

RE: Performance Reports on 2003 R2

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-02/msg03930.html>

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 - *Date:* Mon, 26 Feb 2007 13:04:44 GMT
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Hi johnc,

Thanks for posting here.

From the description, I understand the issue is that you get a incomplete content of performance report after you uninstall and reinstall the reporting, If I am off base, please don't hesitate to let me know.

I am not sure how you uninstall and reinstall the reporting, and please follow up the below steps to completely uninstall and install.

I.Let us refer to the following steps to uninstall and reinstall monitor component:

1. Open Windows Explorer, right click the folder c:\Program Files\Microsoft Windows Small Business Server\Monitoring, click Permission tab, and then check if the <domain name>\Administrator group has the Full Control permission. If it is not in the Access Control List, please add it.

2. Make sure the user account that you logon is the member of <domain name>\Administrator group

3. Open a Command Prompt window, type the following commands:

```
cd c:\Program Files\Microsoft Windows Small Business Server\Monitoring  
regsvr32 sbsmon.dll
```

4. reinstall the monitoring and this instance. Please refer to the following steps.

I. Uninstall Monitoring

1. Click Start, click Control Panel, and then click Add or Remove Programs.
2. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
3. Click Next to start the wizard.

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4. On the Windows Configuration page, click Next.
5. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Monitoring component to Remove, and then click Next.
6. On the Component Summary page, click Next.
7. Click Finish.

II. Uninstall Microsoft SQL Server Desktop Engine (SBSMONITORING)

In Add or Remove Programs, select Microsoft SQL Server Desktop Engine (SBSMONITORING) and then click Remove. A dialog box appears. To confirm that you want to remove, click Yes.

III. Rename the folder

Start Windows Explorer, and then locate and rename the following folder:

C:\Program Files\Microsoft SQL Server\MSSQL\$SBSMONITORING

to C:\Program Files\Microsoft SQL Server\Old.MSSQL\$SBSMONITORING

IV. Use Registry Editor to delete the following registry key:

HKEY_LOCAL_MACHINE\Software\Microsoft\SmallBusinessServer\Monitoring
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\SBSMonitoring

V. Please check there is no entry named Microsoft Health Monitor 2.1 in the Add/Remove programs. If there is, please click to remove it. Then, please check the C:\WINDOWS\system32\wbem\HealthMonitor folder is deleted. If not, please delete it.

VI. Install the Monitoring component

1. In Add or Remove Programs, select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
2. Click Next.
3. On the Windows Configuration page, click Next.
4. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Monitoring component to Install, and then click Next.
5. On the Logon Information page, click Next.
6. On the Component Summary page, click Next.
7. Click Finish.

VII. rerun monitoring configuration wizard

II.If issue persist, Please mail me the following logs for analysis:

1. Please send me logs C:\Program Files\Microsoft Windows Small Business Server\support\MSDE_SBSMonitoring.log

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2. Please compress all logs in C:\Program Files\Microsoft SQL Server\MSSQL\$SBSMONITORING\LOG and send it to me.

3. Monitoring Configuration in %sbsprogramdir%\Support\MCW.log

Please compress all the files and send to me at v-jaluo@xxxxxxxxxxxxxx

I appreciate your time. I am happy to be of assistance to you and look forward to your reply.

Best regards,

Jacky Luo (MSFT)
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