

System Center Configuration Manager Offline Updating Guide

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Version 1.3 Draft

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1 INSTALLATION OVERVIEW

Follow the instruction in the order presented below. Deviating from these instructions could jeopardize the performance of the ConfigMgr Systems capabilities. If you have any questions regarding this installation, please contact Microsoft on-site support or the author of this document.

Note: The installation of the Configuration Manager Servers, Windows 2012 R2 base Operating System (OS) is not covered in detail in this document.

2 STANDALONE PRIMARY/CENTRAL ADMINISTRATION SITE UPDATE

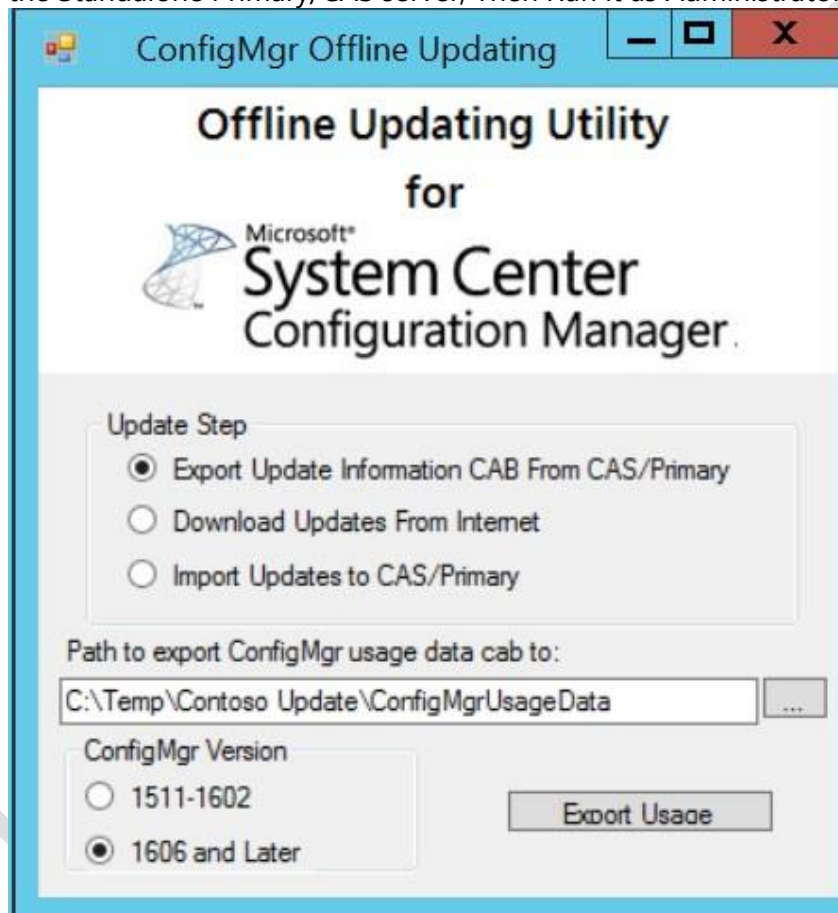
2.1 SOFTWARE AND VERSIONS USED IN THIS INSTALL

- Windows Server 2012 R2
- SQL Server 2014 SP1 CU4
- SCCM 1511 Binaries
- WSUS 6.3.9600.18228
- ADK for Windows 10
- MDT 2013 U2

2.2 OBTAINING AND IMPORTING OFFLINE UPDATES

Note: Several scripts have been prepared that will allow updates to be imported with minimal effort all three scripts are located at <Source>\1602OfflineUpdateScripts. No other files should be in this folder:

- Retrieve the Usage Data Microsoft will need to create the Update Packs
 - First, Copy the "ConfigMgr Offline Updating Utility.exe" file to an empty folder on the Standalone Primary/CAS server, Then Run it as Administrator.



- Select "Export Update Information CAB from CAS/Primary", then Click the "Export Usage" button.
Note: you can review the data that is being sent by reading ConfigMgrUsageData.csv in the ConfigMgrUsageData folder.
 - Copy the entire folder and all its contents that you put the ConfigMgr Offline Updating Utility in to an Internet connected computer
- Downloading Update Packs:

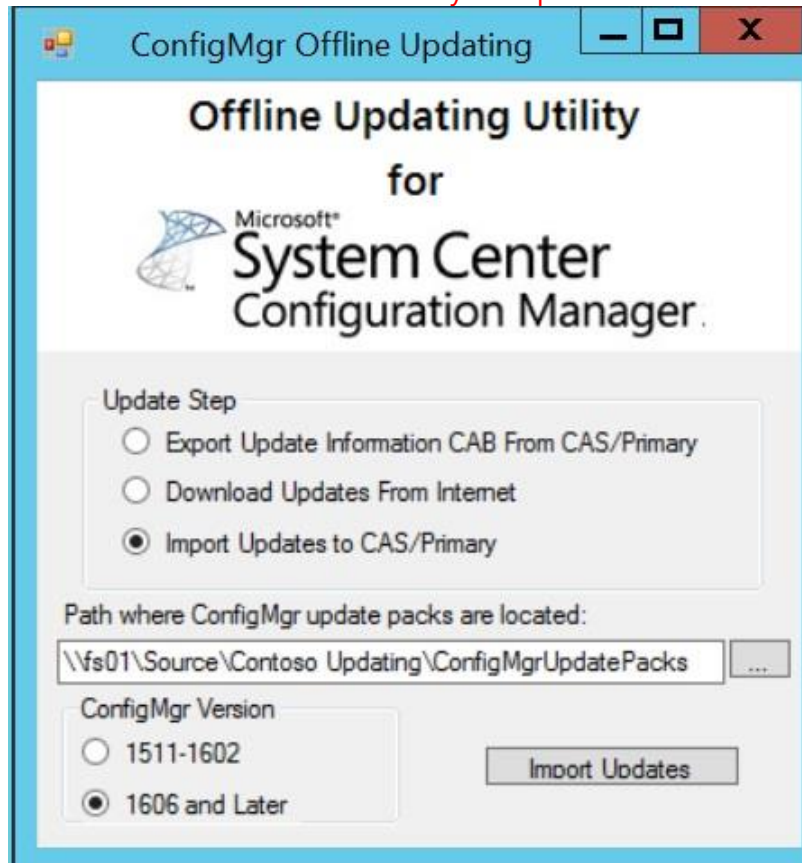
- Run as administrator the "ConfigMgr Offline Updating Utility.exe" that is in the folder you copied over on the Internet Connected computer.
- Select "Download Updates from Internet", then Click the "Download Updates" Button. If you are running ConfigMgr 1511 or 1602, Select the ConfigMgr Version 1511-1602, otherwise it will not download that update packs.

NOTE: This step can take a long time depending on the number of updates and internet connection speed (these can be several GB in size). The application will also seem like it has locked up and is not responding, but the application is actually working. You can see the updates downloading by monitoring the ConfigMgrUpdatePacks folder that is created in the folder you copied over. Please be patient.



- Once it is completed, copy the entire folder back over to the CAS/Standalone Primary Site Server.
- Importing the Updates:
 - On the CAS/Standalone Primary Site Server, Run as administrator the "ConfigMgr Offline Updating Utility.exe" again.

- Select Import Updates to CAS/Primary, then click the "Import Updates" button.
NOTE: Again this step can take a long time depending on the number of updates and their size (these can be several GB in size). The application will also seem like it has locked up and is not responding, but the application is actually working. You can see the updates downloading by monitoring the ConfigMgrUpdatePacks folder that is created in the folder you copied over. Please be patient.



2.3 TROUBLESHOOTING COMMON UPDATE IMPORT ISSUES

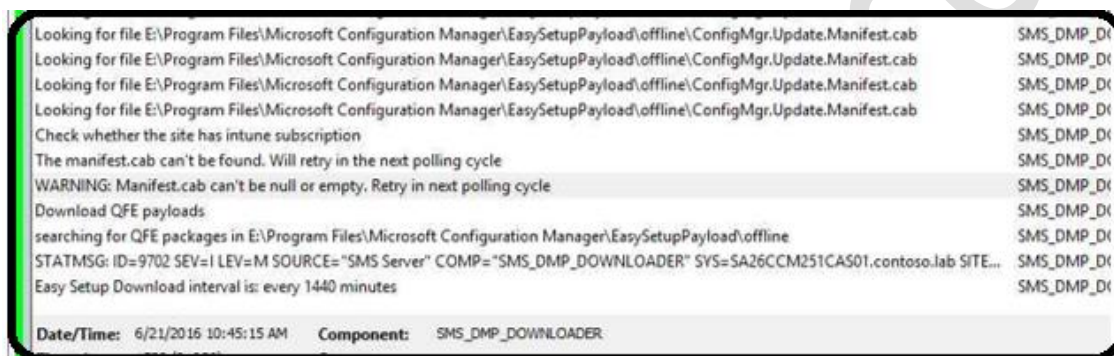
Update does not appear in console

Issue: The offline update does not show up in the console under “Updates and Servicing”

Symptoms:

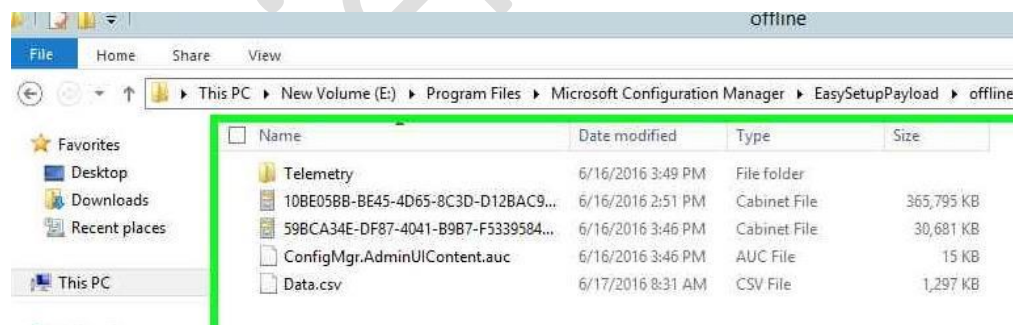
Log file located at “<CMInstallDrive>:\Program Files\Microsoft Configuration Manager\Logs\dmpdownloader.log has the (or similar) entry near the end of the log:
“WARNING: Manifest.cab can’t be null or empty. Retrying in next polling cycle”

Note: It is best to open ConfigMgr logs with the “CMTrace.exe” tool located at “<CMInstallDrive>:\Program Files\Microsoft Configuration Manager\tools”.



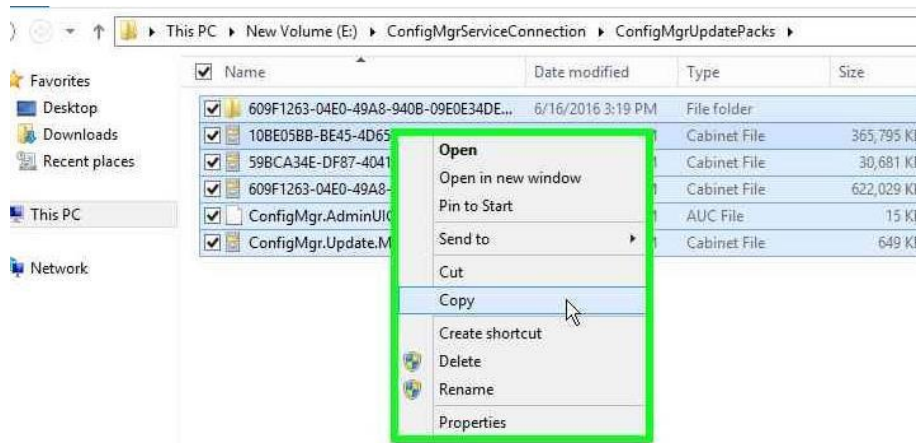
Resolution:

1. Look at the files in the “<CMInstallDrive>:\Program Files\Microsoft Configuration Manager\EasySetupPayload\offline”.

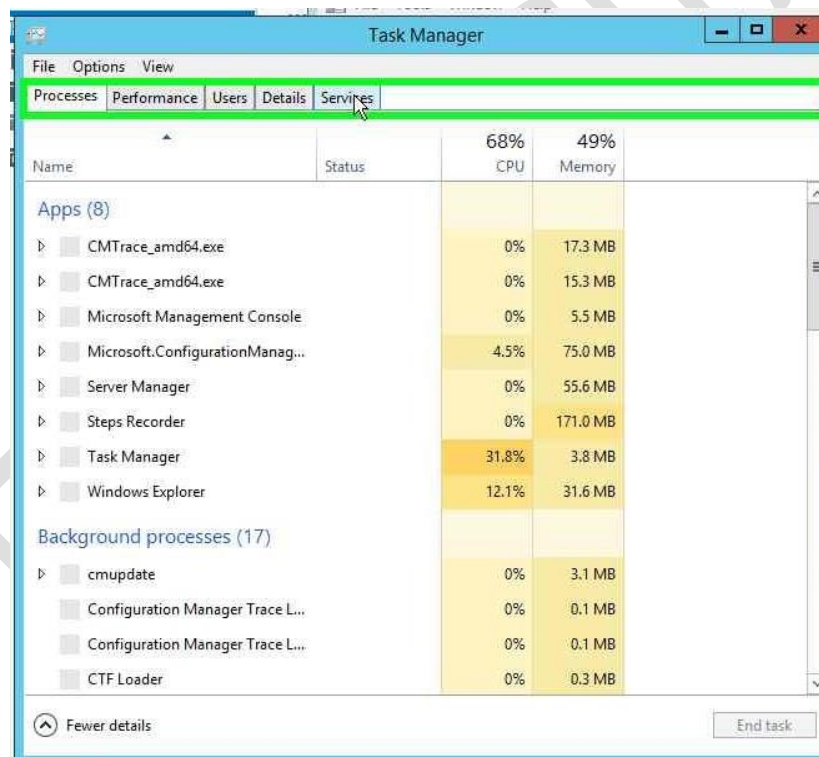


2. Open a second Windows Explorer window, and browse to “<CMInstallDrive>:\ConfigMgrServiceConnection\ConfigMgrUpdatePacks\”

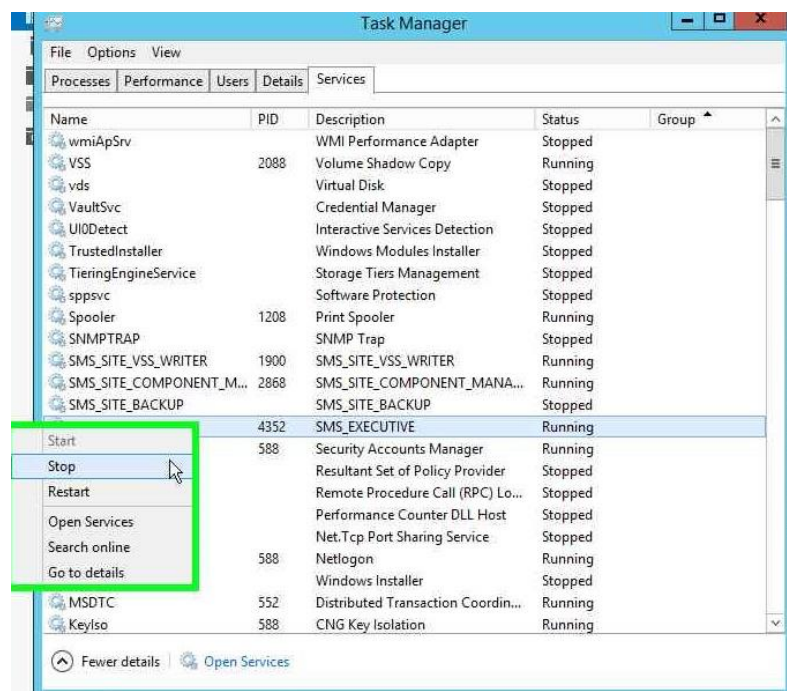
3. Compare the files and folders in step 1 and step 2. Most likely step 1 is missing some of the files and from step 2. Copy all the missing files from the folder in step 2.



4. Paste the files from step 3 into the folder in step 1.
5. **Right click** on task bar, then click on "**Task Manager**" in the popup menu.
6. In Task Manager, Select the **Services** tab.

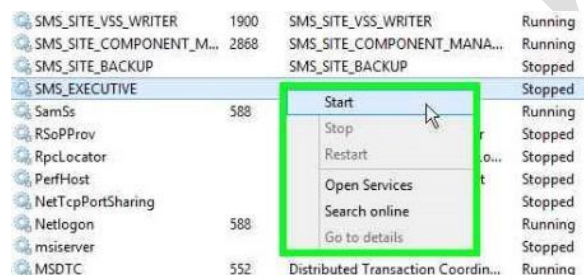


7. Right click on the "**SMS_EXECUTIVE**" Service then click on "**Stop**"

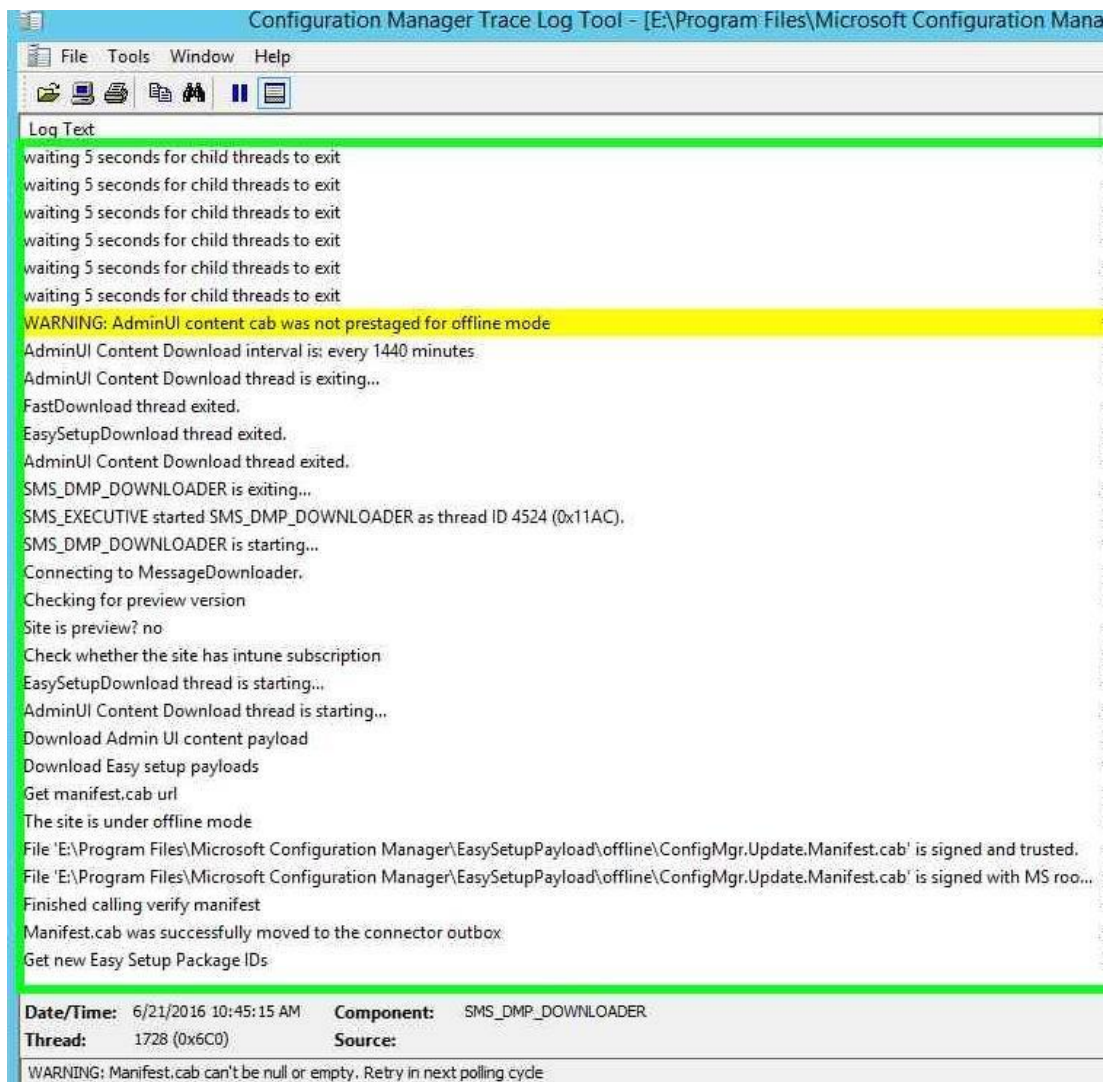


Note: This may take a while to stop. be patient."

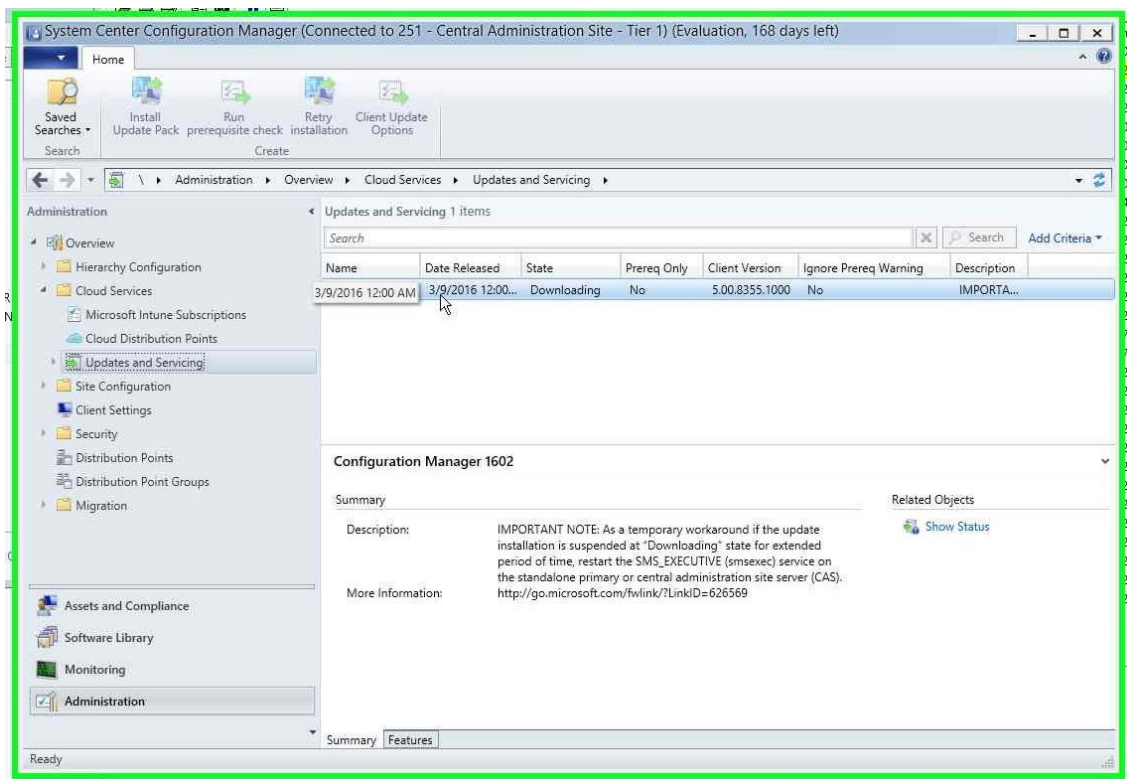
8. Right click on **"SMS_EXECUTIVE (text)"** in **"Task Manager"**, then click on **"Start"**.



9. Monitor the "**<CMInstallDrive>:\Program Files\Microsoft Configuration Manager\Logs\dmpdownloader.log**" using CMTrace. You should see the line towards the bottom of the log that says **"Get new Easy Setup Package IDs"**, after which it will start to extract the updates.



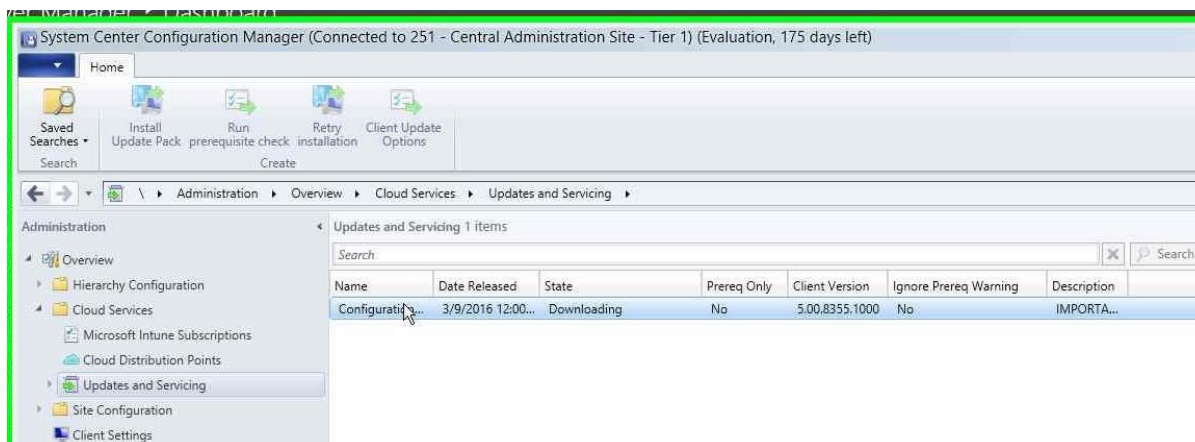
10. Now you should see the update in the console. (You may need to close and reopen your console to see it.)



2.4 UPDATE STUCK IN DOWNLOADING

Issue

ConfigMgr update never leaves the “Downloading” state.

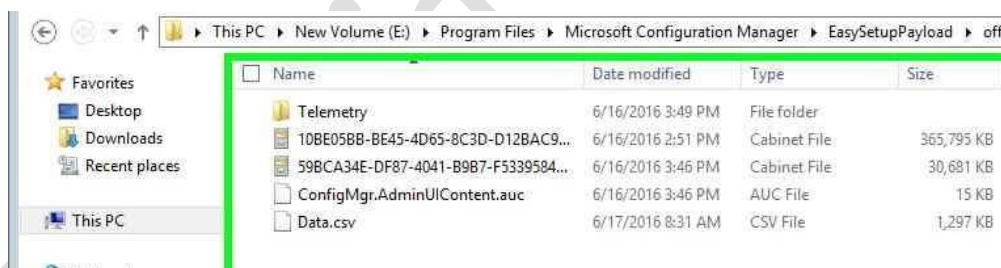


Resolution 1

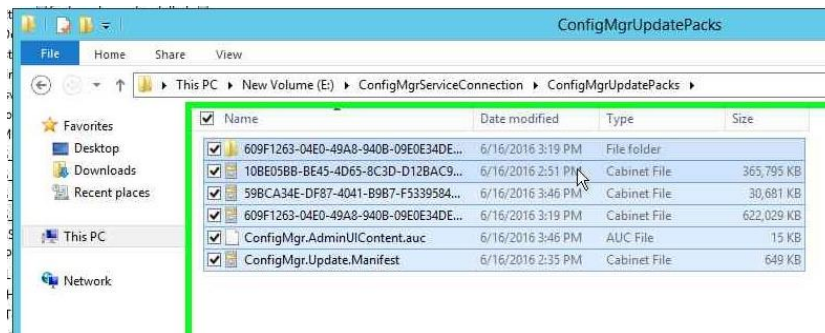
1. Restart the “SMS_Executive” service

Resolution 2

1. Look at the files in the “<CMInstallDrive>:\Program Files\Microsoft Configuration Manager\EasySetupPayload\offline”.

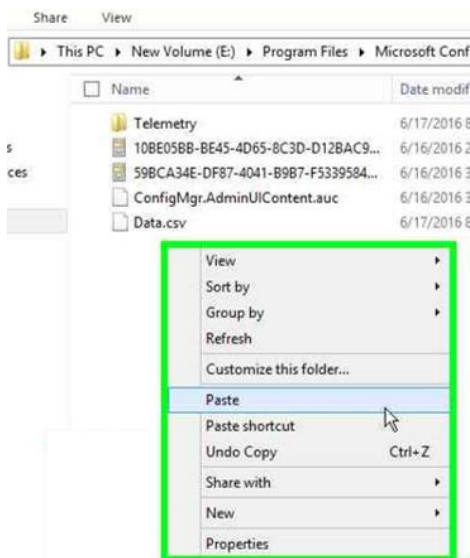


2. Open a second Windows Explorer window, and brows to “<CMInstallDrive>:\ConfigMgrServiceConnection\ConfigMgrUpdatePacks\”.



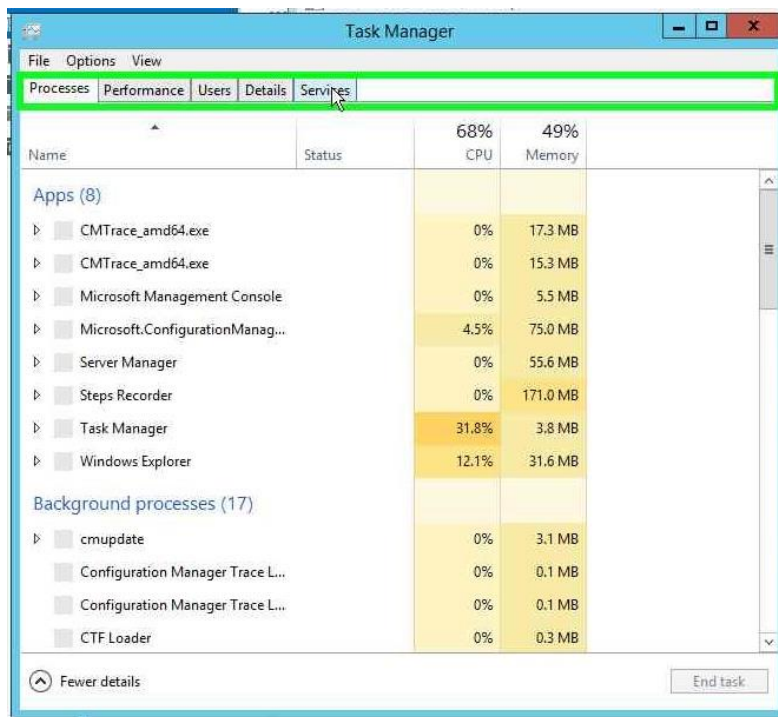
Compare the files and folders in step 1 and step 2. Most likely step 1 is missing some of the files and from step 2. Copy all the missing files from the folder in step 2.

3. Paste the files from step 3 into the folder in step 1.

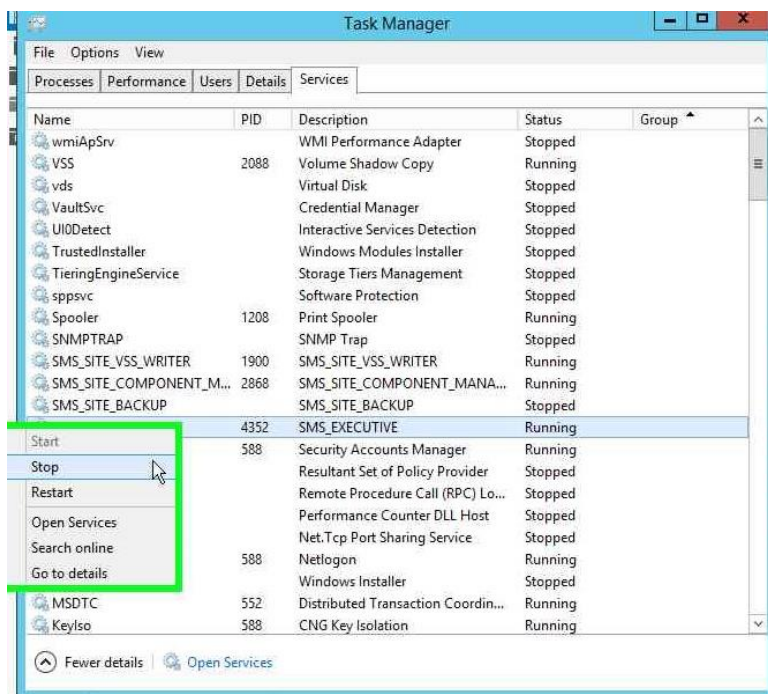


4. **Right click** on task bar, then click on "**Task Manager**" in the popup menu.

5. In Task Manager, Select the **Services** tab.



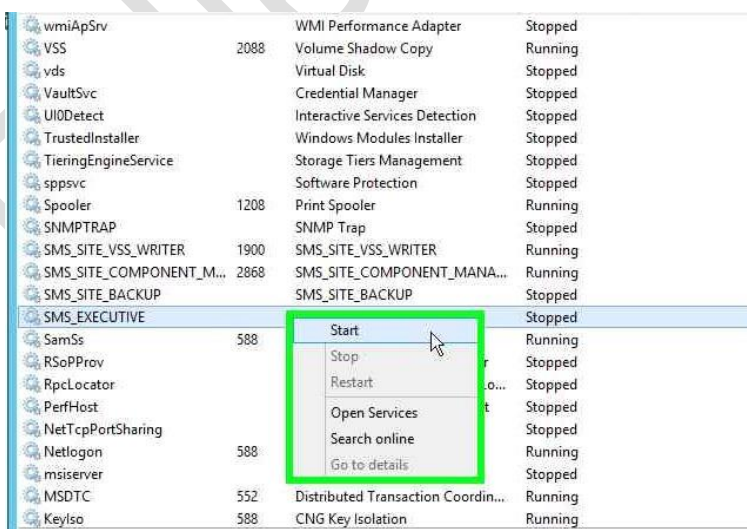
6. Right click on the "SMS_EXECUTIVE" Service then click on "Stop"



Note: This may take a while to stop. be patient."



7. Right click on "SMS_EXECUTIVE (text)" in "Task Manager", then click on "Start"



8. Monitor the “<CMInstallDrive>:\Program Files\Microsoft Configuration Manager\Logs\dmpdownloader.log” using CMTrace. You should see the line towards the bottom of the log that says “Get new Easy Setup Package IDs”, after which it will start to extract the updates.



```
AdminUI Content Download interval is: every 1440 minutes
AdminUI Content Download thread is exiting...
FastDownload thread exited.
EasySetupDownload thread exited.
AdminUI Content Download thread exited.
SMS_DMP_DOWNLOADER is exiting...
SMS_EXECUTIVE started SMS_DMP_DOWNLOADER as thread ID 4524 (0x11AC).
SMS_DMP_DOWNLOADER is starting...
Connecting to MessageDownloader.
Checking for preview version
Site is preview? no
Check whether the site has intune subscription
EasySetupDownload thread is starting...
AdminUI Content Download thread is starting...
Download Admin UI content payload
Download Easy setup payloads
Get manifest.cab url
The site is under offline mode
File 'E:\Program Files\Microsoft Configuration Manager\EasySetupPayload\offline\ConfigMgr.Update.Manifest.cab' is signed and trusted.
File 'E:\Program Files\Microsoft Configuration Manager\EasySetupPayload\offline\ConfigMgr.Update.Manifest.cab' is signed with MS roo...
Finished calling verify manifest
Manifest.cab was successfully moved to the connector outbox
Get new Easy Setup Package IDs
```

Date/Time:	6/21/2016 10:45:15 AM	Component:	SMS_DMP_DOWNLOADER
Thread:	1728 (0x6C0)	Source:	

WARNING: Manifest.cab can't be null or empty. Retry in next polling cycle

9. You may need to wait 90 minutes for the status to change to “**Available**”.

2.5 INSTALLING UPDATE

1. In the ConfigMgr console, go to “Administration→Cloud Services→Updates and Servicing”

