Configuration Manager 2007 ACT Connector Update

Release Notes

To search these release notes, press CTRL+F.

Note

Read these notes thoroughly before you install the Microsoft System Center Configuration Manager Application Compatibility Toolkit (ACT) Connector. These release notes contain information necessary to successfully install Configuration Manager ACT Connector. This information is not available in the product documentation.

# System Requirements

System Center Configuration Manager 2007 Service Pack 1 is a minimum prerequisite for installing the Configuration Manager 2007 ACT Connector Update, version 4.00.6044.2000. Configuration Manager 2007 Service Pack 2 is recommended for Windows 7 deployment support.

See the “Configuration Manager 2007 SP2 Supported Configurations” help topic (<http://go.microsoft.com/fwlink/?LinkID=164940>) in the Configuration Manager Documentation Library for information about hardware and software requirements and supported configurations.

See the “Configuring the Application Compatibility Toolkit” topic (<http://go.microsoft.com/fwlink/?LinkId=182495>) for information on hardware and software requirements and supported configurations.

The ACT 5.5 database may be hosted on the same SQL Server as Configuration Manager 2007 database if the Windows Server and SQL Server meet the system requirements for both products. Administrators must have administrative rights on the Configuration Manager 2007 site server in order to use the ACT Connector.

# What is New

This section covers what is new with this update, version 4.00.6044.2000, for Configuration Manager 2007 ACT Connector from the previous update 4.00.6003.1000. The product documentation is not being updated with this release. The Configuration Manager 2007 ACT Connector documentation (<http://go.microsoft.com/fwlink/?LinkId=182497>) applies to this update of the ACT Connector with the exceptions outlined in this document.

## Support for Multiple Deployment Operating Systems and 64-bit Devices and Systems

Configuration Manager 2007 ACT Connector Update, version 4.00.6044.2000, enables support for Windows XP SP2 and SP3, Windows Vista SP1 and SP2, and Windows 7. References to Windows Vista SP1 have been removed from the Dashboard, Collection Wizard, and Web Reports and an option to specify the target operating system has been added.

Device driver availability and system requirements reports add support for 64-bit operating systems. Device Synchronization allows you to specify which operating system to synchronize for device driver status. Results for both 32-bit and 64-bit operating systems will be reported.

Administrators may hide operating systems by changing the view from the ACT Application Compatibility Manager by unchecking the operating systems from the tree view. To refresh the operating system list for Configuration Manager 2007 ACT Connector Update, version 4.00.6044.2000, any open Configuration Manager 2007 Administrator Consoles must be closed.

System requirements reports are more accurate, let administrators specify desired status reports, and add support for 64-bit platforms.

Note

Configuration Manager 2007 ACT Connector Update, version 4.00.6044.2000, enables support for 64-bit operating systems for device driver availability status and systems requirement status. ACT 5.5 only supports 32-bit operating systems.

## Application Compatibility Toolkit

Application Compatibility Toolkit 5.5 is a prerequisite to use this product. If ACT 5.0 is installed, you must first upgrade to ACT 5.5 prior to configuring the ACT Server in the Configuration Manager Administrator Console.

## Web Reports

The 4.00.6003.1000 update of Configuration Manager 2007 ACT Connector included 17 reports specific to Windows Vista SP1. This update simplifies the reports to 8 for planning for Windows deployment readiness and allows the administrator to select from the desired deployment operating system. This update includes the following reports:

* Application Compatibility Toolkit application status for a specific computer
* Application Compatibility Toolkit application status for computers in a specific collection
* Application Compatibility Toolkit application status summary for a specific collection
* Device driver availability for a specific computer
* Device driver availability for computers in a specific collection
* Device driver summary for a specific collection
* System requirements for a computers in a specific collection
* Windows upgrade summary for computers in a specific collection

Reports include a new report parameter ‘Operating System Name’ that specifies the operating system to which computers will be upgraded or the operating system that will be deployed. This includes an option to specify 32-bit or 64-bit operating systems.

System requirements reports have been condensed into a single report, support 64-bit operating systems, and allow the administrator to report on computers by one of the following criteria:

* Meets minimum system requirements
* Does not meet minimum system requirements
* Meets recommended system requirements
* Does not meet recommended system requirements

Note

The device driver availability report might have a solution URL even when the device driver status is “Available.” In some cases a vendor has provided a solution URL for a newer version of a device driver although the detected device driver is compatible. The newer driver can be downloaded, but is not required.

# Known Issues with Configuration Manager 2007 ACT Connector

When using reports, you receive a ‘not able to access the database’ error

SYMPTOM When selecting a reporting parameter from a Configuration Manager 2007 ACT Connect report or when launching a report from the link in the Configuration Manager 2007 Administrator Console dashboard for the Application Compatibility Toolkit node you receive an error like:

An error occurred when the report was run. The details are as follows:

The server principle ‘NT AUTHORITY\SYSTEM’ is not able to access the database “[Database Name]” under the current security context.

Error Number: -2147467259

Source: Microsoft OLE DB Provider for SQL Server

Native Error: 916

WORKAROUND Grant the guest account read permissions to the views needed for the Configuration Manager 2007 ACT Connector 4.00.6044.2000 reports. To do this, perform the following steps:

1. Launch SQL Studio Manager
2. Connect to the server hosting the ACT Database
3. Run this SQL statement using the ACT database:

GRANT CONNECT to guest

GRANT SELECT ON Application\_Report\_vw to guest

GRANT SELECT ON Applications\_vw to guest

GRANT SELECT ON Machine\_Installed\_App\_vw to guest

GRANT SELECT ON Machines\_vw to guest

GRANT SELECT ON Deployment\_OS\_vw to guest

When using reports, you receive an error ‘[ServerName] is not a valid login or you do not have permissions’

SYMPTOM When the SMS Provider is hosted remotely and not on the site server on which you are installing the Configuration Manager ACT Connector and you attempt to configure the ACT Server, you receive an error like:

Create Linked Server

System.Data.SqlClient.SqlException: The OLE DB Provider [SQLSERVER] for linked server [ACTSERVER] does not contain the table [ACTDB].dbo.Deployment\_OS\_View. The table either does not exist or the current user dos not have permissions on that table.

WORKAROUND Move the SMS Provider to the Site Server with the ACT Connector installation or grant the anonymous login account read permissions to the required views:

1. Launch SQL Studio Manager
2. Connect to the server hosting the ACT Database
3. Run this SQL statement using the ACT database:

USE ACTDB

GRANT SELECT ON Deployment\_OS\_vw TO [NT AUTHORITY\ANONYMOUS LOGON]

International Characters Are Not Display Correctly for ACT Applications

SYMPTOM When using the Configuration Manager 2007 ACT Connector to report on ACT application status, international characters may not display correctly. ACT does not support international characters. Words such as applications names or vendor names may be stored inconsistently as DBCS or UNICODE.

WORKAROUND You may be able to view the international characters in web reports by right clicking on Internet Explorer, navigating to Encoding, and then clicking Unicode or the correct encoding format. For some international characters, you might need to set system locale to the specific international language.

**You get a primary key constraint violation when running “Device driver summary for a specific collection” report.**

SYMPTOM When running the report “Device driver summary for a specific collection”, you get an error. This may happen when the hardware ID of one or more client devices is changed after a Device Driver Synchronization is performed. The error will read as follows:

**An error occurred when the report was run. The details are as follows:**

Violation of PRIMARY KEY constraint 'PK\_\_#DeviceS\_\_770281A557404F6B'. Cannot insert duplicate key in object 'dbo.#DeviceSummary'.

Error Number: -2147217873

Source: Microsoft OLE DB Provider for SQL Server

Native Error: 2627

WORKAROUND To resolve this issue, run Device Driver Synchronization again for the operating system you select when you run the report.

**You have multiple entries for machines in the system requirements reports.**

SYMPTOM When running the report “System requirements for computers in a specific collection” you notice duplicate entries for the computer. This might happen when there are obsolete records for computers. This can result in inaccurate data including computers being incorrectly reported as not meeting system requirements

WORKAROUND To resolve this issue, run the ‘Delete Obsolete Client Discovery Data’ to remove obsolete client records.

**Reports time out with HTTP 500 Error**

SYMPTOM When running a web report for ACT Connector you receive an HTTP 500 Error.

WORKAROUND To resolve this issue you may need to increase the IIS timeout as described in <http://support.microsoft.com/kb/268364> and increase the IIS Buffer as described in <http://support.microsoft.com/kb/925764>. Please see the IIS.log to determine if you are experiencing a timeout issue or reaching your buffer limit.

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