SCCM Support Desk Toolkit



# Objective and overview

The objective of this tool is to provide a user friendly toolkit to all support staff.

The initial objective is to assist with Windows Updates and patching of systems.

The tool provide buttons that would run scripts to perform tasks to try and resolve issues. This should address most issues during installation, be it to initiate a scan or having to reinstall the SCCM client.

The toolkit screen is broken up into 2 parts.

The buttons on the light gray would launch scripts to fix issues

The buttons on the dark gray would open SCCM clients on folder, or allow to logoff and reboot.

# SCCM Health Check

This button does a few check. It checks if the SCCM client is running and that it was able to get a management point.

It also checked if the server is pending a reboot

Additionally it checks ports to see if the client is able to communicate with the SCCM server.

And lastly it check/opens BITS to monitor downloads to the system

# Run SCCM Windows Update Action

This would run through the SCCM tasks, initiate the scan for policies, updates and what is applicable to the system

It would open the UpdatesStore log to view activity of the scan

# Restart/Refresh Windows Update and SCCM

WARNING – This process would reset policies and can take up to 24 hours to update

This process will reset policies of both Windows Updates and SCCM client.

It will also clear the cash for both Windows Updates and SCCM client.

# Windows Update Troubleshooting Tool

This will launch the Microsoft Troubleshooting Tool for the specific OS

# Reinstall SCCM Client

WARNING – This process would reset policies and can take up to 24 hours to update.

WARNING – This process can’t be used on SCCM servers, secondary site or distribution points.

This would uninstall SCCM client. Clear out the policies and registry keys for SCCM. Clear out all the folders for SCCM. And then reinstall SCCM.

# Repair WMI

WARNING – This process can’t be used on servers.

A script would be launch the re-register the DLLs of WMI and restart the services.

# SCCM Software Center

Button would open up SCCM Software Center

# SCCM Cache Folder

Button would open up SCCM Cache folder. Normally C:\Windows\CCMCache

# SCCM Manager Properties

Button would open the SCCM properties from the control panel

# Reboot System

This would trigger a system reboot, allowing 60 seconds before it reboots

# Logoff from System

This would log you off from the system