Welcome to the SCCM Troubleshooting Overview

SCCM is a complex management system. So, when things go wrong, where do you start to troubleshoot problems? For trouble shooting SCCM problems we will cover three steps that should help you to determine a solution.

#1 The Monitoring Workspace - Microsoft provides us with the **monitoring workspace** which should give you a good starting place to troubleshoot most issues you may be having.

#2 Log Files – There is much that can be learned by looking at log files. I have provided an up to date log file list from Technet. Use this list to determine which log files to check. Open the log files in CMTrace.exe and determine the problem and if available lookup the error codes.

#3 And finally, find a solution (not always easy) and fix your problem.

From the SCCM server open server manager, from the workspace open **Monitoring**

- **The Monitoring Workspace** – Will provide you with the status of content on distribution points or overall system status. A Distribution Point functions as a distribution center for the files that a package uses, allowing users to download these files, programs and scripts when a package is advertised.
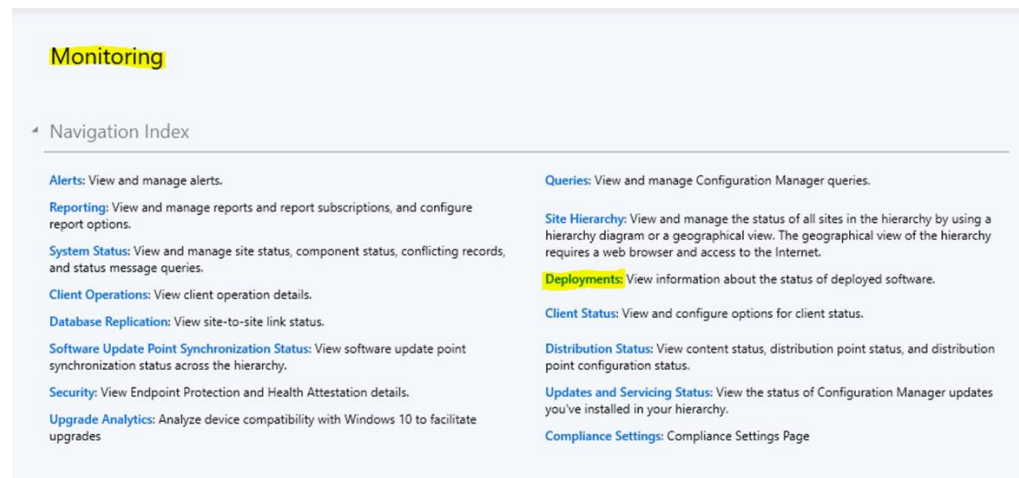
Deployments Node – Use this for software distribution failures – (View active and completed software distributions) Click a deployment for more detailed information

Deployments 6 items

Icon	Software	Collection	Purpose	Action	Feature Type	Compliance %	Date Created
	7-Zip 17.00	New York	Required	Install	Application	100.0	7/24/2017 12...
	7-Zip 17.00	Windows 10	Required	Install	Application	100.0	9/4/2017 10:...
	Chicago Firewall Policy	Chicago OU	Required	Remediate	Configuration Policy	33.3	9/1/2017 12:...
	Deploy Windows Defender Updat...	Windows 10	Required	Install	Software Update	0.0	9/1/2017 3:5...
	Windows 10 TS	All Unknown Computers	Required	Install	Task Sequence	0.0	
	XML Notepad 2007	Chicago OU	Required	Install	Application	100.0	8/23/2017 10...

7-Zip 17.00 Status to Windows 10

General

Software:	7-Zip 17.00
Collection:	Windows 10
Feature Type:	Application
Purpose:	Required
Date Created:	9/4/2017 10:07 PM
Last Date Modified:	9/4/2017 10:07 PM

Completion Statistics

- Success: 3
- In Progress: 0
- Error: 0
- Requirements Not Met: 0
- Unknown: 0

Total Asset Count: 3 (Last Update: 10/10/2017 4:25:32 PM)
View Status

Related Objects
- Collection
- Applications
- Content Status

Deployment Status will show messages and details about the success or failure of the deployment.

Deployment Status

Run Summarization | Refresh
Summarization Time: 10/10/2017 4:25:32 PM

Application: 7-Zip 17.00
Collection: Windows 10

● Success ● In Progress ● Error ● Requirements Not Met ● Unknown

Category	Deployment Type	Assets	Status Type
Already Compliant	7-Zip 17.00 - Windows Installer (*.msi file)	1	Success
Success	7-Zip 17.00 - Windows Installer (*.msi file)	2	Success

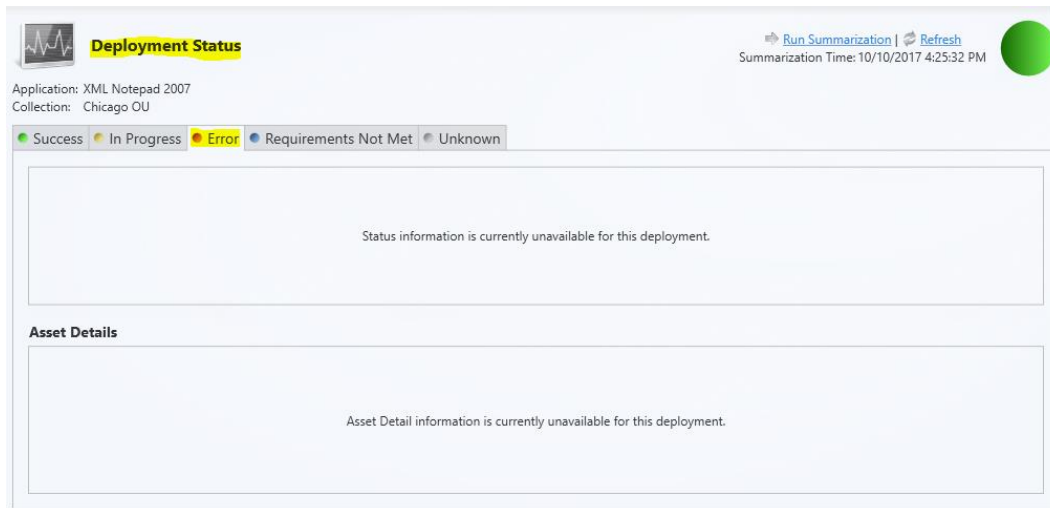**Asset Details**

Filter

Device	User
ITFWS02	(SYSTEM)

If your deployment shows an error, the message ID and the description is a good place to start troubleshooting.

Sometimes there is not enough information to troubleshoot a problem. That is when the SCCM log files become useful. The location of these log files depends upon the SCCM component generating the log file. For **clients,** the logs are generally located in C:\windows\CCM\Logs, on the client computer.

Introduction to Configuration Manager Log files

If you haven't already I recommend stopping the lecture and downloading the Technet log file reference.pdf that was provided with this lecture. This file will give you most of the log files associated with the current branch of SCCM (as of 07/03/2017) If you want to check for an updated version check here.

https://docs.microsoft.com/en-us/sccm/core/plandesign/hierarchy/log-files

Most operations and process write information to a log file that is specific to that operation. The log file extension is .log until the file size reaches the maximum size then the file is copied to a file of the same name but with the .lo_ extension.

Now let's open the Technet log file reference.

This file is divided up into three sections.

- Configuration Manager Client Logs

- Configuration Manager Site Server Logs

- Logs for Configuration Manager Functionality

This file has imbedded HTML links, so if you click on one of the categories you will linked to the associated section, complete with a log file description and location.

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Here you should be able to determine which logfile or files will be useful for troubleshooting your problem. There are 48 pages of logs, so it will take some time and effort to familiarize yourself with the categories and the logs.

One of the **easiest ways to use this log file reference guide** is to become familiar with the log files for Configuration Manager Functionality starting on page 22.

For example, if you tried to deploy software and the monitoring workspace displayed an error you could open your log file reference guide and click **Application management** and the reference will list all the log files that could help you troubleshoot your application failure.

Changing the logfile size – At times you will need enlarge the size of your log file.

Method 1

The default **site server** Log file size is 2.5 MB but this can be changed with a simple registry tweak.

Let's go ahead and change a log file size. From the Technet reference click ctrl – F and type ADForestDISC.Log – displayed is the logfile we will change from 2.5MB to 10MB. This logfile records Active Directory Forest Discovery actions.

From the Site server, ITFSCCM01, open search and type regedit

Click HKEY_LOCAL_MACHINE, SOFTWARE, MICROSOFT, scroll down to SMS, TRACING, then click **SMS_AD_FOREST_DISCOVERY_MANAGER -** You could choose any of these components based upon your organizations need.

Double click MaxFileSize and type the Hexadecimal value 989680, which is 10MB. Click ok. Now the value has changed to 10 MB. Close regedit.

Click search windows and type **services, Scroll down and right click SMS_Executive** and stop then restart the SMSExec service to allow this change to take place. Close services.

You can also change the log file size from within configuration manager, we will be looking at that method in another lecture.

Congratulations you have completed this lecture, Thanks for watching and we will see you in the next lecture.