file for patch information) and "SecurityPatches_Package" (this is the program that directs clients to run the MBSA against the XML file and report back to the database which patches they need or have installed). There is also an "expedited" version of this (as you mentioned) which directs the client to immediately collect inventory after scanning.

These are the tools that I use to deploy updates regularly and have clients report back, and it works fine. However, my problem is with the detection of Office2003 SP2. As I mentioned in the initial post, most clients reported back as having SP2 installed. This is indicated via the SMS reporting web-based interface as "Install Verified", then drilling down, "Last status message name" indicates "Status has changed to installed" and "Last hardware Scan" shows the most recent scan having occurred on this day. But a handful of clients show "No Status", and drilling further down, "Last status message name" indicates "No messages have been received", but the "Last hardware Scan" ALSO shows the most recent scan having occurred on this day as well.

The strange thing is, that these clients do in fact have Office2003 SP2 installed, which I have verified, so I'm looking for an explanation as to why these clients are reporting back "No Status" even though the "Last Hardware Scan" indicates that it was run on the current day, and since they already have Office2003 SP2 installed, they should have correctly reported back that they do in fact have SP2 installed.

I am looking for a way to further troubleshoot this problem.

I can't seem to find exactly where in the SMS database to look for these specific messages relating to "Install Verified"

Markus wrote:

If you are running ITMU, the default package and program that collects information about patches is called Microsoft Updates Tool. This program

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scans the machine for new updates and reports back the next time hardware inventory runs. There is also a program in this package called Microsoft Updates Tool (Expedited) that reports back immediately.

The clients need to have the latest Windows Update Agent installed to be able to scan successfully.

"KCSteele" wrote:

We have a situation in which we installed Office2003 SP2 to all machines. We did not use SMS2003 to do this however, it was done using a login script w/ the maintenance wizard.

When going to the "Software Update – Distribution" page of the SMS Reports, then "Software update distribution status by software update ID", entering "Office 2003 Service Pack 2 (English version) " in the Update Identifier, and selecting the appropriate collection, I see that most machines have reported back that SP2 is indeed installed, but there are a number of machines that are reporting that it is not installed; under "Last status message name" they show "No messages have been received". Of course the machines that show it as being installed have under "Last status message name" the statement "Status has changed to installed".

What is the mechanism that reports back to the site database whether or not this program is installed (in this case, Office2003 SP2)?

What's strange is that someone these machines do indeed have Office2003 SP2 installed, but when pushing out an update, say, for Powerpoint2003 SP2, these machines do not pull down the update, because even though they have Office2003 SP2, it hasn't been reported back to the SMS site as being installed.

How can I ensure that these machines report back to the database that they do indeed have Office2003 SP2 installed so that they can then pull down the appropriate update for Powerpoint2003 SP2?

Since it was not distributed via a package & advertisement, I'm not sure where to look for these messages, and I'm not sure what it is that the advanced client uses to report back and generate the "Status has changed to installed" information as seen in the report. Is it the software inventory agent that generates messages back to the site database about whether a particular machine has (in this case) Office2003 SP2 installed?

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