

Re: A fatal error occurred either while synchronizing the Update Services computer groups

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg00081.html>

- *From:* "Waggers" <Waggers@xxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 1 Aug 2007 10:52:37 +0100
-

Many thanks for the response Terrance,

Just before I start the steps you suggest, I just want to mention that we're running WSUS3 and not WSUS2. I'm assuming that this won't affect the uninstall part of your instructions, but do you suggest I re-install WSUS2 and then upgrade to 3 or should I just re-install 3?

Waggers

"Terence Liu [MSFT]" <v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:mfwSC4B1HHA.5204@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Hello Waggers,

Thank you for posting here.

According to your description, I understand that you get Server Performance Report with WSUS error. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

I suggest that we follow the steps below to reinstall the WSUS on SBS 2003 R2:

To uninstall the WSUS on SBS 2003 R2:

1. In Add/remove programs, select Remove to remove Windows Small business server R2.
2. Delete all files under the folder: C:\WSUS

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3. Delete all files the folder: C:\Program Files\Update Services
4. Delete the WSUS related Virtual directories under the Default web site in IIS admin.
 - UpdateServices virtual directory
 - ClientWebService virtual directory
 - SelfUpdate virtual directory
5. Confirm that IIS and other buildCin websites were still functioning.
6. Check and confirm the GPOs for WSUS were gone.
 - Small Business Server Update Services Client Computers Policy
 - Small Business Server Update Services Server Computers Policy
 - Small Business Server Update Services Common Settings Policy
7. Check and confirm the Task schedulers were removed.
 - Update Services configuration task
 - Update Services synchronization task
 - Update Services auto approval task

To reinstall the WSUS on SBS R2:

Run from the SBS R2 Technology CD 6# Cd\WSUS_20\wsussetup.exe to reinstall WSUS.

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

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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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| From: "Waggers" <Waggers@xxxxxxxxxxxxxxxx>
| Subject: A fatal error occurred either while synchronizing the Update
| Services computer groups
| Date: Tue, 31 Jul 2007 11:56:56 +0100
| Lines: 41
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2900.3138
| X-RFC2646: Format=Flowed; Original
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3138
| Message-ID: <#KXGEG20HHA.5644@xxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: no-dns-yet.demon.co.uk 62.49.123.35
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:53478
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| I've been receiving this error in the Server Performance Report on a
| daily
| basis
|
| A fatal error occurred either while synchronizing the Update Services
| computer groups with Group Policy or while moving the Unassigned
| Computers
| group. To see a detailed log, create a file called SyncSecurity.Log in
| %SBSProgramDir%\Support, and then run SyncSecurity.exe again. The error
| returned was: Object reference not set to an instance of an object.
|
|
| The SyncSecurity.Log reads:
|
| Begin CheckWSUSService
| Exit CheckWSUSService
|

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| Begin CheckFirstSync
| Exit SyncGroups
|
| Begin SyncGroups
| The Server Computers group was not found: Update Services Server
| Computers.
| The Client Computers group was not found: Update Services Client
| Computers.
| Processing unassigned computers
| Synchronizing the GPOs
| Synchronizing the server computers.
| !ERROR! Object reference not set to an instance of an object.
| ----- UpdateGPOSecurityFilter failed on servers.
| !ERROR! Object reference not set to an instance of an object.
| -----Global Exception Handler
|
|
| I'm using WSUS 3 on a SBS 2003 SP2 R2.
|
| Could any kind soul tell me what this all means and how to fix it?
|
| Many thanks
|
| Waggers
|
|
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