

Re: ADV Client Status

Source: <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.setup/2005-07/msg00042.html>

- *From:* "Lars Norman Søndergaard" <lns@xxxxxxxxxxxxxx>
 - *Date:* Thu, 7 Jul 2005 08:04:57 +0200
-

Luan,

Assigned simply means that the client is inside you SMS site boundaries. If you are using push installation to install the agents, you might want to add a `SMSSITECODE=xyz` to the Installation Properties under Advanced Client (Client Push Installation).

If you are using other means to install the agent (`ccmesetup`, `msiexec.exe /i client.msi`) you can add the `SMSSITECODE` property to the command line.

--

Thanks

Lars Norman Søndergaard

"Luan_vannithone" <luan_vannithone@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> skrev i en meddelelse news:F79B6A8E-FC95-4A75-B301-BDD8F54695EC@xxxxxxxxxxxxxxxxxxxx

> ,Hi Lars,

>

> It's case 2 - 'Client is not assigned to a SMS Site (that is, does not

> have

> a SMS site

> code)'. At client workstation, SMS site code has <blank>, and the DISCOVER

> doesn't find any SMS site. It's not until I manually enter SMS site code

> value and initiate client REPAIR before more than two actions appear in

> the

> ACTIONS list. And other things start to fall in place.

> Another observation is that all this time at the SMS server the ASSIGNED

> column has 'yes' in it which gives you the impression the SMS site code

> and

> MP are not the issue!

> Anyway my next question is the same as what Mungoback was asking (in a

> different brach of this discussion) 'manually enter SMS site code and

> initiate a client REPAIR is not really the way to go').

> Please advise further.

>

> Thanks,

>

> Luan Vannithone

>

Re: ADV Client Status

>
> "Lars Norman Søndergaard" wrote:
>
>> Hi Luan,
>>
>> If you only have two actions it simply means that the SMS agent can not
>> communicate with the Management Point. This could happen for a number of
>> reasons:
>>
>> 1. Name resolution – if you use WINS for nameres. Try ping your SMS
>> Management Point server using the NetBIOS name.
>> 2. Client is not assigned to a SMS Site (that is, does not have a SMS
>> site
>> code)
>> 3. Something went wrong during installation
>>
>> To resolve this sort of problem you will need to go over the SMS agent
>> logs
>> on the client.
>>
>> --
>> Thanks
>> Lars Norman Søndergaard
>>
>> "Luan_vannithone" <luan_vannithone@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> skrev i en
>> meddelelse news:F470D375-E13A-49D1-A01D-5229654B26EF@xxxxxxxxxxxxxxxxxxxx
>>> Hi Lars,
>>>
>>> I re-check
>>> hardware / software inventory agents on the SMS site server. They are
>>> Enabled.
>>> Next I check on the client (Control Panel / System Management, Actions
>>> tab).
>>> NO, I do not have more than the two actions (machine/user policy).
>>>
>>> What does this means?
>>>
>>> I proceed to look at the datalodr.log and DDM.log files, however the
>>> messages are a bit cryptic.
>>>
>>> If it's not too much trouble for you can I send you the two files for
>>> examination?
>>> What is your real email address? Please send me your email address at
>>> luan@xxxxxxxx .
>>>
>>> Reagrds,
>>>
>>> Luan Vannithone
>>>
>>>>
>>>>

Re: ADV Client Status

>>>
>>>
>>>
>>> "Lars Norman Søndergaard" wrote:
>>>
>>>> Hi again,
>>>>
>>>> I would make sure that you have enabled hardware / software inventory
>>>> on
>>>> the
>>>> SMS site server. Next I would check on the client (Control Panel /
>>>> System
>>>> Management, Actions tab) that you have more than two actions
>>>> (machine/user
>>>> policy).
>>>>
>>>> On the server in the datalodr.log I would be looking to see if
>>>> inventory
>>>> from you client is received and processed. Same for the DDM.log
>>>>
>>>> --
>>>> Thanks
>>>> Lars Norman Søndergaard
>>>>
>>>> "Luan_vannithone" <luan_vannithone@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> skrev i
>>>> en
>>>> meddelelse news:3FD02B0A-2BB7-4E72-B411-ECBE1160B1A5@xxxxxxxxxxxxxxxxxxxx
>>>>> Hi Lars,
>>>>>
>>>>> You are absolutely right, BITS is not installed. It's now installed
>>>>> and
>>>>> the
>>>>> 'ccmsetup.log' file indicates successful transmission of 'status
>>>>> message'
>>>>> to
>>>>> the Management Point server.
>>>>> However the ADV Client Status still displays 'no' under CLIENT as
>>>>> before.
>>>>>
>>>>> What should I check next?
>>>>>
>>>>> Browsing around i found below in 'InventoryAgent.log' file located
>>>>> at
>>>>> 'C:\WINDOWS\system32\CCM\Logs' on client machine...
>>>>> "
>>>>> <![LOG[Collection: Namespace = \\.\root\ccm\invagt; Query = SELECT
>>>>> __CLASS,
>>>>> __PATH, __RELPATH, ADSiteName FROM CCM_ADSSiteInfo; Timeout = 600
>>>>> secs.]LOG]!><time="15:39:54.938+-600" date="06-28-2005"
>>>>> component="InventoryAgent" context="" type="1" thread="260"
>>>>> file="collectiontask.cpp:330">

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```
>>>> <![LOG[Collection: Namespace = \\.\root\ccm; Query = SELECT __CLASS,
>>>> __PATH,
>>>> __RELPATH, HardwareID1 FROM CCM_ClientIdentificationInformation;
>>>> Timeout =
>>>> 600 secs.]LOG!]><time="15:39:54.948+-600" date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="260"
>>>> file="collectiontask.cpp:330">
>>>> <![LOG[Collection: Namespace = \\.\root\ccm\invagt; Query = SELECT
>>>> __CLASS,
>>>> __PATH, __RELPATH, PlatformID FROM CCM_DiscoveryData; Timeout = 600
>>>> secs.]LOG!]><time="15:39:54.958+-600" date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="260"
>>>> file="collectiontask.cpp:330">
>>>> <![LOG[Collection: Namespace = \\.\root\ccm; Query = SELECT __CLASS,
>>>> __PATH,
>>>> __RELPATH, Name FROM SMS_Authority; Timeout = 600
>>>> secs.]LOG!]><time="15:39:55.068+-600" date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="260"
>>>> file="collectiontask.cpp:330">
>>>> <![LOG[Collection: 9/10 inventory data items successfully
>>>> inventoried.]LOG!]><time="15:39:55.068+-600" date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="260"
>>>> file="collectiontask.cpp:265">
>>>> <![LOG[Inventory: Collection Task completed in 1.592
>>>> seconds]LOG!]><time="15:39:55.068+-600" date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="260"
>>>> file="agentstate.cpp:779">
>>>> <![LOG[Inventory: 1 Collection Task(s)
>>>> failed.]LOG!]><time="15:39:55.068+-600" date="06-28-2005"
>>>> component="InventoryAgent" context="" type="2" thread="260"
>>>> file="agentstate.cpp:793">
>>>> <![LOG[Inventory: Temp report =
>>>>>
C:\WINDOWS\System32\CCM\Inventory\Temp\84553d48-f906-41d5-acd6-754adc41ecf1.xml]LOG!]><time="15:
>>>> date="06-28-2005" component="InventoryAgent" context="" type="1"
>>>> thread="260"
>>>> file="agentstate.cpp:2112">
>>>> <![LOG[Inventory: Starting reporting
>>>> task.]LOG!]><time="15:39:55.098+-600"
>>>> date="06-28-2005" component="InventoryAgent" context="" type="1"
>>>> thread="3936" file="reporttask.cpp:240">
>>>> <![LOG[Reporting: 13 report entries
>>>> created.]LOG!]><time="15:39:55.189+-600"
>>>> date="06-28-2005" component="InventoryAgent" context="" type="1"
>>>> thread="3936" file="reporttask.cpp:260">
>>>> <![LOG[Inventory: Reporting Task completed in 0.090
>>>> seconds]LOG!]><time="15:39:55.189+-600" date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="3936"
>>>> file="agentstate.cpp:846">
>>>> <![LOG[Inventory: Successfully sent report.
>>>> Destination:mp:MP_DdrEndpoint,
```

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>>>> ID: {AA864114-1F2B-49E0-876D-C539F3E6A7D3}, Timeout: 80640 minutes
>>>> MsgMode:
>>>> Not Signed, Not Encrypted]LOG]!><time="15:39:55.239+-600"
>>>> date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="3936"
>>>> file="agentstate.cpp:2025">
>>>> <![LOG[Inventory: Cycle completed in 2.253
>>>> seconds]LOG]!><time="15:39:55.409+-600" date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="3936"
>>>> file="agentstate.cpp:1520">
>>>> <![LOG[Inventory: Action completed.]LOG]!><time="15:39:55.409+-600"
>>>> date="06-28-2005" component="InventoryAgent" context="" type="1"
>>>> thread="3936" file="agentstate.cpp:1530">
>>>> <![LOG[Inventory: ***** End of message
>>>> processing.
>>>> *****]LOG]!><time="15:39:55.409+-600"
>>>> date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="3936"
>>>> file="agentendpoint.cpp:410">
>>>> <![LOG[Inventory: ***** Start of message
>>>> processing.
>>>> *****]LOG]!><time="15:39:55.409+-600"
>>>> date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="3936"
>>>> file="agentendpoint.cpp:323">
>>>> <![LOG[Inventory: Message type is
>>>> SiteChange]LOG]!><time="15:39:55.409+-600"
>>>> date="06-28-2005" component="InventoryAgent" context="" type="1"
>>>> thread="3936" file="agentendpoint.cpp:324">
>>>> <![LOG[Inventory: Clearing Action
>>>> Status]LOG]!><time="15:39:55.409+-600"
>>>> date="06-28-2005" component="InventoryAgent" context="" type="1"
>>>> thread="3936" file="agentendpoint.cpp:702">
>>>> <![LOG[Inventory: ***** End of message
>>>> processing.
>>>> *****]LOG]!><time="15:39:55.419+-600"
>>>> date="06-28-2005"
>>>> component="InventoryAgent" context="" type="1" thread="3936"
>>>> file="agentendpoint.cpp:410">
>>>> "
>>>> Above gives me the impression things are OK, and yet the ADV Client
>>>> Status
>>>> still displays 'no' under CLIENT as before.
>>>> I did do Update Collection Membership and Refresh but to no joy. The
>>>> in
>>>> context 'Explore Resource' tool on the client machine shows no
>>>> items.
>>>>
>>>> What the next thing i should check?
>>>>
>>>> Regards,

Re: ADV Client Status

Re: ADV Client Status

>>>>
>>>> Luan Vannithone
>>>>
>>>>
>>>> "Lars Norman Søndergaard" wrote:
>>>>
>>>>> Hi,
>>>>>
>>>>> 501 is an http return code meaning "Not implemented". Make sure
>>>>> your
>>>>> Management Point is installed and configured correctly. I would
>>>>> guess
>>>>> that
>>>>> BITS is not installed or allowed (on Windows 2003).
>>>>>
>>>>> --
>>>>> Thanks
>>>>> Lars Norman Søndergaard
>>>>>
>>>>> "Luan_vannithone" <luan_vannithone@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> skrev
>>>>> i
>>>>> en
>>>>> meddelelse
>>>>> news:C6E24FCB-1A2D-465B-B91E-7262C069AF39@xxxxxxxxxxxxxxxxxxxx
>>>>>> Hi Lars,
>>>>>> I encountered the 'same' problem as Bostjan and observed more
>>>>>> detailed
>>>>>> error
>>>>>> messages in log file 'ccmsetup.log' located in
>>>>>> 'C:\WINDOWS\system32\ccmsetup'
>>>>>> folder on the client computer as follow.
>>>>>> "
>>>>>> <![LOG[MSI: Action 15:39:22: SmsClientInstallSucceeded. Sending
>>>>>> status
>>>>>> message]LOG!]><time="15:39:22.559+-600" date="06-28-2005"
>>>>>> component="ccmsetup" context="" type="0" thread="2540"
>>>>>> file="msiutil.cpp:353">
>>>>>> <![LOG[MSI: Action 15:39:23: RollbackCleanup. Removing backup
>>>>>> files]LOG!]><time="15:39:23.120+-600" date="06-28-2005"
>>>>>> component="ccmsetup"
>>>>>> context="" type="0" thread="2540" file="msiutil.cpp:353">
>>>>>> <![LOG[Installation succeeded.]LOG!]><time="15:39:26.415+-600"
>>>>>> date="06-28-2005" component="ccmsetup" context="" type="1"
>>>>>> thread="2540"
>>>>>> file="msiutil.cpp:680">
>>>>>> <![LOG[Connecting to server
>>>>>> CES-TRN01]LOG!]><time="15:39:26.425+-600"
>>>>>> date="06-28-2005" component="ccmsetup" context="" type="1"
>>>>>> thread="2540"
>>>>>> file="status.cpp:87">
>>>>>> <![LOG[Successfully resolved server CES-TRN01 to

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```
>>>>> 10.0.3.142]LOG!><time="15:39:26.696+-600" date="06-28-2005"
>>>>> component="ccmsetup" context="" type="1" thread="2540"
>>>>> file="status.cpp:130">
>>>>> <![LOG[Successfully connected to server
>>>>> CES-TRN01]LOG!><time="15:39:26.706+-600" date="06-28-2005"
>>>>> component="ccmsetup" context="" type="1" thread="2540"
>>>>> file="status.cpp:165">
>>>>> <![LOG[Server failed to process message and returned status code
>>>>> 501]LOG!><time="15:39:26.716+-600" date="06-28-2005"
>>>>> component="ccmsetup"
>>>>> context="" type="3" thread="2540" file="status.cpp:287">
>>>>> <![LOG[Failed to report status
>>>>> message.]LOG!><time="15:39:26.716+-600"
>>>>> date="06-28-2005" component="ccmsetup" context="" type="3"
>>>>> thread="2540"
>>>>> file="status.cpp:371">
>>>>> <![LOG[Successfully deleted the ccmsetup
>>>>> service]LOG!><time="15:39:32.665+-600" date="06-28-2005"
>>>>> component="ccmsetup" context="" type="1" thread="2540"
>>>>> file="ccmsetup.cpp:1638">
>>>>> <![LOG[Deleted file
>>>>> C:\WINDOWS\system32\ccmsetup\client.msi.download]LOG!><time="15:39:32.675+-600"
>>>>> date="06-28-2005" component="ccmsetup" context="" type="1"
>>>>> thread="2420"
>>>>> file="ccmsetup.cpp:4599">
>>>>> <![LOG[Deleted file
>>>>> C:\WINDOWS\system32\ccmsetup\client.msi]LOG!><time="15:39:32.675+-600"
>>>>> date="06-28-2005" component="ccmsetup" context="" type="1"
>>>>> thread="2420"
>>>>> file="ccmsetup.cpp:4599">
>>>>> "
>>>>> It would appears the Adv Client installed OK but when the 'status
>>>>> message'
>>>>> is passed back to the server the latter 'failed to process
>>>>> message
>>>>> and
>>>>> returned status code 501'.
>>>>>
>>>>> Do you know what code 501 means? where do I look it up?
>>>>>
>>>>> Your advice and any other suggestion would would be merry much
>>>>> appreciated.
>>>>>
>>>>> Luan Vannithone
>>>>>
>>>>>
>>>>>
>>>>> "Lars Norman S ndergaard" wrote:
>>>>>
>>>>>> Bostjan,
>>>>>>>
```


Re: ADV Client Status

◇ *From:* Luan_vannithone

- Prev by Date: ***Re: SMS admin console – required permissions?***
- Next by Date: ***Problem with SMS 2003 SP1 and SQL 2000 SP3a***
- Previous by thread: ***Re: ADV Client Status***
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