

RE: error 53: The network path was not found

Source: <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.setup/2006-11/msg00079.html>

- *From:* Jon <Jon@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 21 Nov 2006 15:22:01 -0800
-

Hello Michel-Vincent,

I was searching the forum for the answer to a different question and came across this post. It looks like I just left you hanging there....I am sorry about that. Time has passed now and I don't remember how I fixed this issue but it has been resolved. I think it had something to do with adding our child domain names in as a DNS suffix on the SMS server. I may be wrong on that but if memory serves me correctly it had something to do with that. Thank you for your help with this issue. I could have set SMS up without the wonderful people like you who offer their help on this forum!

"Michel-Vincent" wrote:

Hi Jon,

1. Your error "DDRs AD while reading non-critical properties" might not be related to your installation issues. Search for "error 5303" on this forum.
2. From what I see in the logs, it really looks like a problem with permissions/rights/access to your \\SMS\SMSCClient\I386.
3. A good tip is to use the troubleshooting flowcharts from Msoft and review every step.
4. Now, apparently some of your machines are being installed via Push. Can you tell the differences? Same OS? Same Domain? Compare log files?
5. I am not sure of what you mean by "throttling the discovery back".

hope it helps,
best regards,

MV

--

Michel-Vincent Leriche
<http://mvleriche.spaces.live.com>

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"Jon" wrote:

I checked the CCMSETUP directory on a client that was failing to install and found a setup log.

Here is a small amount of that log:

```
===== [ ccmsetup started in process 356 ] ===== 9/12/2006
2:37:54
PM 3048 (0x0BE8)
Version: 2.50.4160.2000 9/12/2006 2:37:54 PM 3048 (0x0BE8)
Command line: "C:\WINDOWS\system32\ccmsetup\ccmsetup.exe"
/runservice
/config:MobileClient.tcf 9/12/2006 2:37:54 PM 3048 (0x0BE8)
No network access account provided. Ccmsetup will use current credentials
for network access. 9/12/2006 2:37:54 PM 3048 (0x0BE8)
Config file: C:\WINDOWS\system32\ccmsetup\MobileClient.tcf 9/12/2006
2:37:54 PM 3048 (0x0BE8)
Retry time: 10 minute(s) 9/12/2006 2:37:54 PM 3048 (0x0BE8)
MSI log file: 9/12/2006 2:37:54 PM 3048 (0x0BE8)
MSI properties: INSTALL="ALL" SMSSITECODE="AUTO" 9/12/2006
2:37:54
PM 3048 (0x0BE8)
Source List: 9/12/2006 2:37:54 PM 3048 (0x0BE8)
\\SMS\SMSCClient\I386 9/12/2006 2:37:54 PM 3048 (0x0BE8)
Status MPs: 9/12/2006 2:37:54 PM 3048 (0x0BE8)
SMS 9/12/2006 2:37:54 PM 3048 (0x0BE8)
Updated security on object C:\WINDOWS\system32\ccmsetup\ 9/12/2006
2:37:54
PM 3048 (0x0BE8)
Running as user "SYSTEM" 9/12/2006 2:37:54 PM 2852 (0x0B24)
Ccmsetup is being restarted due to an administrative action. Installation
files will be reset and downloaded again. 9/12/2006 2:37:54 PM 2852
(0x0B24)
Downloading file client.msi 9/12/2006 2:37:54 PM 2852 (0x0B24)
Determining source location... 9/12/2006 2:37:54 PM 2852 (0x0B24)
Source \\SMS\SMSCClient\I386 is inaccessible (5) 9/12/2006 2:37:54 PM
2852
(0x0B24)
Failed to find accessible source. Waiting for retry. 9/12/2006 2:37:54
PM 2852 (0x0B24)
Next retry in 10 minute(s)... 9/12/2006 2:37:54 PM 2852 (0x0B24)
```

Since I am having slow success, I have a feeling I am creating my own denial of service attack by asking all of our computers to try to install all the time. I know this share is available to campus desktops because SOME computers are still installing the agent using the PUSH technology. I am going to try to throttle the discovery methods back a ways and see if that

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helps.

Does this sound like I'm on the right track?

Thank you for your input.

Jon

"Jon" wrote:

Here is some more log information:

SMS Active Directory System Group Discovery Agent reported errors for 615 objects. DDR's were generated for 615 objects that had errors while reading non-critical properties. DDR's were not generated for 0 objects that had errors while reading critical properties.

Possible cause: The SMS Service might not have access to some properties of this object. The container specified might not have the properties available.

Solution: Please verify the Active Directory schema for properties that are not replicated or locked. Refer to the discovery logs for more information.

&and&.

SMS Active Directory System Discovery Agent reported errors for 217 objects. DDR's were generated for 0 objects that had errors while reading non-critical

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properties. DDR's were not generated for 217 objects that had errors while reading critical properties.

Possible cause: The SMS Service might not have access to some properties of this object. The container specified might not have the properties available.

Solution: Please verify the Active Directory schema for properties that are not replicated or locked. Refer to the discovery logs for more information.

Again, Thanks for your help!

Jon

"Jon" wrote:

Hello All,

I am having trouble installing the SMS Agent on the desktops in my network. It has worked on a few, but most are failing. When I look at the Site Status SMS_CLIENT_CONFIG_MANAGER I see lots of messages that refer to Error 53: The network path was not found. Some of the other errors are 003, and 726. I looked at several examples of computers that are reporting each of these errors and attempted to troubleshoot them all at the same time since these errors seem to be somewhat related with each other.

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Things I ve tried or verified:

§ SMSPUSH account (used for Client Push Installation) is using the correct password and has full access to the desktops

§ While logged into the SMS server, SMS with the SMSPUSH account, I was able to connect to the ADMIN\$ share and the registry of several of the desktops that are showing these errors.

§ I deleted the SMSPUSH account and removed all of its permissions. Then, after recreating it and establishing its permissions all over again, I am still getting these errors with no (or minimal) agent install.

§ I can install the agent manually if I login on a desktop remotely.

§ I have verified the SMS\$ and SMSPUSH accounts have full control access for this object and all child objects of the SYSTEM, and SYSTEM MANAGEMENT OUs.

§ There are desktop firewalls in place but the SMS server has been granted access past them. I am confident this is working because of the ability to get to the registry and Admin\$ share from the SMS server while logged on with the SMSPUSH account.

§ I can install the client manually, but I haven t tried to look at network devices. (Can you install client manually successfully? If so, I would look at network devices that are filtering packets between server and client. I have a client who has a Packet Filter that handles traffic going in/out of Frame Relay and it was stopping client push install because it matched traffic pattern of "Zombie" attack. Appliance saw traffic as outbound from MAC x and then client initiated communication on several different ports to different devices, DC, SMS server ,etc...)

From the CCM.log file:

----> Started service "ccmsetup" on machine "WOODD1". 9/12/2006 11:23:33

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AM 5160 (0x1428)
----> Copying client files to
\\TCNORLEN\admin\$\system32\ccmsetup.
9/12/2006
11:23:33 AM 4996 (0x1384)
----> Completed request "X7JX1DNY",
machine name "WOODD1". 9/12/2006
11:23:33
AM 5160 (0x1428)
Deleted request "X7JX1DNY", machine
name "WOODD1" 9/12/2006 11:23:33 AM
5160
(0x1428)
<=====>End request: "X7JX1DNY",
machine name: "WOODD1". 9/12/2006
11:23:33
AM 5160 (0x1428)
=====>Begin Processing request:
"XNT1ID02", machine name:
"DROMANO" 9/12/2006 11:23:33 AM
5160 (0x1428)
----> Trying the 'best-shot' account which
worked for previous CCRs (index =
0x0) 9/12/2006 11:23:33 AM 5160 (0x1428)
----> Attempting to connect to
administrative share '\\DROMANO\admin\$'
using
account 'accounts\SMSPUSH' 9/12/2006
11:23:33 AM 5160 (0x1428)
----> Copying file
"D:\SMS\bin\I386\MobileClient.tcf" to
"\\TCNORLEN\admin\$\system32\ccmsetup\MobileClient.tcf"
9/12/2006 11:23:33
AM 4996 (0x1384)
----> The 'best-shot' account has now
succeeded 1858 times and failed 224
times. 9/12/2006 11:23:33 AM 5160
(0x1428)
----> Connected to administrative share on
machine DROMANO using account
'accounts\SMSPUSH' 9/12/2006 11:23:33
AM 5160 (0x1428)
----> Attempting to make IPC connection to
share <\\DROMANO\IPC\$> 9/12/2006
11:23:33 AM 5160 (0x1428)
----> System OS version string "5.1"
converted to 5.10 9/12/2006 11:23:33
AM 5160 (0x1428)
----> Could not retrieve the heartbeat time
from the client (2) 9/12/2006
11:23:33 AM 5160 (0x1428)

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----> Unable to retrieve a sites list from
machine "DROMANO". 9/12/2006
11:23:33 AM 5160 (0x1428)
----> Unable to retrieve travel mode switch
from machine "DROMANO". 9/12/2006
11:23:33 AM 5160 (0x1428)
----> Unable to retrieve pending command
value for sms client base components
from machine "DROMANO". 9/12/2006
11:23:33 AM 5160 (0x1428)
----> Could not retrieve the site config
timestamp from the client
(2) 9/12/2006 11:23:33 AM 5160 (0x1428)
----> Unable to retrieve the mobile client
version from machine
"DROMANO". 9/12/2006 11:23:33 AM
5160 (0x1428)
----> Client type to be installed on
DROMANO: Advanced client 9/12/2006
11:23:33 AM 5160 (0x1428)
----> Copying client files to
\\DROMANO\admin\$\system32\ccmsetup.
9/12/2006
11:23:33 AM 5160 (0x1428)
----> Copying file
"D:\SMS\bin\I386\MobileClient.tcf" to
"\\DROMANO\admin\$\system32\ccmsetup\MobileClient.tcf"
9/12/2006 11:23:33
AM 5160 (0x1428)
----> Updated service "ccmsetup" on
machine "MKENAGY". 9/12/2006 11:23:38
AM 3748 (0x0EA4)
----> Started service "ccmsetup" on
machine "MKENAGY". 9/12/2006 11:23:38
AM 3748 (0x0EA4)
----> Completed request "X8J1KW8M",
machine name "MKENAGY". 9/12/2006
11:23:38 AM 3748 (0x0EA4)
Deleted request "X8J1KW8M", machine
name "MKENAGY" 9/12/2006 11:23:38
AM 3748 (0x0EA4)
<=====End request: "X8J1KW8M",
machine name: "MKENAGY". 9/12/2006
11:23:38
AM 3748 (0x0EA4)
=====>Begin Processing request:
"XPG41N7P", machine name:
"KMCMAHAN" 9/12/2006 11:23:38 AM
3748 (0x0EA4)
----> Trying the 'best-shot' account which
worked for previous CCRs (index =

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0x0) 9/12/2006 11:23:38 AM 3748
(0x0EA4)
----> Attempting to connect to
administrative share
\\KMCMAHAN\admin\$' using
account 'accounts\SMSPUSH' 9/12/2006
11:23:38 AM 3748 (0x0EA4)
----> Updated service "ccmsetup" on
machine "RHOEK". 9/12/2006 11:23:39
AM 4392 (0x1128)
----> Started service "ccmsetup" on
machine "RHOEK". 9/12/2006 11:23:39
AM 4392 (0x1128)
----> Completed request "XFUKYTEY",
machine name "RHOEK". 9/12/2006
11:23:39
AM 4392 (0x1128)
Deleted request "XFUKYTEY", machine
name "RHOEK" 9/12/2006 11:23:39 AM
4392
(0x1128)
<=====End request: "XFUKYTEY",
machine name: "RHOEK". 9/12/2006
11:23:39
AM 4392 (0x1128)
=====>Begin Processing request:
"XQ1SFRXA", machine name:
"EXERCISELAB" 9/12/2006 11:23:39 AM
4392 (0x1128)
----> Trying the 'best-shot' account which
worked for previous CCRs (index =
0x0) 9/12/2006 11:23:39 AM 4392 (0x1128)
----> Attempting to connect to
administrative share
\\EXERCISELAB\admin\$'
using account 'accounts\SMSPUSH'
9/12/2006 11:23:39 AM 4392 (0x1128)
----> The 'best-shot' account has now
succeeded 1859 times and failed 224
times. 9/12/2006 11:23:39 AM 3748
(0x0EA4)
----> Connected to administrative share on
machine KMCMAHAN using account
'accounts\SMSPUSH' 9/12/2006 11:23:39
AM 3748 (0x0EA4)
----> The 'best-shot' account has now
succeeded 1860 times and failed 224
times. 9/12/2006 11:23:39 AM 4392
(0x1128)
----> Connected to administrative share on
machine EXERCISELAB using account

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'accounts\SMSPUSH' 9/12/2006 11:23:39
AM 4392 (0x1128)
----> Attempting to make IPC connection to
share
<\\EXERCISELAB\IPC\$> 9/12/2006
11:23:40 AM 4392 (0x1128)
----> Attempting to make IPC connection to
share <\\KMCMAHAN\IPC\$> 9/12/2006
11:23:40 AM 3748 (0x0EA4)
----> System OS version string "5.1"
converted to 5.10 9/12/2006 11:23:40
AM 4392 (0x1128)
----> System OS version string "5.1"
converted to 5.10 9/12/2006 11:23:40
AM 3748 (0x0EA4)
----> Could not retrieve the heartbeat time
from the client (2) 9/12/2006
11:23:40 AM 3748 (0x0EA4)
----> Could not retrieve the heartbeat time
from the client (2) 9/12/2006
11:23:40 AM 4392 (0x1128)
----> Unable to retrieve a sites list from
machine "KMCMAHAN". 9/12/2006
11:23:40 AM 3748 (0x0EA4)
----> Unable to retrieve a sites list from
machine "EXERCISELAB". 9/12/2006
11:23:40 AM 4392 (0x1128)
----> Unable to retrieve travel mode switch
from machine
"KMCMAHAN". 9/12/2006 11:23:40 AM
3748 (0x0EA4)
----> Unable to retrieve travel mode switch
from machine
"EXERCISELAB". 9/12/2006 11:23:40 AM
4392 (0x1128)
----> Unable to retrieve pending command
value for sms client base components
from machine "KMCMAHAN". 9/12/2006
11:23:40 AM 3748 (0x0EA4)
----> Unable to retrieve pending command
value for sms client base components
from machine "EXERCISELAB". 9/12/2006
11:23:40 AM 4392 (0x1128)
----> Could not retrieve the site config
timestamp from the client
(2) 9/12/2006 11:23:40 AM 3748 (0x0EA4)
----> Could not retrieve the site config
timestamp from the client
(2) 9/12/2006 11:23:40 AM 4392 (0x1128)
----> Unable to retrieve the mobile client
version from machine

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"KMCMAHAN". 9/12/2006 11:23:40 AM
3748 (0x0EA4)

----> Client type to be installed on
KMCMAHAN: Advanced client 9/12/2006
11:23:40 AM 3748 (0x0EA4)

----> Copying client files to
\\KMCMAHAN\admin\$\system32\ccmsetup.
9/12/2006
11:23:40 AM 3748 (0x0EA4)

----> Unable to retrieve the mobile client
version from machine

"EXERCISELAB". 9/12/2006 11:23:40 AM
4392 (0x1128)

----> Client type to be installed on
EXERCISELAB: Advanced client
9/12/2006
11:23:40 AM 4392 (0x1128)