

Re: Where does SMS look for software installs to report?

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- *From:* "sherrykissinger@xxxxxxxxxx" <sherrykissinger@xxxxxxxxxx>
  - *Date:* 10 May 2007 05:03:30 -0700
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I may be wrong, but it sounds like there are multiple questions here. I interpret question #1 to be "Why does an advertisement report a successful install, when it wasn't?" That is almost always attributed to error-code handling. And unfortunately, there is no 1 direct answer—it depends upon what was used in the program installation. Was it a straight .MSI? A vbscript? a CMD or batch file? a .exe? Since you've already sent it to such a large audience, changing the package/program pair may be a moot point now. You may want to look at post-install methods of determining success; like you have done, with looking for the .exe of the application.

Question #2 is (I think) a Re-run the same package/program, even if it was successful. There are multiple scripts or utilities available to trigger a re-run of the same advert/package/program on a machine-by-machine basis; but because you have such a large # of machines that are missing the package... here's what I would do (and this is just a suggestion, carefully evaluate whether or not this is valid for you). I'd make a collection of the machines that are missing the application; not machine name by machine name, but a query based collection; something like "v\_r\_system.resourceid where v\_r\_system.resourceid is not in (resourceid where addremoveprograms.displayname = 'the new app') and limit that collection query to my original collection for the original push. That would result in the machines which were originally targetted, but do not have the app. Then I'd make a new advertisement, same package/program, and that advertisement would have a recurring schedule—something that would be 1 day more than the Hardware Inventory cycle. I.e., if your HW Inv is every 2 days, I'd have the recurring schedule be every 3 days. So the end result would be that the advert would run, and if successful, at their next hw inventory they'd report the program is in Add/Remove Programs, and drop out of the collection, and not need to have it be re-run. But as long as it continues to be missing, it would continue to try to re-run.

Anyway—that's what I would do. And I have done similar things in the past—there's a particular application that occasionally end users would decide they didn't want anymore...and I just set up a recurring ad to put it right back if it disappeared.

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On May 9, 7:23 pm, P. Patel <PPa...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

I'm deploying a 300MB+ package to nearly 1600 mobile stations. Most stations received the package fine and the entire package installed successfully. However, many, nearly 400 stations, report a successful installation in the report, but when I checked a handful of the 400 for the necessary files to run the program, only about 8 or 9 of the expected 28 objects (folders & files total) were present to the run the program properly. However, the report still said the ad was received and the package installed successfully. If that wasn't enough, I sent the backout EXE to uninstall the originally sent program and then trying to reinstall via another package push. Now, the report states that the package will not run because the prior install was successful, but it actually wasn't. Where does SMS look to see if the package was successful or not and what can I do to either clear it or delete it so the package can be re-pushed?