

Re: SMS Package Hangs on client

Source: <http://www.tech-archive.net/Archive/SMS/microsoft.public.sms.swdist/2004-08/0175.html>

From: Fender (*Fender_at_discussions.microsoft.com*)

Date: 08/20/04

Date: Fri, 20 Aug 2004 13:57:02 -0700

Thanks Shehzas,

Yep, after I set it up to "allow user to interact" it was as clear as day. The batch file hangs prompting for a password when trying to make a drive connection. When the batch is run from teh run line at the run line it runs through just fine with no prompt. Since it is being run with the SMS account or local machine account it hangs since that share has permissions assigned. Since the batch was hanging waiting for a prompt, it wouldn't time out in the 12 hour time period and wouldn't return a failure code. This prevented all subsequent packages from being deployed (they would have the status awaiting another program to finish). Apparently the only way to clear this hanging mode is to delete the advertisement and have each of the clients reboot (this is the big pain!). Any other way you know of to delete the tasks without having to do the reboot etc? Thanks again for your help.

"Shehzad Khoja [MSFT]" wrote:

> Can you check the program property "Allow user to interact with this
> program" and see if it is showing you a dialog box or any other prompts?
> What is the maximum allowed run time? Have you set it to days? If you don't
> specify anything for maximum allowed runtime then SMS defaults it to 12
> hours (not days). What does program do? Is it possible that program itself
> is taking all that time to run? While SMS is reporting that program is
> running can you check task manager to see if program is really running?
>
>
> --
> This posting is provided "AS IS" with no warranties, and confers no rights.
>
>
> "Fender" <Fender@discussions.microsoft.com> wrote in message
> news:5081BD6C-D226-4773-AE5F-F03A940AA98F@microsoft.com...
>> I have created a package that hangs with the Message State Name of
>> "Running"
>> and Message Name of "Program Started" in the Report Log. Nothing more
>> happens
>> until it times out (days later). The package can be run with no problem
> from

microsoft.public.sms.swdist: Re: SMS Package Hangs on client

> > *the run line connecting to the same point on the distribution server (no*
> *user*
> > *prompts or pauses etc).*
> >
> > *The excmgr.log shows the last message few messages below:*
> >
> > *Execution Manager timer has been fired. excmgr 8/19/2004 1:02:24 PM 712*
> > *(0x02C8)*
> >
> > *I am running the from SMS 2003 to XP Clients Using admin rights for*
> *install*
> > *and as a mandatory package to be run as soon as possible.*
> >
> > *Any ideas what could be causing this package to hang? Thanks*
> >
>
>
>