

# System Center 2012 Operations Manager Management Pack For ConfigMgr 2012 Clients

Version 1.0

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**MANAGEMENT PACK VERSION INFORMATION**

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- You are free to modify this management pack to suit your environments.
- This document is provided "as-is". Information and views expressed in this document, including URL and other Internet Web site references, may change without notice
- Even though this management pack has been fully tested, you may use it at your own risk. The Author does not hold any responsibility for any damages it may cause in your environments.

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## 1. ConfigMgr 2012 Client Management Pack Overview

The Monitoring Pack for System center 2012 – Configuration Manager, which was developed by Microsoft provides monitoring for System Center 2012 Configuration Manager, via System Center Operations Manager. This management pack is designed to heavily focus on the server components of System Center 2012 Configuration Manager. It provides very basic monitoring for the Configuration Manager Client component. The ConfigMgr 2012 Client management pack is designed to fill this gap by providing in-depth monitoring to the System Center 2012 and System Center 2012 R2 Configuration Manager clients.

This monitoring solution includes 4 management packs. Each serves different purposes:

### 1. ConfigMgr 2012 Client Library

ID:	ConfigMgr 2012 Client Library
Display Name:	ConfigMgr 2012 Client Library
File Name:	ConfigMgr.2012.Client.Library.mpb
MP Type:	Management Pack Bundle
Description:	This Management Pack defines class and group definitions for ConfigMgr 2012 client and client agents. It also provides custom module types, monitor types, aggregate monitors and dependency monitors for other management packs used to monitor ConfigMgr 2012 clients.
Version	1.0.1.0

### 2. ConfigMgr 2012 Client Discovery

ID:	ConfigMgr 2012 Client Discovery
Display Name:	ConfigMgr 2012 Client Discovery
File Name:	ConfigMgr.2012.Client.Discovery.mp
MP Type:	Sealed Management Pack
Description:	This Management Pack discovers ConfigMgr 2012 client and various client agents.
Version	1.0.1.0

### 3. ConfigMgr 2012 Client Monitoring

ID:	ConfigMgr 2012 Client Monitoring
Display Name:	ConfigMgr 2012 Client Monitoring
File Name:	ConfigMgr.2012.Client.Monitoring.mp
MP Type:	Sealed Management Pack
Description:	This Management Pack provides rules and monitors used to monitor ConfigMgr 2012 client. It also provides various state and alert views scoped for ConfigMgr 2012 clients.
Version	1.0.1.0

### 4. ConfigMgr 2012 Client Overrides

ID:	ConfigMgr 2012 Client Overrides
Display Name:	ConfigMgr 2012 Client Overrides
File Name:	ConfigMgr.2012.Client.Overrides.xml
MP Type:	Unsealed Management Pack
Description:	This Management Pack contains overrides for the ConfigMgr 2012 client monitoring solution.
Version	1.0.0.0

## 2. Document Purpose

The purpose of this document is to detail the monitoring solution provided by the MP as well as instructions for customising and configuring the MP to suit your environment. It also documents the following:

- Monitoring Class model
- Monitored Components
- Various Management Pack Workflows (Discoveries, Monitors and Rules).
- Alerts generated by this management pack
- Agent Tasks provided by the Management Packs
- Various views (state & alert views)
- OpsMgr groups can be used to customise the monitoring solution

## 3. Prerequisites and Target Audience

This document is prepared for personnel who manage and support System Center 2012 Configuration Manager (including clients) as well as System Center 2012 Operations Manager administrators who is involved in configuring and customising the management packs.

## 4. Management Pack Design Considerations

During the Management Packs development, the following factors have been taken into consideration:

- The solution is built using Visual Studio Authoring Extension (VSAE). All the management packs are using the OpsMgr 2012 version of the MP schema, which means these management packs are not backwards compatible. They will not work in OpsMgr 2007 management groups.
- All scripts used in the management packs are written using VBScript. There are no requirements for Windows PowerShell on OpsMgr agent computers to run the workflows within the management packs.
- Various ConfigMgr 2012 Client Agents (DCM agent, Hardware Inventory Agent, Software Update Agent, etc.) are defined as separate local application component object so monitors / rules for these ConfigMgr 2012 Client functions are only applied to the client if these agents are enabled by ConfigMgr client policies.
- All the data gathered by the workflows (discoveries, monitors, rules) are retrieved locally from the ConfigMgr 2012 client. The management packs do not query any ConfigMgr Site Systems.
- The top level initial discovery workflows have been designed to target Windows Server Computer class and Windows Client Computer class separately. The discovery for Windows Client Computer class is disabled by default. Therefore by default, this monitoring solution does not monitor ConfigMgr 2012 Clients on Windows Client computers. If it is required, the monitoring for Windows Client computers has to be manually enabled (by enabling the top level discovery via overrides).
- Wherever is possible, consecutive samples monitors are utilised to reduce the number of possible false alerts in OpsMgr.

## 5. Management Pack Dependencies

### 5.1. ConfigMgr 2012 Client Library

Management Pack	Minimum Version
Microsoft.SystemCenter.InstanceGroup.Library	7.5.8501.0
Microsoft.SystemCenter.Library	7.0.8427.0
Microsoft.Windows.Library	7.5.8501.0
System.Health.Library	7.0.8427.0

System.Library	7.5.8501.0
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## 5.2. ConfigMgr 2012 Client Discovery

Management Pack	Minimum Version
Microsoft.SystemCenter.InstanceGroup.Library	7.5.8501.0
Microsoft.SystemCenter.Library	7.0.8427.0
Microsoft.Windows.Library	7.5.8501.0
System.Library	7.5.8501.0
ConfigMgr.2012.Client.Library	0.2.0.0

## 5.3. ConfigMgr 2012 Client Monitoring

Management Pack	Minimum Version
Microsoft.SystemCenter.Library	7.0.8427.0
Microsoft.Windows.Library	7.5.8501.0
System.Health.Library	7.0.8427.0
System.Library	7.5.8501.0
ConfigMgr.2012.Client.Library	0.2.0.0

## 5.4. ConfigMgr 2012.Client.Overrides

Management Pack	Minimum Version
System.Library	7.5.8501.0
ConfigMgr.2012.Client.Library	0..2.0.0
ConfigMgr.2012.Client.Discovery	0.2.0.0
ConfigMgr.2012.Client.Monitoring	0.2.0.0

## 6. Management Pack Classes and Relationships

### 6.1. Classes

The following classes are defined in the ConfigMgr 2012 Client Library management pack:

ID	Display Name	Inherited From
ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	System Center ConfigMgr 2012 Client	Microsoft.Windows.LocalApplication
ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Desired.Configuration.Management.Agent	ConfigMgr 2012 Client Desired Configuration Management Agent	Microsoft.Windows.ApplicationComponent
ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Hardware.Inventory.Agent	ConfigMgr 2012 Client Hardware Inventory Agent	Microsoft.Windows.ApplicationComponent
ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Distribution.Agent	ConfigMgr 2012 Client Software Distribution Agent	Microsoft.Windows.ApplicationComponent
ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Inventory.Agent	ConfigMgr 2012 Client Software Inventory Agent	Microsoft.Windows.ApplicationComponent
ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Update.Agent	ConfigMgr 2012 Client Software Update Agent	Microsoft.Windows.ApplicationComponent

### 6.2. Groups

The following groups are defined in the ConfigMgr 2012 Client Library management pack:

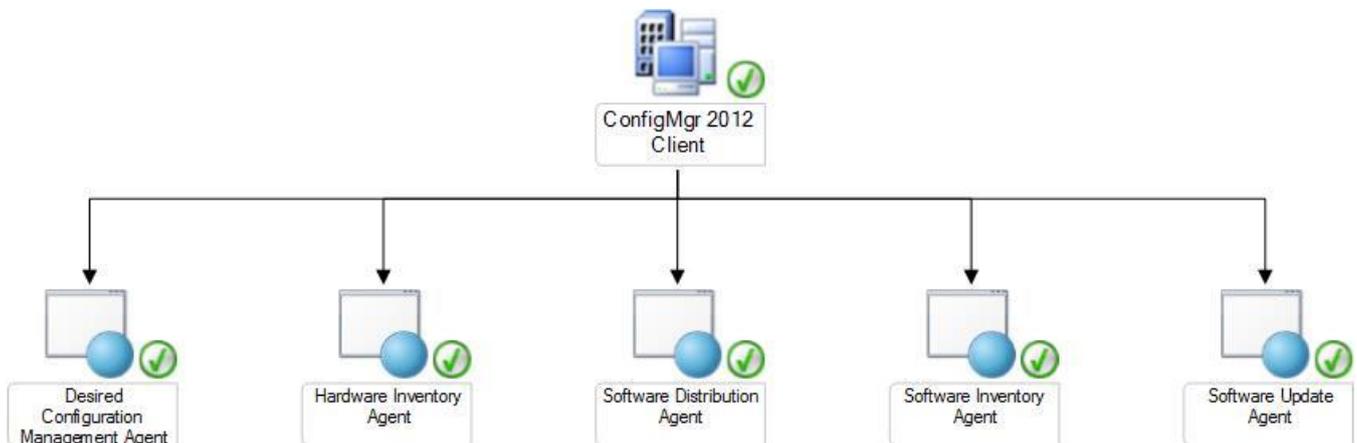
ID	Display Name	Group Type
ConfigMgr.2012.Client.Library.All.ConfigMgr.2012.Client.Computer.Group	All ConfigMgr 2012 Client Computers	Computer Group
ConfigMgr.2012.Client.Library.All.ConfigMgr.2012.Client.Instance.Group	All ConfigMgr 2012 Clients	Instance Group
ConfigMgr.2012.Client.Library.All.ConfigMgr.2012.Client.On.Client.OS.Instance.Group	All ConfigMgr 2012 Clients on Client OS	Instance Group
ConfigMgr.2012.Client.Library.All.ConfigMgr.2012.Client.On.Server.OS.Instance.Group	All ConfigMgr 2012 Clients on Server OS	Instance Group

The “All ConfigMgr 2012 Clients” instance group is the parent group for “All ConfigMgr 2012 clients on Client OS” and “All ConfigMgr 2012 Clients on Server OS” instance groups:

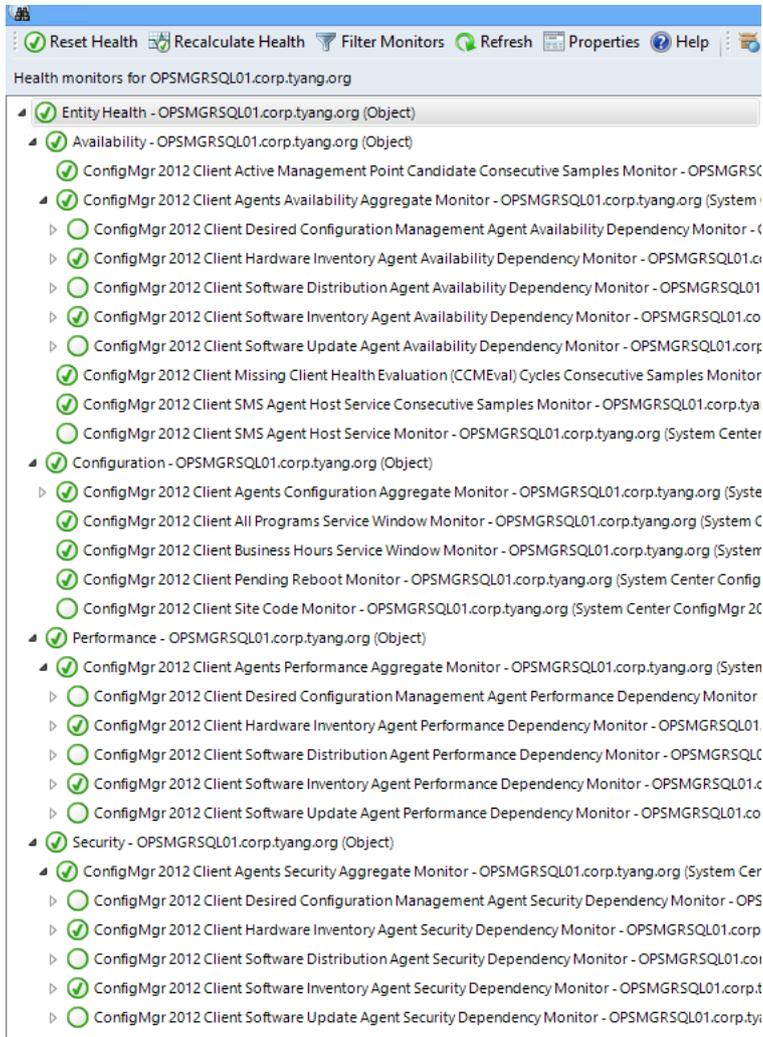
▾ All ConfigMgr 2012 Clients	2
▾ All ConfigMgr 2012 Clients on Client OS	0
▾ All ConfigMgr 2012 Clients on Server OS	0

### 6.3. Class Relationships

The diagram below illustrates the relationship between the ConfigMgr 2012 client class and various client agents:



Additional aggregate and dependency monitors have been defined in the “ConfigMgr 2012 Client Library” management pack to rollup health of various ConfigMgr 2012 client agents to the parent class of “ConfigMgr 2012 Client”. The figure below indicates the aggregate monitors and dependency monitors used to rollup the overall health state of ConfigMgr 2012 Client application:



## 7. Management Pack Objects

The objects defined in each management pack (excluding the custom module types and monitor types) are listed below:

## 7.1. ConfigMgr 2012 Client Library

### 7.1.1. Class Definitions:

Name	Base Class
ConfigMgr 2012 Client Desired Configuration Management Agent	Microsoft.Windows.ApplicationComponent
ConfigMgr 2012 Client Hardware Inventory Agent	Microsoft.Windows.ApplicationComponent
ConfigMgr 2012 Client Software Distribution Agent	Microsoft.Windows.ApplicationComponent
ConfigMgr 2012 Client Software Inventory Agent	Microsoft.Windows.ApplicationComponent
ConfigMgr 2012 Client Software Update Agent	Microsoft.Windows.ApplicationComponent
System Center ConfigMgr 2012 Client	Microsoft.Windows.LocalApplication
All ConfigMgr 2012 Client Computers	Microsoft.SystemCenter.ComputerGroup
All ConfigMgr 2012 Clients	Microsoft.SystemCenter.InstanceGroup
All ConfigMgr 2012 Clients on Client OS	Microsoft.SystemCenter.InstanceGroup
All ConfigMgr 2012 Clients on Server OS	Microsoft.SystemCenter.InstanceGroup

### 7.1.2. Relationships

Name	Source	Target	Type
ConfigMgr 2012 Client Hosts Desired Configuration Management Agent	System Center ConfigMgr 2012 Client	ConfigMgr 2012 Client Desired Configuration Management Agent	System.Hosting
ConfigMgr 2012 Client Hosts Hardware Inventory Agent	System Center ConfigMgr 2012 Client	ConfigMgr 2012 Client Hardware Inventory Agent	System.Hosting
ConfigMgr 2012 Client Hosts Software Distribution Agent	System Center ConfigMgr 2012 Client	ConfigMgr 2012 Client Software Distribution Agent	System.Hosting
ConfigMgr 2012 Client Hosts Software Inventory Agent	System Center ConfigMgr 2012 Client	ConfigMgr 2012 Client Software Inventory Agent	System.Hosting
ConfigMgr 2012 Client Hosts Software Update Agent	System Center ConfigMgr 2012 Client	ConfigMgr 2012 Client Software Update Agent	System.Hosting

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**7.1.3. Dependency Monitors**

Name	Target	Algorithm	Source Monitor	Relationship
ConfigMgr 2012 Client Desired Configuration Management Agent Availability Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.AvailabilityState	ConfigMgr 2012 Client Hosts Desired Configuration Management Agent
ConfigMgr 2012 Client Desired Configuration Management Agent Configuration Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.ConfigurationState	ConfigMgr 2012 Client Hosts Desired Configuration Management Agent
ConfigMgr 2012 Client Desired Configuration Management Agent Performance Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.PerformanceState	ConfigMgr 2012 Client Hosts Desired Configuration Management Agent
ConfigMgr 2012 Client Desired Configuration Management Agent Security Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.SecurityState	ConfigMgr 2012 Client Hosts Desired Configuration Management Agent
ConfigMgr 2012 Client Hardware Inventory Agent Availability Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.AvailabilityState	ConfigMgr 2012 Client Hosts Hardware Inventory Agent
ConfigMgr 2012 Client Hardware Inventory Agent Configuration Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.ConfigurationState	ConfigMgr 2012 Client Hosts Hardware Inventory Agent
ConfigMgr 2012 Client Hardware Inventory Agent Performance Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.PerformanceState	ConfigMgr 2012 Client Hosts Hardware Inventory Agent
ConfigMgr 2012 Client Hardware Inventory Agent Security Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.SecurityState	ConfigMgr 2012 Client Hosts Hardware Inventory Agent
ConfigMgr 2012 Client Software Distribution Agent Availability Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.AvailabilityState	ConfigMgr 2012 Client Hosts Software Distribution Agent
ConfigMgr 2012 Client Software Distribution Agent Configuration Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.ConfigurationState	ConfigMgr 2012 Client Hosts Software Distribution Agent
ConfigMgr 2012 Client Software Distribution Agent Performance Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.PerformanceState	ConfigMgr 2012 Client Hosts Software Distribution Agent
ConfigMgr 2012 Client Software Distribution Agent Security Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.SecurityState	ConfigMgr 2012 Client Hosts Software Distribution Agent
ConfigMgr 2012 Client Software Inventory Agent Availability Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.AvailabilityState	ConfigMgr 2012 Client Hosts Software Inventory Agent
ConfigMgr 2012 Client Software Inventory Agent Configuration Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.ConfigurationState	ConfigMgr 2012 Client Hosts Software Inventory Agent
ConfigMgr 2012 Client Software Inventory Agent Performance Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.PerformanceState	ConfigMgr 2012 Client Hosts Software Inventory Agent
ConfigMgr 2012 Client Software Inventory Agent Security Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.SecurityState	ConfigMgr 2012 Client Hosts Software Inventory Agent
ConfigMgr 2012 Client Software Update Agent Availability Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.AvailabilityState	ConfigMgr 2012 Client Hosts Software Update Agent
ConfigMgr 2012 Client Software Update Agent Configuration Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.ConfigurationState	ConfigMgr 2012 Client Hosts Software Update Agent
ConfigMgr 2012 Client Software Update Agent Performance Dependency Monitor	System Center ConfigMgr 2012 Client	WorstOf	System.Health.PerformanceState	ConfigMgr 2012 Client Hosts Software Update Agent

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<b>ConfigMgr 2012 Client Software Update Agent Security Dependency Monitor</b>	System Center ConfigMgr 2012 Client	WorstOf	System.Health.SecurityState	ConfigMgr 2012 Client Hosts Software Update Agent
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### 7.1.4. Aggregate Monitors

Name	Target	Algorithm
<b>ConfigMgr 2012 Client Agents Security Aggregate Monitor</b>	System Center ConfigMgr 2012 Client	WorstOf
<b>ConfigMgr 2012 Client Agents Performance Aggregate Monitor</b>	System Center ConfigMgr 2012 Client	WorstOf
<b>ConfigMgr 2012 Client Agents Availability Aggregate Monitor</b>	System Center ConfigMgr 2012 Client	WorstOf
<b>ConfigMgr 2012 Client Agents Configuration Aggregate Monitor</b>	System Center ConfigMgr 2012 Client	WorstOf

## 7.2. ConfigMgr 2012 Client Discovery

### 7.2.1. Discoveries

Name	Target	Enabled	Frequency	Removable	Description
<b>ConfigMgr 2012 Client Desired Configuration Management Agent Discovery</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	True	43200	True	Discovers the enabled ConfigMgr 2012 client Desired Configuration Management (DCM) Agent
<b>ConfigMgr 2012 Client Hardware Inventory Agent Discovery</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	True	43200	True	Discovers the enabled ConfigMgr 2012 client Hardware Inventory Agent
<b>ConfigMgr 2012 Client Software Distribution Agent Discovery</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	True	43200	True	Discovers the enabled ConfigMgr 2012 client Software Distribution Agent
<b>ConfigMgr 2012 Client Software Inventory Agent Discovery</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	True	43200	True	Discovers the enabled ConfigMgr 2012 client Software Inventory Agent
<b>ConfigMgr 2012 Client Software Update Agent Discovery</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	True	43200	True	Discovers the enabled ConfigMgr 2012 client Software Update Agent
<b>ConfigMgr 2012 Client Discovery Step 2</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	True	43200	True	This discovery discovers the remaining properties of the ConfigMgr 2012 client using a VBScript.
<b>ConfigMgr 2012 Client For Client Computers Discovery Step 1</b>	Microsoft.Windows.Client.Computer	False	43200	True	Initial registry based discovery for ConfigMgr 2012 client on Windows Client computers
<b>ConfigMgr 2012 Client For Server Computers Discovery Step 1</b>	Microsoft.Windows.Server.Computer	True	43200	True	Initial registry based discovery for ConfigMgr 2012 client on Windows Server computers
<b>All ConfigMgr 2012 Client Computers Group Discovery</b>	ConfigMgr.2012.Client.Library.All.ConfigMgr.2012.Client.Computer.Group	True		True	Group Populator for "All ConfigMgr 2012 Client Computers" computer group.
<b>All ConfigMgr 2012 Clients Group Discovery</b>	ConfigMgr.2012.Client.Library.All.ConfigMgr.2012.Client.Instance.Group	True		True	Group Populator for "All ConfigMgr 2012 Clients" Instance Group.
<b>All ConfigMgr 2012 Clients On Client OS</b>	ConfigMgr.2012.Client.Library.All.ConfigMgr.2012.Client.Instance.Group	True		True	Group Populator for "All ConfigMgr 2012 Clients On Client OS" Instance

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<b>Group Discovery</b>	igMgr.2012.Client.On.Client.OS.Instance.Group				Group.
<b>All ConfigMgr 2012 Clients On Server OS Group Discovery</b>	ConfigMgr.2012.Client.Library.All.ConfigMgr.2012.Client.On.Server.OS.Instance.Group	True		True	Group Populator for "All ConfigMgr 2012 Clients On Server OS" Instance Group.

## 7.3. ConfigMgr 2012 Client Monitoring

### 7.3.1. Unit Monitors

Name	Target	Category	Enabled	Alert Severity	Remotable	Description
<b>ConfigMgr 2012 Client DCM Baselines Compliance Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Desired.Configuration.Management.Agent	ConfigurationHealth	True	Error	True	2-State Monitor that detects non-compliant DCM Baselines assigned to the ConfigMgr 2012 client
<b>ConfigMgr 2012 Client Missing Hardware Inventory Cycles Consecutive Samples Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Hardware.Inventory.Agent	AvailabilityHealth	True	Error	True	2 State Consecutive Samples monitor that detects if ConfigMgr 2012 client has missed hardware inventory cycle
<b>ConfigMgr 2012 Client Missing Software Inventory Cycles Consecutive Samples Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Inventory.Agent	AvailabilityHealth	True	Error	True	2 State Consecutive Samples monitor that detects if ConfigMgr 2012 client has missed software inventory cycle
<b>ConfigMgr 2012 Client Failed Applications Deployments Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Distribution.Agent	ConfigurationHealth	True	Error	True	Detects failed Applications Deployments on ConfigMgr 2012 clients.
<b>ConfigMgr 2012 Client Pending Software Updates Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Update.Agent	SecurityHealth	True	Error	True	Detects pending software updates that have passed configured deadline.
<b>ConfigMgr 2012 Client Business Hours Service Window Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	ConfigurationHealth	True	Error	True	Checks if at least one Business Hours Service Window (Service Window Type 6) exist on the ConfigMgr 2012 client
<b>ConfigMgr 2012 Client SMS Agent Host Service Consecutive Samples Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	AvailabilityHealth	True	Error	False	ConfigMgr 2012 Client SMS Agent Host (CcmExec) Service Consecutive Samples Monitor
<b>ConfigMgr 2012 Client Pending Reboot Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	ConfigurationHealth	True	Warning	True	ConfigMgr 2012 Client Pending Reboot Monitor
<b>ConfigMgr 2012 Client All Programs Service Window Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	ConfigurationHealth	False	Error	True	Checks if at least one All Programs Service Window (Service Window Type 1) exist on the ConfigMgr 2012 client
<b>ConfigMgr 2012 Client Site Code Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	ConfigurationHealth	False	Error	True	ConfigMgr 2012 Client Site Code Monitor
<b>ConfigMgr 2012 Client SMS Agent Host Service Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	AvailabilityHealth	False	Error	True	ConfigMgr 2012 Client SMS Agent Host (CcmExec) Service Monitor

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<b>ConfigMgr 2012 Client Active Management Point Candidate Consecutive Samples Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	AvailabilityHealth	True	Error	True	2 State Consecutive Samples monitor that detects if the ConfigMgr 2012 client has active Management Pack candidate
<b>ConfigMgr 2012 Client Missing Client Health Evaluation (CCMEval) Cycles Consecutive Samples Monitor</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	AvailabilityHealth	True	Error	True	2 State Consecutive Samples monitor that detects if ConfigMgr 2012 client has missed Client Health Evaluation (CCMEval) cycle

### 7.3.2. Rules

Name	Target	Cat ego ry	En abl ed	Gener ate Alert	Alert Sever ity	Alert Priot y	Rem otab le	Description
<b>ConfigMgr 2012 Client Advertisements Execution History Alert Rule</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Distribution.Agent	Alert	True	True	Error	Normal	True	This rule runs on a schedule and checks ConfigMgr 2012 Client advertisements execution history since last check generate alerts if failed executions are detected

### 7.3.3. Agent Tasks

Name	Description	Remo table	Target
<b>Initiate Location Service Timeout Refresh Task</b>	Initiate Location Service Timeout Refresh Task for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application
<b>Request Machine Assignments</b>	Request Machine Assignments for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application
<b>ConfigMgr 2012 Client Repair</b>	Client Repair for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application
<b>Initiate Software Metering Usage Report Cycle</b>	Initiate Software Metering Usage Report for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application
<b>Initiate Hardware Inventory</b>	Initiate Hardware Inventory for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Hardware.Inventory.Agent
<b>Initiate Software Inventory</b>	Initiate Software Inventory for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Inventory.Agent
<b>Initiate Software Updates Assignments Evaluation Cycle</b>	Initiate Software Updates Assignments Evaluation for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Update.Agent
<b>Initiate File Collection Cycle</b>	Initiate File Collection for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application
<b>Initiate Software Updates Scan Cycle</b>	Initiate Software Updates Scan for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Update.Agent
<b>DCM Policy</b>	Evaluate DCM Policy for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Desired.Configuration.Management.Agent
<b>Application Deployment Evaluation Cycle</b>	Initiate Application Deployment Evaluation Cycle for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Distribution.Agent
<b>Evaluate Machine Policy</b>	Evaluate Machine Policy for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application
<b>Initiate Discovery Data Collection</b>	Initiate Discovery Data Collection for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application
<b>Initiate Location Service Refresh Locations Task</b>	Initiate Location Service Refresh Locations Task for ConfigMgr 2012 Client	True	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application

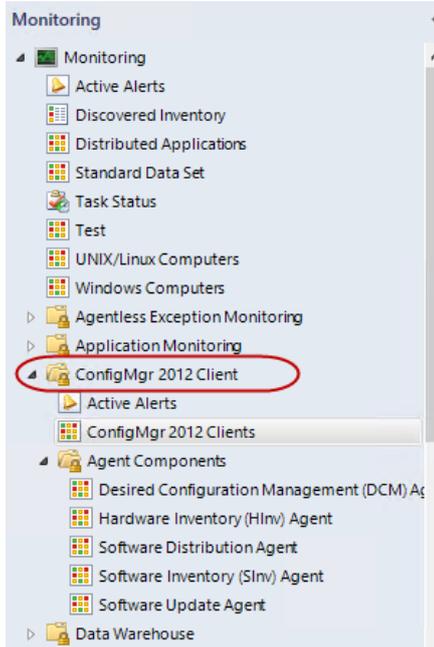
System Center 2012 Operations Manager Management Pack For System Center 2012 (R2)  
 Configuration Manager Client

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**7.3.4. Views**

Name	Target	Type	Description
<b>Software Update Agent</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Update.Agent	State View	ConfigMgr 2012 Client Software Update Agent State View
<b>Desired Configuration Management (DCM) Agent</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Desired.Configuration.Management.Agent	State View	ConfigMgr 2012 Client DCM Agent State View
<b>Software Inventory (SInv) Agent</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Inventory.Agent	State View	ConfigMgr 2012 Client SInv Agent State View
<b>Hardware Inventory (HInv) Agent</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Hardware.Inventory.Agent	State View	ConfigMgr 2012 Client HInv Agent State View
<b>Software Distribution Agent</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.App.Component.Software.Distribution.Agent	State View	ConfigMgr 2012 Client Software Distribution Agent State View
<b>Active Alerts</b>	ConfigMgr.2012.Client.Library.All.ConfigMgr.2012.Client.Instance.Group	Alert View	Active Alerts for ConfigMgr 2012 Clients
<b>ConfigMgr 2012 Clients</b>	ConfigMgr.2012.Client.Library.ConfigMgr.2012.Client.Application	State View	Description for the new view

The above mentioned views are available under the “ConfigMgr 2012 Client” folder as illustrated below:



## 8. ConfigMgr 2012 Client Object Discoveries

The discoveries defined in this monitoring solution follows the best practise as they are staged and the initial discovery is a registry based discovery. The initial discovery for the ConfigMgr 2012 Client class runs on windows computers based on registry values. Once the initial registry discovery has discovered the ConfigMgr 2012 Client, a script discovery then runs to discover the property values of the ConfigMgr 2012 Client. The script discoveries for the various ConfigMgr 2012 Client agents (Local Application Component) will also then run to discover the client agents that have been enabled on the ConfigMgr 2012 client. This section covers the details of the discoveries for each monitoring class.

### 8.1. ConfigMgr 2012 Client Discoveries

There are 3 discovery workflows associated with the discovery of the ConfigMgr 2012 Client object (Local Application):

- ConfigMgr 2012 Client For Server Computers Discovery Step 1
- ConfigMgr 2012 Client For Client Computers Discovery Step 1
- ConfigMgr 2012 Client Discovery Step 2

The “ConfigMgr 2012 Client For Server Computers Discovery Step 1” and “ConfigMgr 2012 Client For Client Computers Discovery Step 1” run identical workflows to discover the existence of ConfigMgr 2012 client based on registry values. As the name suggested, these two similar workflows are targeting Windows Client computer and Windows Server computers respectively.

The “ConfigMgr 2012 Client For Server Computers Discovery Step 1” does not discover ConfigMgr 2012 clients on any server computers that “IsVirtualNode “ equals true (i.e. failover clusters).

The discovery targeting Windows client computers is disabled by default. Therefore by default ConfigMgr 2012 clients on Windows Client computers are not discovered. OpsMgr administrators can manually enable this

discovery for all Windows Client computers or a group of Windows Client computers (i.e. Business Critical desktops).

In order for the ConfigMgr 2012 client to be discovered by the step 1 discoveries, the Windows computer has to meet both of the following conditions:

- The registry key “*HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\services\CcmExec*” must exist
- The registry value “*HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\SMS\Mobile Client\ProductVersion*” must start with “5.”

The “ConfigMgr 2012 Client Discovery Step 2” runs a script to detect various property values such as assigned site code, client GUID, client version, etc.

## 8.2. Desired Configuration Management (DCM) Agent Discovery

The “ConfigMgr 2012 Client Desired Configuration Management Agent Discovery” runs script every 12 hours on ConfigMgr 2012 client and detects if the DCM client agent has been enabled. The script runs below WMI query under the “*root\ccm\PolicyMachine\ActualConfig*” WMI namespace:

```
“Select * from CCM_ConfigurationManagementClientConfig WHERE SiteSettingsKey = 1”
```

## 8.3. Hardware Inventory Agent Discovery

The “ConfigMgr 2012 Client Hardware Inventory Agent Discovery” runs script every 12 hours on ConfigMgr 2012 client and detects if the Hardware Inventory client agent has been enabled. The script runs below WMI query under the “*root\ccm\PolicyMachine\ActualConfig*” WMI namespace:

```
“Select * from CCM_HardwareInventoryClientConfig WHERE SiteSettingsKey = 1”
```

## 8.4. Software Inventory Agent Discovery

The “ConfigMgr 2012 Client Software Inventory Agent Discovery” runs script every 12 hours on ConfigMgr 2012 client and detects if the Software Inventory client agent has been enabled. The script runs below WMI query under the “*root\ccm\PolicyMachine\ActualConfig*” WMI namespace:

```
“Select * from CCM_SoftwareInventoryClientConfig WHERE SiteSettingsKey = 1”
```

## 8.5. Software Distribution Agent Discovery

The “ConfigMgr 2012 Client Software Distribution Agent Discovery” runs script every 12 hours on ConfigMgr 2012 client and detects if the Software Distribution client agent has been enabled. The script runs below WMI query under the “*root\ccm\PolicyMachine\ActualConfig*” WMI namespace:

```
“Select * from CCM_SoftwareDistributionClientConfig WHERE SiteSettingsKey = 1”
```

## 8.6. Software Update Agent Discovery

The “ConfigMgr 2012 Client Software Distribution Agent Discovery” runs script every 12 hours on ConfigMgr 2012 client and detects if the Software Distribution client agent has been enabled. The script runs below WMI query under the “*root\ccm\PolicyMachine\ActualConfig*” WMI namespace:

```
“Select * from CCM_SoftwareUpdatesClientConfig WHERE SiteSettingsKey = 1”
```

## 9. Monitors and Rules

Once the ConfigMgr 2012 client and client agents have been discovered, the monitors and rules associated to each class will then become active. In another word, if a specific client agent is not discovered (enabled by ConfigMgr administrators), the monitors and rules that are targeting this client agent will not become active. i.e. if the DCM agent is not abled for the ConfigMgr 2012 client, any monitors that are targeting the DCM agent class will not run. This section explains each monitor and rule in details.

### 9.1. ConfigMgr 2012 Client

#### 9.1.1. SMS Agent Host Service Monitor

This monitor is a basic service monitor that monitors the “SMS Agent Host” service. It generates a critical alert when the SMS Agent Host is not running. This monitor is disabled by default.

**Note:** In order to reduce the noise of this monitor, the management pack author strongly recommend to use the “SMS Agent Host Service Consecutive Samples Monitor” instead.

#### 9.1.2. SMS Agent Host Service Consecutive Samples Monitor

This consecutive samples monitor is configured to run every 5 minute and detects the state of the “SMS Agent Host” service. If the service is not running over 3 consecutive samples, a critical alert will be generated. Once the service enters the running state and detected by the monitor during next schedule, the monitor will become healthy and the alert will be automatically closed. The interval and number of samples can be modified via override. Please refer to the product knowledge article associated to this monitor for details regarding to customising this monitor.

**Note:** This monitor is not remotable, which means it will not run on agentless monitored computers. Please manually enable the “SMS Agent Host Service Monitor” for agentless monitored computers if it is required.

#### 9.1.3. ConfigMgr 2012 Client Site Code Monitor

In large ConfigMgr environments, it is very common that there are more than one (1) ConfigMgr hierarchy in the organisation. Sometimes it is very import to make sure ConfigMgr clients are assigned to the correct ConfigMgr primary sites. Incorrect site code could be caused by:

- Incorrect site code specified during the client installation
- Automatic Site Assignment is enabled and there are overlapping boundaries within the environment.
- Someone has manually updated the site code on the ConfigMgr client.

This monitor is designed to monitor the site code assigned to the ConfigMgr 2012 client. Because each environment is different, this monitor is disabled by default. OpsMgr administrators will need to manually enable it via override. The **CorrectSiteCode** value will also need to be specified via override in order for this monitor to function properly.

**Note:** OpsMgr administrators may also need to create various groups for different ConfigMgr 2012 clients if they report to different ConfigMgr primary sites. These groups can then be targeted by overrides with different **CorrectSiteCode** value.

#### 9.1.4. ConfigMgr 2012 Client Pending Reboot Monitor

This monitor detects if the ConfigMgr 2012 client is pending reboot. This monitor checks pending reboot from the following components:

- Component-Based Servicing (for computers running Windows Server 2008 / Windows Vista or later)
  - Check if the registry key “HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Component Based Servicing\” has a sub key named “RebootPending”.
- Windows Update (WSUS) Agent
  - Check if the registry key “HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\WindowsUpdate\Auto Update\” has a subkey named “RebootRequired”.
- ConfigMgr 2012 Agent
  - Execute the method “DeterminelfRebootPending” in the CCM\_ClientUtilities WMI class which is located in the “Root\Ccm\ClientSDK” namespace.
- Pending File Rename Operations
  - Check the Multi-String registry key value “HKLM\SYSTEM\CurrentControlSet\Control\Session Manager\PendingFileRenameOperations”. If this registry key value is not empty, a reboot is considered as required.

A warning alert is raised if the monitor has detected required reboot from any of above mentioned components. The alert description contains details in which component(s) require reboot.

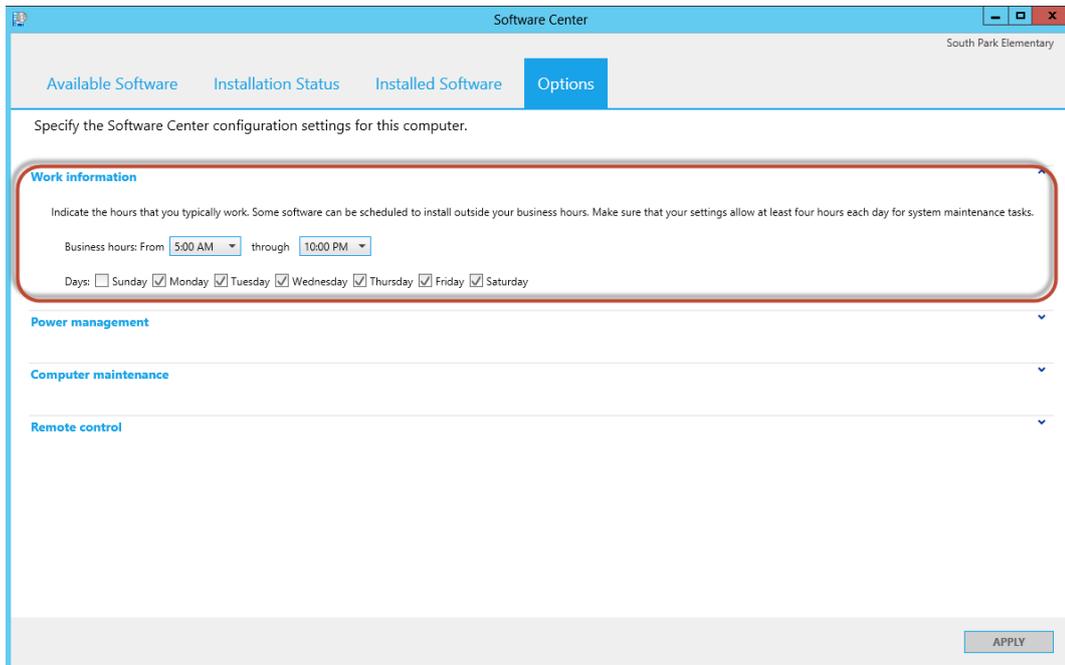
The screenshot shows the 'Alert Details' window for a warning alert titled 'Pending Reboot detected on the ConfigMgr 2012 Client'. The alert was created on 15/08/2013 at 10:08:06 AM. The source is a ConfigMgr 2012 Client. The alert monitor is 'ConfigMgr 2012 Client Pending Reboot Monitor'. The alert description states: 'Pending detected on ConfigMgr 2012 client'. Below this, it lists the reasons for the pending reboot: 'Pending Reboot from Component-Based Servicing: false', 'Pending Reboot from Windows Update: false', 'Pending Reboot from ConfigMgr Client: false', and 'Pending Reboot from Pending File Rename Operations: true'. There is a 'View additional knowledge...' link. The summary states: 'This monitor runs on a schedule and detects if the ConfigMgr 2012 client is pending reboot.' The configuration section lists the components checked: 'Component-Based Servicing (for computers running Windows Server 2008 / Windows Vista or later)', 'Windows Update (WSUS) Agent', 'ConfigMgr 2012 Agent', and 'Pending File Rename Operations'.

### 9.1.5. ConfigMgr 2012 Client Missing Client Health Evaluation (CCMEval) Cycles Consecutive Samples Monitor

This monitor detects if the ConfigMgr 2012 client has missed the "Configuration Manager Client Health Evaluation" (CcmEval) scheduled task Cycle for over number of consecutive samples. By default, this monitor runs once a day. The script within this monitor firstly checks the execution interval for CcmEval from registry and then checks if the last execution is within the execution interval. A critical alert is generated if the CcmEval task has missed a number of consecutive samples (by default 3 samples). When the monitor detects the CcmEval has been executed within the execution interval, the monitor will become healthy and the alert will be automatically closed. The monitor execution interval and number of samples can be modified via override. Please refer to the product knowledge article associated to this monitor for details regarding to customising this monitor.

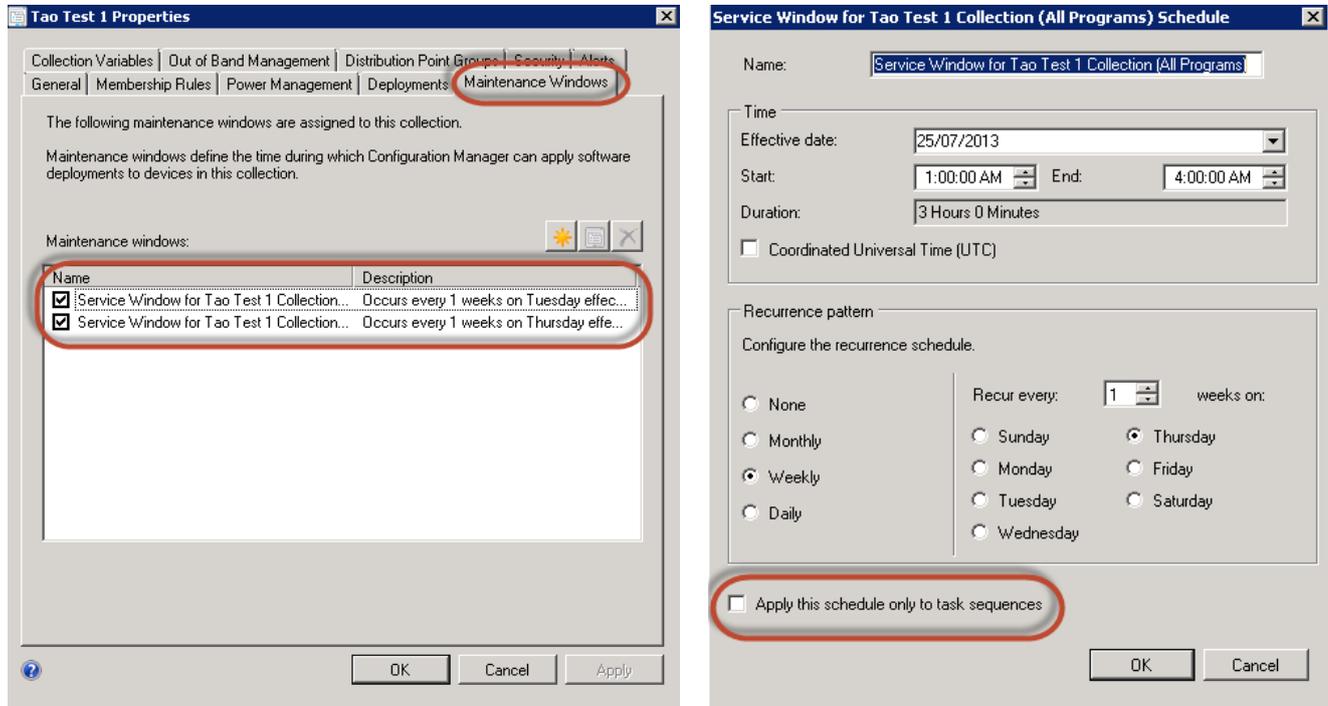
### 9.1.6. ConfigMgr 2012 Client Business Hours Service Window Monitor

This monitor detects if the Business Hours service windows are configured for the ConfigMgr 2012 Client. A critical alert is raised when the business hours are not configured for the ConfigMgr 2012 client. When the monitor enters Healthy state, the alert is automatically closed. The business hours can be manually configured on the client within the Software Center:



### 9.1.7. ConfigMgr 2012 Client All Programs Service Window Monitor

This monitor detects if the "All Programs" service windows are configured for the ConfigMgr 2012 Client. It is disabled by default. When enabled, a critical alert is raised when there is no "All Programs" service window configured for the ConfigMgr 2012 client. The "All Programs" service windows can be configured on a collection which the ConfigMgr 2012 client is a member of.



### 9.1.8. ConfigMgr 2012 Client Active Management Point Candidate Consecutive Samples Monitor

This monitor runs on a defined schedule and generate alert when there are no active Management Point candidates detected on the ConfigMgr 2012 client over number of consecutive samples. A critical alert is raised when no active Management Point candidate detected on ConfigMgr 2012 client over number of consecutive samples. The monitor execution interval and number of samples can be modified via override. Please refer to the product knowledge article associated to this monitor for details regarding to customising this monitor.

The script used by this monitor queries the "SMS\_ActiveMPCandidate" WMI class from the "Root\Ccm\LocationServices" namespace. When the monitor enters Healthy state, the alert is automatically closed. If the alert is generated on a large number of ConfigMgr 2012 clients, it may indicate there are issues with the ConfigMgr Management Points site systems.

## 9.2. ConfigMgr 2012 Client Desired Configuration Management Agent

### 9.2.1. ConfigMgr 2012 Client DCM Baselines Compliance Monitor

This monitor runs on a schedule and detects any Non-Compliant DCM baselines on the ConfigMgr 2012 client. A critical alert is raised when the at least one DCM baseline is detected as Non-Compliant. The names of the non-compliant DCM baselines are included in the alert description.

Alert Details

**Non-Compliant DCM Baselines detected**

Source: **Desired Configuration Management Agent** Desired

Full Path Name: Configuration Management Agent

Alert Monitor: **ConfigMgr 2012 Client DCM Baselines Compliance Monitor**

Created: 12/08/2013 10:21:52 AM

**Alert Description**

Uncompliant DCM baselines detected on ConfigMgr 2012 client: [redacted]  
Number of Non-compliant DCM Baselines: 2

List of Non-compliant baselines:  
Tao Test CML Reg Key DCM Baseline  
Tao Test HKLM\SOFTWARE\TEST Reg Key DCM Baseline

Knowledge: [View additional knowledge...](#)

**Summary**

This monitor runs on a schedule and detects any Non-Compliant DCM baselines on the ConfigMgr 2012 client

**Configuration**

A critical alert is raised when the at least one DCM baseline is detected as Non-Compliant. The names of the non-compliant DCM baselines are included in the alert description.

When the monitor enters Healthy state, the alert is automatically closed.

**Resolutions**

For details of non-compliant Configuration Items within the DCM baseline, please run the compliance report against the DCM baseline on the ConfigMgr 2012 client. When all DCM baselines are compliant, this monitor becomes healthy after the next run.

[Hide knowledge](#)

When the monitor enters Healthy state, the alert is automatically closed.

To detect non-compliant DCM baselines, the script used by the monitor runs below WMI query under the “Root\Ccm\ldcm” WMI namespace:

```
“Select * from SMS_DesiredConfiguration Where LastComplianceStatus=0”
```

## 9.3. ConfigMgr 2012 Client Hardware Inventory Agent

### 9.3.1. ConfigMgr 2012 Client Missing Hardware Inventory Cycles Consecutive Samples Monitor

This monitor detects if the ConfigMgr 2012 client has missed the Hardware Inventory Cycle for over number of consecutive samples. A critical alert is raised when the ConfigMgr 2012 client has missed the Hardware Inventory cycle for over number of consecutive samples.

Since the author of the management pack did not find a way to detect what is the effective hardware inventory cycle interval from the ConfigMgr 2012 client, the hardware inventory interval (in days) has to be manually configured for the monitor via overrides.

To detect the last Hardware Inventory cycle, the script used by the monitor runs below WMI query under “Root\Ccm\InvAgt” WMI namespace:

```
“Select * from InventoryActionStatus Where InventoryActionID=’ {00000000-0000-0000-0000-000000000001}”
```

The monitor runs on a schedule and checks if the last hardware inventory cycle was within the inventory interval. A critical alert will be generated if 3 consecutive samples that the monitor took all came back as missing hardware inventory. For example, if the hardware inventory interval is configured as 7 days (“InvIntervalDays” property in the monitor) and the monitor is configured to run once a day (“IntervalSeconds” property in the monitor) with 3 consecutive samples (“ConsolidationNumberOfSamples” property in the monitor), an alert will be generated when the ConfigMgr 2012 client has not submitted hardware inventory for longer than 10 days (1x3+7=10).

The monitor execution interval and number of samples can be modified via override. Please refer to the product knowledge article associated to this monitor for details regarding to customising this monitor.

## 9.4. ConfigMgr 2012 Client Software Inventory Agent

### 9.4.1. ConfigMgr 2012 Client Missing Software Inventory Cycles Consecutive Samples Monitor

This monitor detects if the ConfigMgr 2012 client has missed the Software Inventory Cycle for over number of consecutive samples. A critical alert is raised when the ConfigMgr 2012 client has missed the Software Inventory cycle for over number of consecutive samples.

To detect the last Software Inventory cycle, the script used by the monitor runs below WMI query under "Root\Ccm\InvAgt" WMI namespace:

```
"Select * from InventoryActionStatus Where InventoryActionID=' {00000000-0000-0000-0000-000000000002}"
```

Since the author of the management pack did not find a way to detect what is the effective software inventory cycle interval from the ConfigMgr 2012 client, the software inventory interval (in days) has to be manually configured for the monitor via overrides.

The monitor runs on a schedule and checks if the last software inventory cycle was within the inventory interval. A critical alert will be generated if 3 consecutive samples that the monitor took all came back as missing software inventory. For example, if the software inventory interval is configured as 7 days ("InvIntervalDays" property in the monitor) and the monitor is configured to run once a day ("IntervalSeconds" property in the monitor) with 3 consecutive samples ("ConsolidationNumberOfSamples" property in the monitor), an alert will be generated when the ConfigMgr 2012 client has not submitted software inventory for longer than 10 days ( $1 \times 3 + 7 = 10$ ).

The monitor execution interval and number of samples can be modified via override. Please refer to the product knowledge article associated to this monitor for details regarding to customising this monitor.

## 9.5. ConfigMgr 2012 Client Software Distribution Agent

### 9.5.1. ConfigMgr 2012 Client Failed Applications Deployments Monitor

This monitor detects any failed ConfigMgr 2012 application deployments on ConfigMgr clients. A critical alert is raised when the at least one failed ConfigMgr 2012 application deployment is detected. This monitor queries the **CCM\_Application** WMI class in "**Root\CCM\ClientSDK**" Namespace, any application deployments with **EvaluationState** of 4 are considered as failed.

Alert example:

**Alert Details**

**Failed Applications Deployments Detected on ConfigMgr 2012 Client**

Source: Software Distribution Agent  
Full Path Name: [Redacted] \Software Distribution Agent  
Alert Monitor: ConfigMgr 2012 Client Failed Applications Deployments Monitor  
Created: 12/08/2013 10:22:46 AM

**Alert Description**

On ConfigMgr 2012 client [Redacted] there are 1 Failed Application Deployments detected. For details of the failed application deployments, please use the SCCM 2012 Client Center or query the "CCM\_Application" WMI class in "Root\CCM\ClientSDK" Namespace.

**Knowledge:** [View additional knowledge...](#)

**Summary**

This monitor detects any failed ConfigMgr 2012 application deployments on ConfigMgr clients.

**Configuration**

A critical alert is raised when the at least one failed ConfigMgr 2012 application deployment is detected. This monitor queries the CCM\_Application WMI class in "Root\CCM\ClientSDK" Namespace, any application deployments with EvaluationState of 4 are considered as failed.

When the monitor enters Healthy state, the alert is automatically closed.

**Resolutions**

Please use various tools such as SCCM 2012 Client Center or the native reports in ConfigMgr 2012 console to detect the failed application deployments.

**Additional Information**

SCCM 2012 Client Center can be downloaded at <http://sccmclctr.codeplex.com>

[Hide knowledge](#)

When the monitor enters Healthy state, the alert is automatically closed.

### 9.5.2. ConfigMgr 2012 Client Advertisements Execution History Alert Rule

This rule runs every 30 minutes by default and checks ConfigMgr 2012 Client advertisement executions history since when it ran last time. It generates a critical alert if failed executions are detected. The alert description contains a list of advertisements that have failed to execute of the time period. It also initiates ConfigMgr Client Hardware Inventory if any advertisement executions are found. Please refer to the Product Knowledge article associated to this rule for details on customising the rule.

The figure below is an alert generated by this rule:

**Alert Details**

**ConfigMgr 2012 Client Failed Advertisement Execution detected**

Source: Software Distribution Agent  
Full Path Name: [Redacted] \Software Distribution Agent  
Alert Rule: ConfigMgr 2012 Client Advertisements Execution History Alert Rule  
Created: 22/08/2013 8:25:22 PM

**Alert Description**

The ConfigMgr 2012 Client on [Redacted] has failed the following advertisement executions within the last 1800 seconds:

Advertisement Execution Summary:  
Failed Advertisements:

Package ID: [Redacted] 00042  
Package Name: Tao Test Crappy Package #2  
Program: dir A\  
Start Time: 2013/08/22 19:59:01  
Result: Failure  
Return Code: -2147024894  
Reason: The system cannot find the file specified.

Successful Advertisements:  
None

Hardware Inventory Initiation Result: Successful

**Knowledge:** [View additional knowledge...](#)

**Summary**

This rule runs every 30 minutes by default and checks ConfigMgr 2012 Client advertisement executions history since when it ran last time. It generates alerts if failed executions are detected. It also initiates ConfigMgr Client Hardware Inventory if any advertisement executions are found.

**Configuration**

The behavior of Hardware Inventory initiation can be modified by overriding the "InitiateHinvCondition" parameter of this rule. There are 4 possible values of this parameter:

- OnSuccess - Initiate Hardware Inventory When Success Advertisement Executions are found
- OnFailure - Initiate Hardware Inventory When Failed Advertisement Executions are found
- Both - Initiate Hardware Inventory When ANY Advertisement Executions are found
- None - Do not Initiate Hardware Inventory

## 9.6. ConfigMgr 2012 Client Software Update Agent

### 9.6.1. ConfigMgr 2012 Client Pending Software Updates Monitor

This monitor detects any software updates that have passed the deadline for over the configured grace period days (default 15 days).

A critical alert is raised when the at least one update is in pending state and has passed the deadline for over the configured grace period days. When the monitor enters Healthy state, the alert is automatically closed.

Alert Details

<b>Source:</b> Software Update Agent	<b>Alert Description</b>
<b>Full Path Name:</b> \Software Update Agent	On ConfigMgr 2012 client [redacted], there are <b>1 update(s)</b> detected that have passed the deadline for over <b>15 days(s)</b> . For details of the missing updates, please use the SCCM 2012 Client Center or run the "Compliance 5 -Specific computer" report from ConfigMgr 2012 console.
<b>Alert Monitor:</b> ConfigMgr 2012 Client Pending Software Updates Monitor	
<b>Created:</b> 12/08/2013 10:29:45 AM	

**Knowledge:** [View additional knowledge...](#)

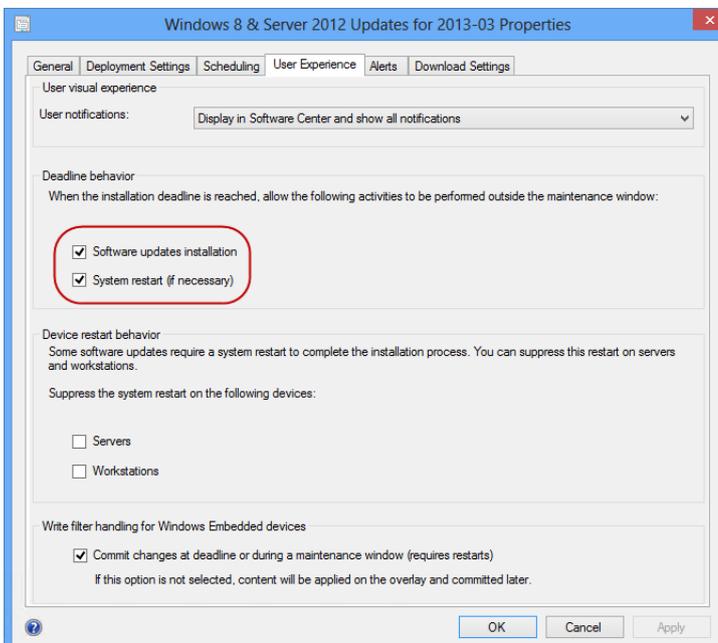
**Summary**  
This monitor detects any software updates that have passed the deadline for over the configured grace period days (default 15 days).

**Configuration**  
A critical alert is raised when the at least one update is in pending state and has passed the deadline for over the configured grace period days.  
When the monitor enters Healthy state, the alert is automatically closed.

**Resolutions**  
Please use various tools such as SCCM 2012 Client Center or the native reports in ConfigMgr 2012 console to detect th missing updates. The updates maybe pending because of no maintenance windows or the installation may have failed.

**Additional Information**  
SCCM 2012 Client Center can be downloaded at <http://sccmclctr.codeplex.com>  
[Hide knowledge](#)

When configuring an Update Deployment in ConfigMgr, ConfigMgr operators have the choice to specify the client behaviour after the deadline is reached:



As indicated above, if the "Software updates installation" tick box under "Deadline behaviour" is not ticked, the ConfigMgr client will wait for a next maintenance window that has enough time allocated to install the updates. If there are no sufficient maintenance windows available, the updates will not be installed. Although ConfigMgr operators can configure alerts within the ConfigMgr 2012 console, the "ConfigMgr 2012 Client Pending Software

Updates Monitor” provides individualised alerts for each ConfigMgr 2012 client, rather than an overall percentage compliance as indicated below:

Recent Alerts (7) - Last updated: 23/08/2013 4:44:38 PM	
Success of Update Group Deployment "Windows 8 & Server 2012 Updates for 2013-07" is 85%, below target of 95%.	<b>Category:</b> Update group deployment success <b>Date:</b> 26/07/2013
Success of Update Group Deployment "Windows 8 & Server 2012 Updates for 2013-06" is 92%, below target of 95%.	<b>Category:</b> Update group deployment success <b>Date:</b> 26/07/2013
Success of Update Group Deployment "Windows 7 & Server 2008 R2 Updates for 2013-07" is 85%, below target of 95%.	<b>Category:</b> Update group deployment success <b>Date:</b> 14/08/2013
Success of Update Group Deployment "Windows 7 & Server 2008 R2 Updates for 2013-04" is 85%, below target of 95%.	<b>Category:</b> Update group deployment success <b>Date:</b> 14/08/2013
Success of Update Group Deployment "Windows 8 & Server 2012 Updates for 2013-04" is 85%, below target of 95%.	<b>Category:</b> Update group deployment success <b>Date:</b> 14/08/2013
Success of Update Group Deployment "Windows 8 & Server 2012 Updates for 2012" is 85%, below target of 95%.	<b>Category:</b> Update group deployment success <b>Date:</b> 15/08/2013

This monitor runs on a schedule and detects any pending updates that have passed the deadline over x number of days (GracePeriodDays). By default, the monitor is configured to run once a day and the GracePeriodDays is set to 15 days. Please refer to the product knowledge article associated to this monitor for details regarding to customising this monitor.

## 10. Agent Tasks

As mentioned in Section 7.3.3 of this document, the “ConfigMgr 2012 Client Monitoring” management pack includes several agent tasks that can be executed against ConfigMgr 2012 Clients or client agents. These tasks are available on the “Task” pane of each appropriate state view:

I.e. The figures below indicates the agent tasks associated to the ConfigMgr 2012 Client class and the Software Update Client Agent class respectively:

The screenshot shows the 'ConfigMgr 2012 Clients - TAOYANG - Operations Manager' console. The left-hand navigation pane has 'ConfigMgr 2012 Clients' selected. The main area displays a table of client states. The right-hand pane shows the 'Tasks' section for the selected client, with a red circle highlighting the 'System Center ConfigMgr 2012 Client Tasks' group. This group contains the following tasks:

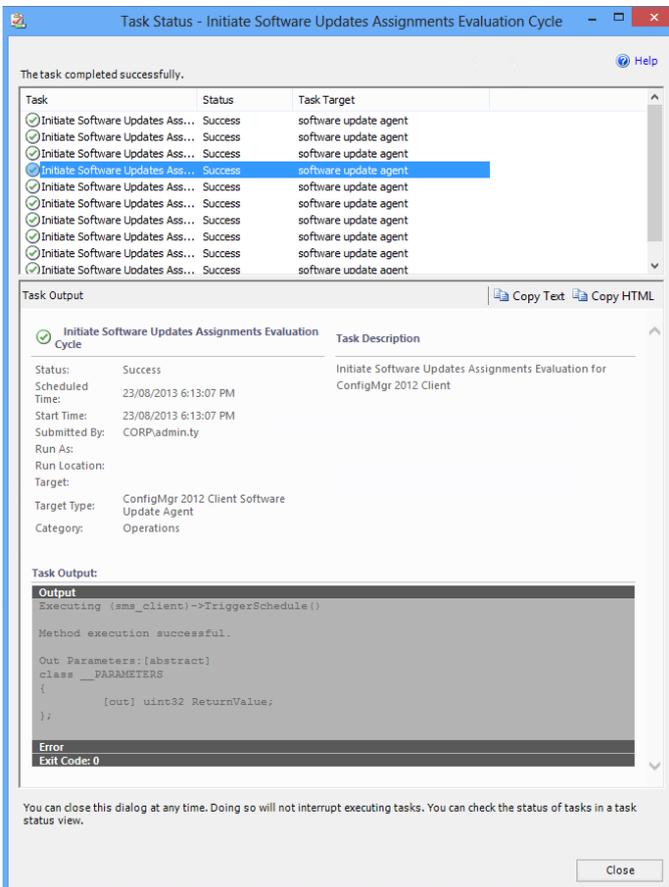
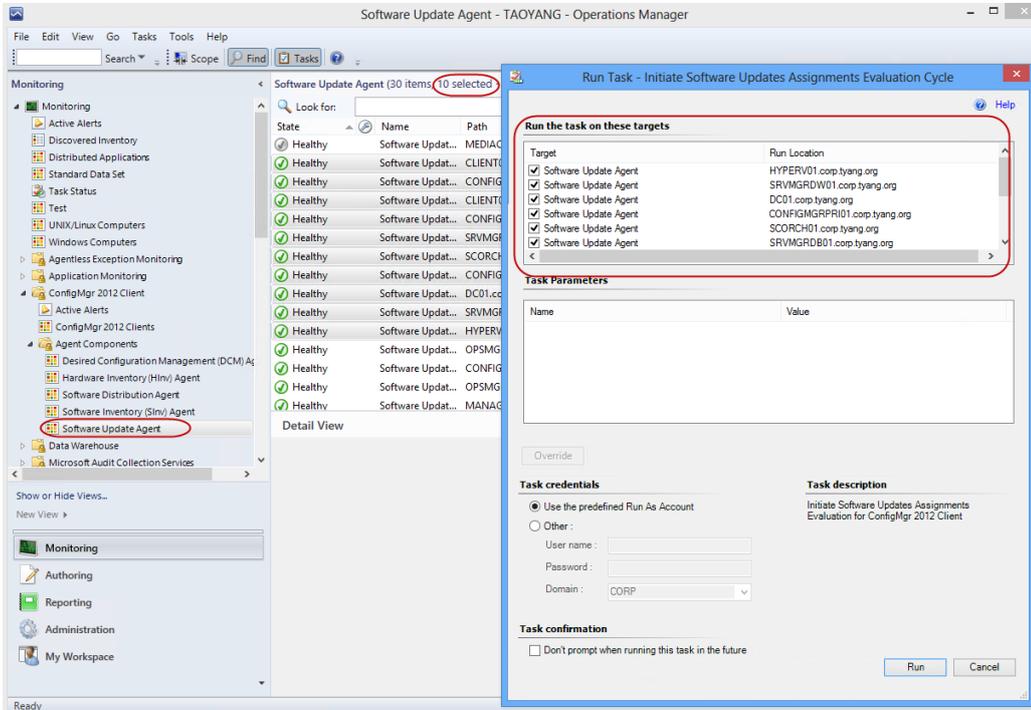
- ConfigMgr 2012 Client Repair
- Evaluate Machine Policy
- Initiate Discovery Data Collection
- Initiate File Collection Cycle
- Initiate Location Service Refresh Locations Task
- Initiate Location Service Timeout Refresh Task
- Initiate Software Metering Usage Report Cycle
- Request Machine Assignments

The screenshot shows the 'Software Update Agent - TAOYANG - Operations Manager' console. The left-hand navigation pane has 'Software Update Agent' selected. The main area displays a table of agent states. The right-hand pane shows the 'Tasks' section for the selected agent, with a red circle highlighting the 'ConfigMgr 2012 Client Software Update Agent Tasks' group. This group contains the following tasks:

- Initiate Software Updates Assignments Evaluation Cycle
- Initiate Software Updates Scan Cycle

# System Center 2012 Operations Manager Management Pack For System Center 2012 (R2) Configuration Manager Client

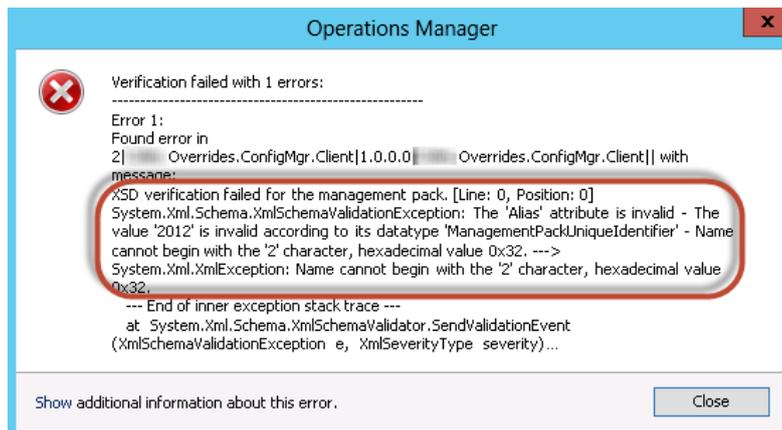
By design, OpsMgr allows users to trigger an agent task on up to 10 managed objects at once. The figures below illustrates OpsMgr operators can multi-select up to 10 Software Update Agent objects from the state view and trigger the “Software Update Assignments Evaluation Cycle” agent task and task results for each selected node:



## 11. Known Issues

### 11.1. Error When Creating Overrides

An error will occur when try to create an override to an unsealed management pack that is created in the OpsMgr operational console:



This is because all three (3) sealed management packs included in this project have the phrase “2012” as part of the ID. When OpsMgr operational console is trying to create a reference for one of this management packs on the unsealed management pack, it fails because the phrase “2012” cannot be part of the alias for the referencing MP. There are two (2) workaround for this issue.

1. Use the “ConfigMgr.2012.Client.Overrides” unsealed management pack to store overrides.
2. Manually create references in the unsealed management pack for the ConfigMgr 2012 client management packs. Please take the following steps to create references:
  1. Export the Unsealed Override MP from the OpsMgr Operations Console
  2. Open the unsealed MP (.xml) using a text editor
  3. Copy and paste below lines to the override MP inside the **<References></References>** section:

```
<Reference Alias="C2CL">
  <ID>ConfigMgr.2012.Client.Library</ID>
  <Version>0.2.0.0</Version>
  <PublicKeyToken>136b1dfd385ca82a</PublicKeyToken>
</Reference>
<Reference Alias="C2CD">
  <ID>ConfigMgr.2012.Client.Discovery</ID>
  <Version>0.2.0.0</Version>
  <PublicKeyToken>136b1dfd385ca82a</PublicKeyToken>
</Reference>
<Reference Alias="C2CM">
  <ID>ConfigMgr.2012.Client.Monitoring</ID>
  <Version>0.2.0.0</Version>
  <PublicKeyToken>136b1dfd385ca82a</PublicKeyToken>
</Reference>
```

# System Center 2012 Operations Manager Management Pack For System Center 2012 (R2) Configuration Manager Client

```
<?xml version="1.0" encoding="utf-8"?>
<ManagementPack SchemaVersion="2.0" ContentReadable="true" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <Manifest>
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      <ID>ConfigMgr.2012.Client.Overrides</ID>
      <Version>1.0.0.0</Version>
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    <Name>ConfigMgr.2012.Client.Overrides</Name>
    <References>
      <Reference Alias="System">
        <ID>System.Library</ID>
        <Version>7.5.8501.0</Version>
        <PublicKeyToken>31bf3856ad364e35</PublicKeyToken>
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      <Reference Alias="C2CL">
        <ID>ConfigMgr.2012.Client.Library</ID>
        <Version>0.2.0.0</Version>
        <PublicKeyToken>136b1dfd385ca82a</PublicKeyToken>
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      <Reference Alias="C2CD">
        <ID>ConfigMgr.2012.Client.Discovery</ID>
        <Version>0.2.0.0</Version>
        <PublicKeyToken>136b1dfd385ca82a</PublicKeyToken>
      </Reference>
      <Reference Alias="C2CM">
        <ID>ConfigMgr.2012.Client.Monitoring</ID>
        <Version>0.2.0.0</Version>
        <PublicKeyToken>136b1dfd385ca82a</PublicKeyToken>
      </Reference>
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  </Manifest>
  <LanguagePacks>
    <LanguagePack ID="ENU" IsDefault="true">
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        <DisplayString ElementID="ConfigMgr.2012.Client.Overrides">
          <Name>ConfigMgr 2012 Client Overrides</Name>
          <Description>This Management Pack contains overrides for the ConfigMgr 2012 client monitoring solut:
```

4. Save the xml and import it back to OpsMgr management group via the operational console.