Lab LC20: Introduction to Systems Management Server Version 4

Objectives
After completing this lab, you will be able to:

- Collect and view hardware and software inventory.
- Distribute software.
- Use SMS reporting to report on inventory and software distribution data.
- Use remote tools to access the remote client.

Prerequisites
Before working on this lab, one virtual computer should be booted as a Microsoft Windows Server 2003 SP1 computer installed as an SMS primary site server (SMSServer in the Intro Server VPC). The second virtual computer is booted as a Windows XP Professional SP2 client installed as an Advanced Client in the SMS site (SMSClient in the Intro Client VPC).

The SMS site code for the installed site is SV4.

Estimated time to complete this lab: 75 minutes
Exercise 0  
Preparing the Virtual Computer Clients for the Lab

In this exercise, you will update the collection membership of the All Systems collection. When you do, you will see the SMSSClient computer appear twice in the membership list. This is due to Virtual PC 2004 virtualizing the SMBios serial number of the host computer, which SMS detects as being different than the original SMBios serial number. Because of this, SMS generates a new GUID for the client, which causes a new record to be generated.

Note Complete this procedure from the primary site server computer only.

To update the collection membership
1. Log on as administrator with a password of password.
2. On the Start menu, click SMS Administrator Console.
The SMS Administrator Console window appears.
3. In the tree pane, expand SMSSERVER, expand Computer Management, and then expand Collections.
The list of collections appears in the results pane.
4. In the tree pane, click All Systems.
The members of the All Systems collection appear in the details pane. Notice that the site server computer (SMSServer) and the Windows XP Professional client computer (SMSSClient) appear as members.
5. In the Actions pane, click Update Collection Membership.
An All Systems message box appears prompting to update subcollection membership.
6. Click OK, and then in the Actions pane, click Refresh.
The collection membership is updated, and the current membership of the All Systems collection is displayed. Notice that the SMSSClient computer is now displayed twice. Notice also that one of the instances is listed as being Obsolete and inactive. This is the old reference of the client.
7. In the details pane, click the obsolete record for the SMSSClient computer, and then in the Actions pane, click Delete.
A Confirm Delete message box appears prompting to delete the record.
8. Click Yes.
The collection membership is updated, and the current membership of the All Systems collection is displayed. Notice that the SMSSClient computer is now displayed only once and it is an Active record (not Obsolete).
9. Delete any other Obsolete records from the All Systems collection.
10. Update the membership for the All Windows XP Systems collection.
You have now prepared your images for the lab and may proceed to Exercise 1.
Exercise 1
Collecting Hardware and Software Inventory

In this exercise, you will configure hardware and software inventory collection at the site. You will then view the inventory data using Resource Explorer.

Note  Complete this procedure from the primary site server computer only.

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To configure hardware inventory

1. If not already running, on the Start menu, click SMS Administrator Console.
   The SMS Administrator Console window appears.
2. In the tree pane, expand SMSSERVER, expand Site Management, expand SV4, expand Site Settings, and then click Client Agents.
   The list of client agents appears in the results pane. Notice the client agents that are available in SMS v4.
3. In the results pane, click Hardware Inventory Client Agent, and then in the Actions pane, click Properties.
   The Hardware Inventory Client Agent Properties dialog box displays General settings for hardware inventory.
4. Select Enable hardware inventory on clients.
5. Under Inventory schedule, verify that Simple schedule is selected and then click OK.
   The SMS Administrator Console window appears.

In the following procedure, you will configure software inventory for the site.

Note  Complete this procedure from the primary site server computer only in the SMS Administrator console.

To configure software inventory

1. In the results pane, click Software Inventory Client Agent, and then in the Actions pane, click Properties.
   The Software Inventory Client Agent Properties dialog box displays General settings for software inventory.
2. Select Enable software inventory on clients.
3. Under Inventory and file collection schedule, verify that Simple schedule is selected, and then click the Inventory Collection tab.
   The Software Inventory Client Agent Properties dialog box displays Inventory Collection settings for software inventory. Notice by default only .exe files will be inventoried, that all local hard drives are to be scanned (including subdirectories), and that compressed and encrypted files are to be excluded from the inventory (Exclude = Compressed).

Also notice that all reporting options are enabled.
4. Under **File types**, select *.exe*, and then click **Properties**.

   The **Inventoried File Properties** dialog box appears allowing the configuration of files and paths.

5. Click **Set**.

   The **Path Properties** dialog box appears allowing configuration of the paths to scan.

6. Click **Variable or path name**, and then in the **Location** box, type `%programfiles%`

   This configures the inventory agent to only scan the Program Files folder (and its subfolders) for programs and not the entire hard disk.

7. Click **OK**.

   The **Inventoried File Properties** dialog box the current files and paths information for scanning.

8. Click **OK**.

   The **Software Inventory Client Agent Properties** dialog box displays the current files and paths to be scanned. Notice that this search is in the Program Files environment path, and scans for all executable files.

9. Click **OK**.

   The SMS Administrator Console window appears.

In following procedure, you will enable hardware and software inventory collection on the computer running as an SMS Advanced Client.

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**Note**  
Complete this procedure from any SMS v4 Advanced Client in the site, but at a minimum, perform this procedure on the Windows XP Professional client.

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**🚫 To enable hardware and software inventory**

1. Log on as **administrator** with a password of **password**.

2. In **Control Panel**, start **Systems Management**.

   The **Systems Management Properties** dialog box appears.

3. Click the **Actions** tab.


4. Click **Machine Policy Retrieval & Evaluation Cycle**, and then click **Initiate Action**.

   The Advanced Client will request new policies, which will include the policies related to enabling hardware inventory. A **Machine Policy Retrieval & Evaluation Cycle** message box appears indicating the action was initiated, and may take several minutes to complete.
5. Click OK.
   The **Systems Management Properties** dialog box appears.

6. Click OK.

In the following procedure, you will verify the hardware and software inventory configurations have been updated at the client.

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**Note**  Complete this procedure from each client you forced a policy retrieval on. It will take two minutes for the policy to be evaluated. Wait two minutes before proceeding with this procedure.

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✅ **To verify inventory configuration**

1. In **Control Panel**, start **Systems Management**.
   The **Systems Management Properties** dialog box appears.

2. Click the **Components** tab.
   The **Systems Management Properties** dialog box displays the installed components on the Advanced Client. Notice that the SMS Inventory Agent is listed as **Enabled**.

3. Click the **Actions** tab.
   The **Systems Management Properties** dialog box displays the available actions for the Advanced Client. Notice that the actions of Hardware Inventory Cycle, Software Inventory Cycle, and File Collection Cycle are listed. These were added as a result of enabling hardware and software inventory.

4. Click **Cancel**.
   Inventory will be taken immediately. It will take a minute or two to complete, depending on the hardware and software configuration of the computer.

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In the following procedure, you will view the data collected during hardware and software inventory collection processes by the client.

**Note**  Complete this exercise from the primary site server only in the SMS Administrator console. It will take a few minutes for inventory to be reported.

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✅ **To view inventory data**

1. In the tree pane, expand **SMSSERVER**, expand **Computer Management**, expand **Collections**, and then click **All Systems**.
   The members of All Systems collection appear in the results pane. Notice the Windows XP Professional client is listed as a member.

2. In the results pane, click **SMSClient**, and then in the **Actions** pane, click **Start**.
   A new menu appears.

3. Click **Resource Explorer**.
   The Resource Explorer window appears.
4. In the console tree, expand **Hardware**.
   The hardware inventory classes appear in the console tree.

5. In the console tree, click **Operating System**.
   The hardware inventory data for the Operating System class appears in the details pane.

6. In the details pane, select the one record, and then on the **Action** menu, click **Properties**.
   The **Operating System Properties** dialog box appears. Notice the individual properties of the Operating System class, including the operating system name (in the Caption attribute) and service pack (in the CSDVersion attribute).

7. Click **Close**.
   The hardware inventory classes appear in the console tree.

8. In the console tree, click **Add/Remove Programs**.
   The hardware inventory data for the Add/Remove Programs class appears in the details pane. This information comes from programs registered in Add/Remove Programs, and is a way of identifying software applications installed on a client computer.

9. In the console tree, expand **Software**.
   The software inventory objects appear in the console tree.

10. In the console tree, expand **Manufacturer**.
    The list of software manufacturers with products installed on the client appears in the console tree.

11. In the console tree, expand **Microsoft Corporation**.
    The list of Microsoft Corporation products installed on the client appears in the console tree.

12. In the console tree, select any product, such as **Microsoft Windows Operating System**.
    The list of list of files from the client that were associated with the product appears in the details pane. Notice the details returned include the location of the file on the client’s hard drive.

    The SMS Administrator Console window appears.
Exercise 2  
Distributing Software

In this exercise, you will distribute software to the SMS v4 Advanced Client.

**Note**  Complete this procedure from the primary site server computer only in the SMS Administrator console.

**To configure the Advertised Programs Client Agent**

1. In the tree pane, expand **SMSSERVER**, expand **Site Management**, expand **SV4**, expand **Site Settings**, and then click **Client Agents**.
   
   The list of client agents appears in the results pane. Notice the client agents that are available in SMS v4.

2. In the results pane, click **Advertised Programs Client Agent**, and then in the Actions pane, click **Properties**.

   The **Advertised Programs Client Agent Properties** dialog box displays **General** settings for the Advertised Programs Client Agent. Notice that the default for the Advanced Client is to poll for new policies hourly (which includes advertisements).

3. Select **Enable software distribution to clients**.

4. Select **New program notification icon opens Add or Remove Programs**, and then click the **Notification** tab.

   The **Advertised Programs Client Agent Properties** dialog box displays **Notification** settings for the Advertised Programs Client Agent. Notice that by default, there is no notification provided to the user when a new advertisement is detected.

5. Select **Display a notification message**, and then click **OK**.

   The SMS Administrator Console window appears.

In the following procedure, you will enable software distribution on the computer running Windows XP Professional.

**Note**  Complete this procedure from any Advanced Client in the site you wish, but ensure that at least one client, such as the the Windows XP Professional client is used.

**To enable software distribution**

1. In **Control Panel**, start **Systems Management**.

   The **Systems Management Properties** dialog box appears.

2. Click the **Actions** tab.

   The **Systems Management Properties** dialog box displays the available actions for the Advanced Client. Notice the default actions of Discovery Data Collection Cycle, Machine Policy Retrieval & Evaluation Cycle, Peer DP Maintenance Task, Software Updates Evaluation Cycle, User Policy Retrieval & Evaluation Cycle and Windows Installer Source List Update Cycle. In addition, you will notice actions for hardware and software inventory collection which were just enabled in the previous exercise.
3. Click **Machine Policy Retrieval & Evaluation Cycle**, and then click **Initiate Action**.

   The Advanced Client will request new policies, which will include the policy related to enabling software distribution. A **Machine Policy Retrieval & Evaluation Cycle** message box appears indicating the action was initiated, and may take several minutes to complete.

4. Click **OK**.

   The **Systems Management Properties** dialog box appears.

5. Click **OK**.

In the following procedure, you will verify the software distribution configuration has been updated at the client.

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**Note**  Complete this procedure from all Advanced Clients you retrieved policies for. It will take two minutes before the policy has been evaluated and the SMS Software Distribution agent is enabled.

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**☞ To verify software distribution configuration**

1. In **Control Panel**, start **Systems Management**.

   The **Systems Management** dialog box appears.

2. Click the **Components** tab.

   The **Systems Management Properties** dialog box displays the installed components on the Advanced Client. Notice that the SMS Software Distribution Agent is listed as **Enabled**.

3. Click **Cancel**.

In the following procedure, you will create a package and program to be advertised to the Advanced Client computer.

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**Note**  Complete this exercise from the primary site server computer in the SMS Administrator console.

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**☞ To distribute an application to a client**

1. In the tree pane, click the **All Windows XP Systems** collection, and then in the **Actions** pane, click **Distribute**.

   A new menu appears.

2. Click **Software**.

   The **Distribute Software to Collection Wizard** dialog box appears.

3. Click **Next**.

   The **Distribute Software to Collection Wizard Package** dialog box appears providing options for package distribution.

4. Select **Create a new package from a definition**, and then click **Next**.

   The **Distribute Software to Collection Wizard Package Definition** dialog box appears allowing you to select the package definition file to use. Notice the default package definitions built into SMS v4.
5. Click **Browse**.
   The **Open** dialog box appears.

6. Open **C:\SMSTools\SMS2003Toolkit2.msi**.
   The **Distribute Software to Collection Wizard Package Definition** dialog box appears allowing you to select the package definition file to use. Notice that SMS 2003 Toolkit 2 is displayed.

7. Under **Package definition**, verify that **SMS 2003 Toolkit 2** is selected, and then click **Next**.
   The **Distribute Software to Collection Wizard Source Files** dialog box appears prompting for source file handling instructions.

8. Click **Always obtain files from a source directory**, and then click **Next**.
   The **Distribute Software to Collection Wizard Source Directory** dialog box appears allowing the designation of the source file directory.

9. Click **Local drive on site server**, and then click **Browse**.
   The **Browse for Folder** dialog box appears.

10. Click **C:\SMSTools**, and then click **OK**.
    The **Distribute Software to Collection Wizard Source Directory** dialog box displays the designated source directory.

11. Click **Next**.
    The **Distribute Software to Collection Wizard Distribution Points** dialog box appears allowing the designation of distribution points to store the package files.

12. Under **Distribution points**, select **SMSSERVER**, and then click **Next**.
    The **Distribute Software to Collection Wizard Select a Program to Advertise** dialog box appears allowing the configuration of advertisements.

13. Under **Programs**, click **Per-system unattended**, and then click **Next**.
    The **Distribute Software to Collection Wizard Advertisement Name** dialog box appears prompting for a name and comment for the advertisement.

14. Click **Next** to accept the default name.
    The **Distribute Software to Collection Wizard Advertise to Subcollections** dialog box appears prompting for advertising to subcollections.

15. Click **Next** to accept the default option of advertising to subcollections as well (even though we do not have any subcollections).
    The **Distribute Software to Collection Wizard Advertisement Schedule** dialog box appears prompting for a start and expiration time for the advertisement.

16. After **Advertise the program after**, verify that the current date and time is displayed.

17. Verify **No. This advertisement never expires** is selected, and then click **Next**.
    The **Distribute Software to Collection Wizard Assign Program** dialog box appears prompting for program assignments.
18. Verify that **No. Do not assign the program** is selected, and then click **Next**.

   The **Distribute Software to Collection Wizard** dialog box appears prompting to complete the wizard.

19. Click **Finish**.

In the following procedure, you will verify the configuration of the package, program, and advertisement that were created by the Distribute Software to Collection Wizard.

**To verify package configuration**

1. In the tree pane, expand **Packages**.

   The new package appears in the tree pane.

   **Note** You may need to refresh the display to see the new package.

2. In the tree pane, expand **Microsoft Corporation SMS 2003 Toolkit 2 2.50.0 English**.

   The **Microsoft Corporation SMS 2003 Toolkit 2 2.50.0 English** package data appears in the tree pane.

3. In the tree pane, click **Programs**.

   The configured programs for the package appear in the results pane. Notice the Per-system unattended program which you advertised to the client using the Distribute Software wizard.

4. In the tree pane, click **Distribution Points**.

   The distribution points for the package appear in the results pane. Notice only the local site server is listed.

5. In the tree pane, click **Advertisements**.

   The advertisement for the SMS 2003 Toolkit 2 program appears in the results pane. Notice the Available After time is the date and time the advertisement was created.

In the following procedure, you will initiate the searching for advertised programs on your Advanced Client computer.

**Note** Complete this procedure from the Advanced Client computer only.

**To search for available advertised programs**

1. In **Control Panel**, start **Systems Management**.

   The **Systems Management Properties** dialog box appears.
2. Click the Actions tab.

   The **Systems Management Properties** dialog box displays the available actions for the Advanced Client. Notice the default actions of Discovery Data Collection Cycle, Machine Policy Retrieval & Evaluation Cycle, Peer DP Maintenance Task, Software Updates Evaluation Cycle, User Policy Retrieval & Evaluation Cycle and Windows Installer Source List Update Cycle. In addition, you will notice actions for hardware and software inventory collection which were just enabled in the previous exercise.

3. Click **Machine Policy Retrieval & Evaluation Cycle**, and then click **Initiate Action**.

   The Advanced Client will request new policies, which will include the policy related to the advertised program. A **Machine Policy Retrieval & Evaluation Cycle** message box appears indicating the action was initiated, and may take several minutes to complete.

4. Click **OK**.

   The **Systems Management Properties** dialog box appears.

5. Click **OK**.

   It will take a couple of minutes, and then the **New Program Available** icon appears on the system tray.

6. Double-click the **New Program Available** icon.

   The Add or Remove Programs window appears displaying new programs that are available to be installed. Notice that the SMS 2003 Toolkit 2 program is available.

7. Under **Add programs from your network**, click **Microsoft Corporation SMS 2003 Toolkit 2**, and then click **Add**.

   A **Program Download Required** message box appears. By default, in SMS v4, advertised programs will be downloaded from the distribution point prior to installation.

8. Click **Run program automatically when download completes**, and then click **Download**.

   The program is installed. This is an unattended installation, so you won’t see any installation occur.

   __Note__  It will take a moment to install the program. Wait a moment before proceeding.

9. Click **Change or Remove Programs**.

   The Add or Remove Programs window appears displaying programs that have already been installed. Notice that the SMS 2003 Toolkit 2 program is listed.

   __Note__  You may need to refresh the display to see the program in the list.

10. Click **Close**, and then on the **Start** menu, point to **All Programs**.

    The list of program is displayed. Notice that a new program group item for the SMS 2003 Toolkit 2 appears.
11. Point to **SMS 2003 Toolkit 2**.

The list of programs in the SMS 2003 Toolkit 2 program group appears. These were installed through the SMS 2003 Toolkit 2 advertisement.

In the following procedure, you will verify the software distribution status for the advertised program.

**Note** Complete this procedure from the site server computer only with the SMS Administrator console running.

_ticks_ To verify advertisement status

1. In the tree pane, expand **System Status**, and then expand **Advertisement Status**.

   The available advertisements appear in the tree pane.

2. In the tree pane, click **SMS 2003 Toolkit 2**.

   The advertisement status appears in the results pane. Notice that one computer received the advertisement, one computer started the program, and one computer successfully ran the program and reported the successful installation by a status MIF file.
Exercise 3
Reporting SMS Data

In this exercise, you will configure your site server as a reporting point to allow running reports on the SMS site.

**Note** Complete this exercise from the SMS Administrator console the primary site server.

![Image]

To configure the site server as a reporting point

1. In the tree pane, expand SMSSERVER, expand Site Management, expand SV4, expand Site Settings, and then click Site System Roles.
   The list of site systems appears in the results pane. Notice that the site server appears as the only site system.

2. In the tree pane, expand Site System Roles, and then click SMSSERVER.
   The list of site system roles for SMSServer appears in the tree pane. Notice that the configured site system roles does not include a reporting point.

3. In the Actions pane, click New Roles.
   The New Site Role Wizard General dialog box appears. Notice that the system is already configured to specify a fully qualified host name.

4. Click Next.
   The New Site Role Wizard System Role Selection dialog box appears displaying the list of site system roles that can be assigned to this computer.

5. Under Available Roles, select Reporting Point, and then click Next.
   The New Site Role Wizard Reporting Point dialog box appears allowing you to configure the reporting point virtual directory, the protocol, and the port used to communicate with the reporting point.

6. Click Next to use the default values.
   The New Site Role Wizard dialog box appears indicating that you have successfully completed the wizard.

7. Click Next.
   The New Site Role Wizard Summary dialog box appears indicating that SMS is now ready to begin installation of the reporting point.

8. Click Close.
   The SMS Administrator Console window appears displaying the site system roles for the computer SMSServer. Notice that the reporting point role has been added to the list.
In the following procedure, you will verify that the reporting point was successfully created.

**Note** It will take a moment for the installation of the reporting point to complete.

To verify reporting point configuration

1. From Administrative Tools, start Services.
   The list of services appears in the details pane.
2. Verify that the SMSReporting_Point service was started.

In the following procedure, you will generate a report using SMS Reporting.

To run an existing report

1. Switch to the SMS Administrator console, and then in the tree pane, expand SMSSERVER, expand Computer Management, and then expand Reporting.
   The available SMS Reporting tool functions appear in the tree pane.
2. In the tree pane, click Reports.
   The list of available reports appears in the results pane. Notice that there are almost 200 reports available.
3. In the results pane, click Computers discovered by a specific site, and then in the Actions pane, under Computers discovered by a specific site, click Run.
   A Report Options message box appears prompting for the reporting point to use.
   The Computers discovered by a specific site Report Information appears in the results pane. Notice this is a prompted report, and requires the SMS site code.
5. In the Site Code box, type SV4 and then click Display.
   An Internet Explorer window opens and displays the SMS Report results. Notice the list of discovered computers in the report. This includes both the site server, the domain controller, and the Windows XP Professional client computer.
6. Click the arrow to the left of the client computer SMSClient.
   The SMS Report window displays the report results in the Discovery information for a specific computer report. Notice that the discovery agents that discovered the client are displayed.
7. Click the arrow to the left of either entry for the client computer.
   A new SMS Reporting window appears displaying the report results, which is a list of hardware reports for the client computer.
8. Under Reports, expand Hardware – Processor, and then click Processor information for a specific computer.

The SMS Reporting window displays the processor details for the client computer.


The SMS Report window displays the report results in the Discovery information for a specific computer report. Notice that the discovery agents that discovered the client are displayed.

10. Close the Discovery information for a specific computer report.

The SMS Report window closes, and the SMS Administrators Console appears.

11. In the tree pane, click Reports.

The list of available reports appears in the results pane. Notice that there are almost 200 reports available.

12. In the results pane, click All advertisements, and then in the Actions pane, under All advertisements, click Run.

The All advertisements Report Information appears in the results pane.

13. Click Display.

An Internet Explorer window opens and displays the SMS Report results. Notice the list of advertisements and properties in the report. Our site only has one advertisement.

14. Click the arrow to the left of the advertisement.

The SMS Report window displays the report results in the Status of a specific advertisement report. Notice that the report shows the total number of systems that received the advertisement (in our case one) and that successfully ran the program.

15. Click the arrow to the left of “Succeeded”.

The SMS Report window displays the report results in the All system resources for a specific advertisement in a specific state report. Notice that the report shows the client that successfully ran the program and the time of the last status message.

16. Click the arrow to the left of SMSClient.

The SMS Report window displays the report results in the Advertisement status messages for a particular client and advertisement report. Notice that the report shows the individual status messages the client generated for this advertisement.

17. Close the Advertisement status messages for a particular client and advertisement report.

The SMS Report window closes, and the SMS Administrators Console appears.
Exercise 4
Using Remote Control

In this exercise, you will configure and use SMS to launch remote control functions to support an SMS client computer.

**Note** Complete this procedure from the SMS Administrator console the primary site server.

To configure the Remote Tools Client Agent

1. In the tree pane, expand **SMSSERVER**, expand **Site Management**, expand **SV4**, expand **Site Settings**, and then click **Client Agents**.
   
   The list of client agents appears in the results pane. Notice the client agents that are available in SMS v4.

2. In the results pane, click **Remote Tools Client Agent**, and then in the **Actions** pane, click **Properties**.
   
   The **Remote Tools Client Agent Properties** dialog box displays **General** settings for the Remote Tools Client Agent. Notice the warning message indicating the requirement to configure any settings on the **Advanced** tab before enabling the Remote Tools Client Agent. Also notice the configuration settings available for using Remote Assistance for Windows XP-based SMS clients.

3. Select **Enable Remote Tools on clients**.

4. Select **Do not install Remote Control components for Advanced Clients running Windows XP, Windows Server 2003, or later**.
   
   This is the recommended configuration for SMS v4. This is recommended as Windows XP and later clients have both Remote Desktop and Remote Assistance, which are preferred over SMS Remote Control.

5. Select **Manage Remote Assistance settings**.

6. Select **Override Remote Assistance user settings**, and then click the **Policy** tab.
   
   The **Remote Tools Client Agent Properties** dialog box displays **Policy** settings for the Remote Tools Client Agent.

7. Under **Remote Assistance** (at the bottom of the dialog box), set the **Level of access allowed** to **Full control**, and then click the **Notification** tab.
   
   The **Remote Tools Client Agent Properties** dialog box displays **Notification** settings for the Remote Tools Client Agent.

8. Clear **Play a sound**, and then click the **Advanced** tab.
   
   The **Remote Tools Client Agent Properties** dialog box displays **Advanced** settings for the Remote Tools Client Agent. Notice the default settings.

9. Click OK.
   
   The SMS Administrators Console appears.
In the following procedure, you will download the Remote Tools Client Agent policy on the Advanced Client computer.

**Note** Complete this procedure from the Windows XP Professional client computer.

Enumeral List: To download the remote control policy at the client

1. In **Control Panel**, start **Systems Management**.
   The **Systems Management Properties** dialog box appears.

2. Click the **Actions** tab.
   The **Systems Management Properties** dialog box displays the available actions for the Advanced Client. Notice the default actions of Discovery Data Collection Cycle, Machine Policy Retrieval & Evaluation Cycle, Peer DP Maintenance Task, Software Updates Evaluation Cycle, User Policy Retrieval & Evaluation Cycle and Windows Installer Source List Update Cycle. In addition, you will notice actions for hardware and software inventory collection which were just enabled in a previous exercise.

3. Click **Machine Policy Retrieval & Evaluation Cycle**, and then click **Initiate Action**.
   The Advanced Client will request new policies, which will include the policy related to the enabling of remote tools. A **Machine Policy Retrieval & Evaluation Cycle** message box appears indicating the action was initiated, and may take several minutes to complete.

4. Click **OK**.
   The **Systems Management Properties** dialog box appears.

5. Click **OK**.

**Note** Remain at this point for two minutes to allow the updated policy to be downloaded before proceeding to the next exercise.

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In the following procedure, you will verify the remote tools configuration has been updated at the client.

**Note** Complete this procedure from the Windows XP Professional client computer.

Enumeral List: To verify remote control configuration

1. In **Control Panel**, start **Systems Management**.
   The **Systems Management** dialog box appears.

2. Click the **Components** tab.
   The **Systems Management Properties** dialog box displays the installed components on the Advanced Client. Notice that the SMS Remote Tools Agent is listed as **Enabled**.

3. Click **Cancel**.
In this exercise, you will attempt to use the SMS Remote Tools to control the SMS v4 Advanced Client.

Note: Complete this procedure from the primary site server only in the SMS Administrator console.

To attempt to start a remote control session

1. In the tree pane, expand SMSSERVER, expand Computer Management, expand Collections, and then click All Windows XP Systems.
   The Windows XP Professional client computer appears in the results pane.

2. In the results pane, click SMSClient, and then in the Actions pane, click Start.
   A new menu appears.

3. Click Remote Tools.
   An Attempting to Connect with SMSCLIENT dialog box appears indicating the Remote Control Agent was not found. This is to be expected, as you configured SMS to not install the SMS Remote Control Agent on the Windows XP or later client computer.

4. Click Cancel.
   The SMS Administrator console appears displaying the members of the All Windows XP Systems collection.

In this exercise, you will use SMS to start a Remote Desktop session to the SMS Advanced Client.

Note: Complete this procedure from the primary site server only in the SMS Administrator console.

To start a Remote Desktop session

1. In the results pane, click SMSClient, and then in the Actions pane, click Start.
   A new menu appears.

2. Click Remote Desktop Client.
   A Remote Desktop session is started, and then the Log On to Windows dialog box appears allowing you to log onto the Windows XP client computer remotely.

3. Log on as administrator with a password of password.
   The SMS site server displays a Remote Desktop session of the Windows XP client computer. This is one way to remotely control Windows XP client computers with SMS.

4. You can test Remote Desktop by performing any remote actions such as starting Windows Explorer to view client files.
5. Click the close button on the SMSCLIENT title bar to close the Remote Desktop session.
   A **Disconnect Windows session** message box appears prompting to close the Remote Desktop session.

6. Click **OK**.
   The SMS Administrator console appears displaying the members of the All Windows XP Systems collection.

In the following step, you will log on to the Windows XP Professional client computer. The Remote Desktop session left the client computer locked.

**Note**  Complete this step from the Windows XP Professional client computer.

Click **OK**.

**Note**  Complete this procedure from the primary site server only in the SMS Administrator console.

**To start a Remote Assistance session**

1. In the results pane, click **SMSClient**, and then in the **Actions** pane, click **Start**.
   A new menu appears.

2. Click **Remote Assistance**.
   The Remote Assistance window appears with a status of Waiting for an answer. Remote Assistance always requires confirmation from the remote client to proceed.

In the following step, you will allow the Remote Assistance session to the Windows XP Professional client computer.

**Note**  Complete this step from the Windows XP Professional client computer.

**To allow Remote Assistance**

A **Remote Assistance** message box appears indicating the administrator wants to control your computer.

- Click **Yes**.
In the following step, you will remotely take control of the Windows XP Professional client computer desktop.

**Note**  Complete this step from the primary site server only with the Remote Assistance window active.

**To remotely update the client**

The Remote Assistance session is started, and the Remote Assistance window appears on the primary site server. Notice the connection status is Screen View only.

- In the Remote Assistance window, click **Take Control**.
  
  If the user accepts the request, you will have full control capabilities over the client computer.

In the following step, you will allow the administrator to take full control of the Windows XP Professional client computer using Remote Assistance.

**Note**  Complete this step from the Windows XP Professional client computer.

**To allow full control Remote Assistance**

- A **Remote Assistance** message box appears indicating the administrator wants to share control of your computer.

- Click **Yes**.

In the following step, you will remotely administer the Windows XP Professional client computer desktop and then disconnect the Remote Assistance session.

**Note**  Complete this step from the primary site server only with the Remote Assistance window active.

**To remotely update the client**

- A **Remote Assistance** message box appears indicating that the local administrator is sharing control of the remote computer. Notice that you can press ESC to return control to the remote administrator.

  1. Click **OK**.

     Notice the connection status is listed as viewing only on the primary site server, but indicates the administrator has taken control on the Windows XP client in the Remote Assistance window (which can be viewed on the site server in the Remote Assistance window of the client computer).

  2. You can test Remote Assistance by performing any remote actions such as starting Windows Explorer to view client files.

  3. Click **Disconnect**.

     The Remote Assistance session is terminated and the Remote Assistance window appears on the primary site server.
   
The SMS Administrator console appears displaying the members of the All Windows XP Systems collection.