

SMS 2003 MP Error to SQL Server

Source: <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.setup/2004-04/0360.html>

From: Richard Schwartz (*rschwartz_at_technologic.com*)

Date: 04/29/04

Date: Thu, 29 Apr 2004 09:16:59 -0700

Greeting all,

I have exhausted all resources short of calling MS-PS on this one. I know it is something I am overlooking or my inability to troubleshoot SQL. Any insight would be great appreciated. Here's the synopsis:

I am getting the following error in the SMS Console System Status object:

"SMS Management Point encountered an error when connecting to its Database SMSW00 on SQL Server NA-WTN-SQLS-01. The OLEDB error code was 0x80004005.

Possible cause: The SQL server site system is turned off, not connected to the network, or not functioning properly.

Solution: Verify that the SQL server site system is turned on, connected to the network, and functioning properly.

Possible cause: SMS Management Point does not have sufficient access rights to the SQL server site system.

Solution: Verify that the SQL server is properly configured to allow Management Point access. Verify that the credentials used by Management Point to connect to the Database have not expired. 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.

Possible cause: Network problems are preventing SMS Management Point from properly accessing the SQL server.

Solution: Investigate and correct any problems with your network.

Possible cause: The Management Point having problems is at a secondary site, and SQL access account being used

was recently reset by the parent site.

Solution: This can automatically repair itself after one hour. Or you can stop and start the SMS_SITE_COMPONENT_MANAGER service to immediately apply the new configuration."

I have tried or verified the following per recommendations on MS Support and other SMS collaborative sites with particular attention to the permissions issues related to adding the SMS machine account to SMS_SiteSystemToSQLConnection_<site_code>:

- 1) Run [http:// name>/sms_mp/.sms_aut?mplist](http://name>/sms_mp/.sms_aut?mplist)
This returns a blank screen.
- 2) Run [http:// name>/sms_mp/.sms_aut?mpcert](http://name>/sms_mp/.sms_aut?mpcert)
This returns a long list of numbers and letters.
- 3) Verify that the DTS Service is enabled.
- 4) Verify that the Task Scheduler is enabled.
- 5) Verify that the Windows Management Instrumentation service is running.
- 6) Verify that the SMS Agent Host service is running.
- 7) Verify that the World Wide Web Publishing Service is running.
- 8) Verify that the MP machine account has been added to the
SMS_SiteSystemToSQLConnection <site code> group.
- 9) Verify that the SQL Server has named pipes enabled.
- 10) Update MDAC on the server.
Review Q820910 for details.
<http://support.microsoft.com/default.aspx?scid=kb:en-us:820910>
- 11) SQL boxes that are running under a user account,
instead of system,
need the SPN updated in AD.
Review Q829868 for additional details.
<http://support.microsoft.com/default.aspx?scid=kb:en-us:829868>
- 12) Crossing domain boundaries between MP and SQL may
also need the SPN
updated in AD.
Review Q829868 for additional details.
<http://support.microsoft.com/default.aspx?scid=kb:en-us:829868>
- 13) IIS Lockdown Tool
If you are using the IIS lockdown tool on your IIS 5
servers be sure to
apply the SMS server template from the SMS 2003 toolkit.
<http://www.microsoft.com/smsserver/downloads/2003/tools/toolkit.asp>
- 14) Deinstall the MP and IIS, then reinstall IIS and the
MP.

- a) Remove the MP role on the server.
- b) Disable IIS. Remove completely. Reboot the server.
- c) Verify that the DTS Service is enabled.
- d) Verify that the Task Scheduler is enabled.
- e) Verify that the Windows Management Instrumentation service is running.
- f) Enable BITS, enable WEBDEV and install IIS.
- g) Verify that the World Wide Web Publishing Service is running.
- h) Verify that the MP machine account has been added to the SMS SiteSystemToSQLConnection <site code> group.
- i) Enable MP role on the server.

Any ideas? Has anyone else seen this error?

Many thanks in advance!

Richard Schwartz