

RE: Unable to Veiw Performance Reports after WSUS was removed

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-07/msg02118.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Mon, 16 Jul 2007 04:11:49 GMT
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Hello,

Thanks for posting in our newsgroup.

I am sorry for the delay due to the weekend.

From your description, I know that after you uninstalled WSUS, you cannot view the daily performance report. If I am off-base, please don't hesitate to let me know.

Based on my research on the error message and event information, please take the following steps:

Step 1: The problem may be caused by corrupt SQL database, please reset the SQL database for monitoring component. To do so:

1. Open Server Management.
2. Click Monitoring and Reporting.
3. Click Set Up Monitoring Reports and Alerts.
4. Click Next and select Reinstall monitoring features.
5. Click Yes to confirm.
6. Follow the steps to complete the task.

7. Then pleas re-run CEICW wizard and then run configure Monitoring and Reporting wizard to configure the monitoring component.

More info:

825763 How to configure Internet access in Windows Small Business Server 2003
<http://support.microsoft.com/?id=825763>

After doing these steps, the health monitor will be reconfigured and the SQL database will be reset. The original performance and usage data will be removed. The server will start to collect new counter value from the

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beginning. It will take more than 24 hours so that the report can be generated. Then please test to see if the issue resolved.

Step 2: Since removing WSUS appears to have broken the monitoring website, we need to reinstall the monitoring component to recreate the paths and set the environmental variables.

1. Uninstall the SBS Monitoring component

- A. Click Start, click Control Panel, and then click Add or Remove Programs.
- B. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
- C. Click Next to start the wizard.
- D. On the Windows Configuration page, click Next.
- E. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Monitoring component to Remove, and then click Next.
- F. On the Component Summary page, click Next.
- G. Click Finish.

2. Delete Registry Keys

- A. Delete
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Monitoring
- B. Delete HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\SBSMONITORING

3. Delete IIS Virtual Directory

- A. Open IIS, expand servername, Web Sites, Default Web Site
- B. Delete Monitoring

4. Rename Folders

- A. Rename C:\Program Files\Microsoft SQL Server\MSSQL\$SBSMONITORING to MSSQL\$SBSMONITORING.OLD
- B. Rename C:\inetpub\monitoring to monitoring.old

5. Reboot the server, and install the Monitoring component

- A. In Add or Remove Programs, select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
- B. Click Next.
- C. On the Windows Configuration page, click Next.
- D. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Monitoring component to Install, and then click Next.
- E. On the Logon Information page, click Next.
- F. On the Component Summary page, click Next.
- G. Click Finish.

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6. Let's re-run the CEICW as well.

- A. Click Start on your SBS server, click Server Management.
- B. Click To Do List and then click "Connect to the Internet".
- C. Click Next, select connection type and click Next.
- D. Select Enable firewall and click Next.
- E. Follow the instructions to finish.

7. Test the issue again.

If the problem persists, please kindly help me collect the following information for further research:

1. MPS Report

1) Download MPS report tool from:

http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE

2) Run the MPSRPT_SETUPPerf.exe on the server box.

3) Wait for 10~15 minutes.

4) Open Windows explorer, navigate to
%SYSTEMROOT%\MPSReports\Setup\Reports\cab\

5) Send the .cab file to us.

Please send the information to v-robeli@xxxxxxxxxxxxx with subject:
39876175-Unable to View Performance Reports after WSUS was removed.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner.

You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

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Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<I had enabled the WSUS (Windows Sever Update Services) to make my life
<easier, but then I realized that I obtained a slow growing SQL process for
<my
<efforts (went up to 1.2G of RAM at last check) I uninstalled WSUS. Since
<then
<I have been unable to view performance reports but I can view usage
<reports.
<
<Whenever I try to view performance reports I see the below error message:
<
<"To work around this problem, perform the following steps. After each
<step,

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<try again to access the page.

<

<Ensure that the MSSQL\$SBSMONITORING service is started.

<Ensure that the server is not low on memory or disk space.

<Restart the server.

<Verify that the server is functional and that there are no system-wide problems.

<Run the Set Up Monitoring Reports and Alerts task in the Server Management

<Monitoring and Reporting taskpad."

<

<I ran all of the steps, the service was running, was not low on mem,

<restarted, reran the setup for monitoring reports. No joy.

<

<I then went to the event viewer and checked the application logs and found

<the below error:

<

<"Server Status Report:

< URL: <http://localhost/monitoring/perf.aspx?reportMode=0>

< Error Message: File or assembly name

<Microsoft.UpdateServices.Administration, or one of its dependencies, was not

<found.

< Stack Trace: at Microsoft.SBS.UpdateServices.DataProvider..ctor()

< at Microsoft.SBS.UpdateServices.StatusPage.Utility.GetStatusItems()

< at usage.frmPerf.PopulateStatusItems()

< at usage.frmPerf.renderReportWorker()

< at usage.frmPerf.renderReport()

<

<For more information, see Help and Support Center at "

<

<How can I remove the old links to WSUS so that performance reports can be

<obtained again or should I just uninstall monitoring and reinstall?

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