

Re: SMS2K3 and laptops

Source: <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.inventory/2004-03/0067.html>

From: Lee Li [MSFT] (leelili_at_online.microsoft.com)

Date: 03/15/04

Date: Mon, 15 Mar 2004 03:15:16 GMT

Dear Craig,

Thank you for posting and thank Lennart very much for his great answer.

Lennart is correct, the HW/SW Inventory is by default scheduled once a week, please verify the schedule settings to make sure that you had not set them to run frequently.

Also usually this kind of performance issue is WMI related. Hardware Inventory reads the system information from WMI, if there is na issue with the WMI, you may get the 100% CPU issues. Please make sure you had installed lastest Service packs and updates on this laptop. (they may include some update for WMI issues)

To check the log files are the best way for us to find out the source of the culprit. If the issue persists, please provide me the following log files to check the issue further:

1. Reproduce the issue and then send me all the log files in the "C:\WINDOWS\system32\CCM\Logs" folder on the laptop
2. Refer to the following URL to enabled the User Environment Debug Logging on the cliebt computer and then send me the log file:
221833 How to Enable User Environment Debug Logging in Retail Builds of Windows
<http://support.microsoft.com/?id=221833>
(You can send the files to leelili@microsoft.com)

Pleae keep me posted on how things go. Have a nice day!

Sincerely,

Lee Li
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