

RE: Windows Update Server question/problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-11/msg03731.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Mon, 26 Nov 2007 06:10:11 GMT
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Hello Bill,

Thank you for posting here. I'm sorry for the delay response due to the weekend.

According to your description, I understand that the you want to change Windows Update settings on clients thru SBS group policy. If I have misunderstood the problem, please don't hesitate to let me know.

First, I want to explain that we only support WSUS installation issue in SBS newsgroup. Your problem 2# is a WSUS settings issue, I suggest you post it in WSUS newsgroup to get help.

WSUS Newsgroup: microsoft.public.windows.server.update_services

Based on my research, SBS have Windows Update group policy for all client computers. After you join the client computer to SBS domain, the policy will apply on the client. Then all the Windows Automatic Update options on client will be grey. You can use the group policy on SBS to configure the client computer Windows Automatic Update.

Step 1: By default all SBS clients will apply the same Windows Automatic Update settings from group policy. However, your 4 clients get different settings. I think some clients do not join SBS domain thru connectcomputer wizard.

In SBS, we need to run the connectcomputer wizard to join client to SBS domain. If you do not use the wizard, please disjoin the clients from domain, and then rejoin to the SBS domain via access <http://SBSname/connectcomputer/>

Step 2: I suggest we try the following steps to configure the settings thru group policy:

1. Please open Server Management console on SBS
2. Extend to Advanced Management->Group Policy Management->Forest: domain.local->Domains->domain.local

RE: Windows Update Server question/problem

3. Select the following policy:

– Small Business Server Update Services Client Computers Policy

4. Ensure the 4 client computers list in the Security Filtering box. If not, please add them in the list.

5. Right click the Expand the Small Business Server Update Services Client Computers Policy, select Edit, locate on the Computer Configuration node and locate the Administrative Templates\Windows Components\Windows Update.

6. Double click Configure Automatic Updates policy. You can modify the settings here.

7. Click OK.

8. Run "gpupdate" command on client computers or restart the client computers to apply the new settings

If we cannot resolve the issue after we perform the above steps, please help me collect some information for further investigation:

1. Run command "gpresult -v > c:\gpresult.txt" on client computer, and send the c:\gpresult.txt to me.

2. Please capture screenshots on the Automatic Update window on client and send the pictures to me at v-terliu@xxxxxxxxxxxxxx

3. Gather MPS network report on SBS:

a. Download MPSrepot_network from
http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE

b. Run MPSRPT_NETWORK.exe on the server box.

c. The tool will automatically collect the information. This procedure will take 10~15 minutes.

d. Open Windows Explorer, navigate to the folder:
%SystemRoot%\MPSReports\Network\Reports\Cab\

e. Send the .cab file directly to me at v-terliu@xxxxxxxxxxxxxx

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

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Terence Liu(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.

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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| Reply-To: "Bill Dunn" <b-dunn@xxxxxxxxxxx>
| From: "Bill Dunn" <b-dunn@xxxxxxxxxxx>
| Subject: Windows Update Server question/problem
| Date: Tue, 20 Nov 2007 18:27:03 -0500
| Lines: 34
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2900.3138
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198
| X-RFC2646: Format=Flowed; Original
| Message-ID: <em34cz8KIHA.4228@xxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: 74-93-208-42-washingtondc.hfc.comcastbusiness.net
74.93.208.42
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:77199
| X-Tomcat-NG: microsoft.public.windows.server.sbs
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| It's been a while since I've posted here and appreciate all the expert help received in the past from this group. I've learned much and the system has hummed along for months with no problems.

| SBS2K3 R2, fully patched, 2-Nics with static IP. 4 clients all XP Pro. I am running the SBS Update Services.

| I had a problem develop that I could use some help with regarding the Update Services. Although, I am not sure how long this has been going on.

| Prior to joining the domain/network, the clients Windows Update was set to DOWNLOAD, notify but do not install. After joining the network, two of the clients now show download and install while two others show notify but do not download.

| Obviously, I can make no changes to these settings on the client. I'd like to have all set to download, notify but do not install.

| I'm assuming this has something to do with policies but have no idea where to find these settings or change them – although I'd be very nervous in changing policy settings... as I know zero about them.

| That's problem 1. Problem 2 is on the server with Update Services.

| From the Server Management Console, Update Services shows updates waiting to be installed. However, none are present. In checking the various tabs, the Errors tab shows nothing, the waiting for review shows nothing and the Installation Status shows all completed – none show as pending. And, none of the clients have the little yellow shield showing either. the client settings are set at the high setting.

| Any help, or pointing into a specific direction would be most appreciated.

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