SCCM Plug-in User Guide

Version 2.2

Contents

Overview

The SCCM plug-in is a plug-in for the JSS Conduit. It allows you to export inventory data from the JSS to Microsoft's System Center Configuration Manager (SCCM). This allows system administrators who are using SCCM to view hardware and software information for the computers and mobile devices in your JSS.

Requirements

Exporting data using the SCCM plug-in requires:

- The JSS v8.21 or later
- A JSS user account with privileges to read computers and mobile devices

  For instructions on granting privileges to JSS user accounts, see the *Casper Suite Administrator's Guide*.

  Note: If you are using the JSS v8.7 or earlier, these privileges are API privileges.

- JSS Conduit v1.0 or later installed on the SCCM server
- Microsoft's System Center Configuration Manager (SCCM) 2007
- SMS Management Point API installed on the SCCM server

  This is available in the SCCM 2007 Software Development Kit v4.0 or later.
- Microsoft Visual C++ ® 2010 Redistributable Package (x86) installed on the SCCM server
- Console access to the SCCM server
- Administrative rights to the SCCM server

Installing and Upgrading the SCCM Plug-in

Follow these steps to install or upgrade the SCCM plug-in in the JSS Conduit.

You must have the JSS Conduit installed on the SCCM server before you install the plug-in. For instructions on how to install the JSS Conduit, see the *JSS Conduit User Guide*.

If you are upgrading from the SCCM plug-in v2.0 or earlier and have had issues with duplicate computer and mobile device records in SCCM, you should first delete all computers and mobile devices that were added to SCCM using the SCCM plug-in. This issue has been fixed in v2.1, and duplicate records will no longer be added to SCCM.

For instructions, see the following Knowledge Base article:

Deleting All Computers and Mobile Devices that Were Added to SCCM Using the SCCM Plug-in

For more information on how the issue was resolved, see the "Release History" section of this document.

1. (For upgrades only) Remove the following components from the server that has the JSS Conduit installed:

   - `com.jamfsoftware.conduit.plugins.sccmplugin.SCCMPluginCore.jar` file
   - SCCM folder

   They are located in `/path/to/JSSConduit/resources/plugins/`.

2. On the computer that has the JSS Conduit installed, extract the newest version of the SCCM plug-in `ZIP` file.

3. Copy the contents of the extracted folder to the following location:

   `/path/to/JSSConduit/resources/plugins/`

   > **Note:** If you are using the JSS v8.7 or earlier and you plan to use SCCM to add computer records to Microsoft's Service Center Service Manager (SCSM), you must modify the XSL file for Heartbeat Discovery data discovery record (DDR) so that it uses a hard-coded domain name or an extension attribute with the domain name. For more information, contact JAMF Software Support.

Setting Up an SCCM Plug-in Instance

Before you can export data to SCCM, you must launch the JSS Conduit and set up an SCCM plug-in instance. This allows you to specify a source and destination for the data you plan to export.

If you have more than one JSS or SCCM instance, you can set up multiple instances of the SCCM plug-in.

1. Open the JSS Conduit (`JSSConduit.jar`).

2. If prompted, enter credentials for a local administrator account and click **OK**.

3. Click **Add (+)** and choose "SCCM Plug-in" from the **Plug-In** pop-up menu.

4. Enter the URL of the JSS you want to export data from.

   The URL must include the correct protocol, domain, and port. It cannot end in a backslash (/). For example:

   https://jss.mycompany.corp:8443
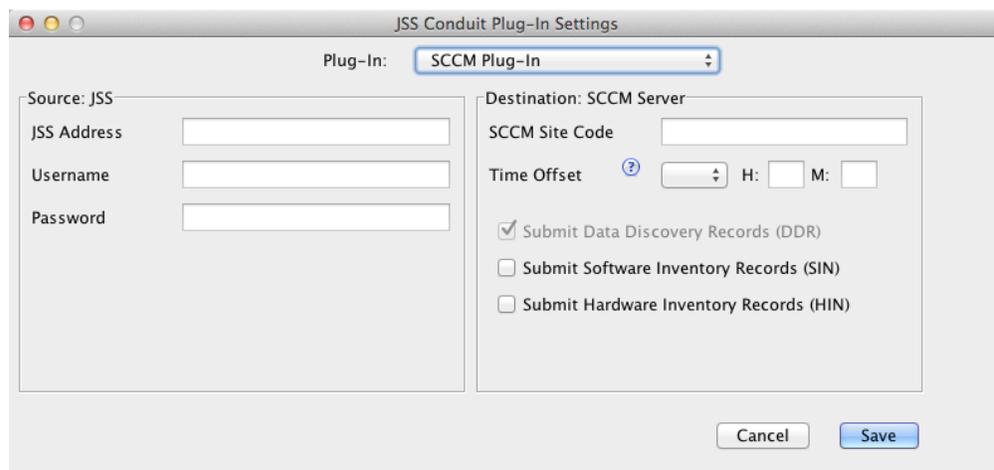
5. Enter credentials for a JSS user account.

    The account must have privileges to read computers and mobile devices.

6. Enter the three-character site code for the SCCM server.

7. If your JSS and the SCCM server are in different time zones, account for the time difference by configuring the time offset.

8. Choose whether to submit software inventory, hardware inventory, or both by selecting **Submit Software Inventory Records (SIN)** and/or **Submit Hardware Inventory Records (HIN)**.

9. Click **Save**.

    After setting up an SCCM plug-in instance, it appears in the main window of the JSS Conduit. For instructions on how to start exporting data, see "Exporting Data with the JSS Conduit" in the *JSS Conduit User Guide*.

Troubleshooting the SCCM Plug-in

This section explains how to troubleshoot issues with the SCCM plug-in.

Inventory Records Aren't Created or Updated in SCCM

Two scenarios can prevent inventory records from being created or updated in SCCM:

- The SCCM server does not have the required components installed.
- The time offset is configured incorrectly in for the plug-in instance.

First, make sure the following components are installed on the SCCM server:

- JSS Conduit with the SCCM plug-in installed
- SMS Management Point API
- Visual C++ 2010 Redistributable Package (x86)

If you configured a time offset when setting up the plug-in instance, make sure the time offset is configured correctly. You can view the time offset by double-clicking the SCCM plug-in instance in the main window of the JSS Conduit.

Viewing SCCM Plug-in Logs

If you are still having issues with the SCCM plug-in, you can view the SCCM plug-in logs. Each log shows a list of exported objects, including the following information for each object:

- Data Discovery Record (DDR)
- Hardware Inventory Record (HIN)
- Software Inventory Record (SIN)

> *Note:* Information in each log may vary depending on the options you chose when you set up the SCCM plug-in and whether a record for the object exists in SCCM.

1. Enable Debug mode by placing a blank text file (.txt) named "debug" in the following location:

   `path/to/JSS Conduit/resources/plugins/SCCM/resources/`

2. Use the JSS Conduit to export data to SCCM.

3. Navigate to the following location to view SCCM plug-in logs:

   `path/to/JSS Conduit/resources/plugins/SCCM/Logs/SCCMPlugin.log`

   If the SCCM plug-in logs return a "80070057" code, ensure that the following components are installed on the SCCM server:

   - JSS Conduit with the SCCM plug-in installed
   - SMS Management Point API
   - Visual C++ 2010 Redistributable Package (x86)

Release History

Version	Changes
v2.0	- Added compatibility with the JSS Conduit v2.0. - Decreased memory usage. - Added the ability to export inventory information for secondary MAC addresses, additional disk partitions, and logical disk sizes. - Fixed an issue that caused the SCCM plug-in to export inaccurate data for computers that don't have unique computer names in SCCM.
v2.1	- Fixed an issue that caused the SCCM plug-in to create duplicate computer and mobile device records in SCCM. The issue was fixed by making the following changes: - The SCCM plug-in uses UDID as the value for the SMS unique identifier for computers. For mobile devices, a partial UDID is used. - The SCCM plug-in uses the serial number as the value for the hardware ID. - The `ClientInstalled` flag is set to 1, which allows for the default behavior for managing the active status and handling duplicates in Confirmation Manager. - The SCCM plug-in now populates the hardware ID and domain name in SCCM, allowing computer records that were added using the SCCM plug-in to be successfully added to Microsoft's Service Center Service Manager (SCSM). - The SCCM plug-in now populates both the computer operating system name and version in the "Operating System Name and Version" field in SCCM. - Fixed an issue that prevented apostrophes (') from being included in names of computers and mobile devices that were added to SCCM using the SCCM plug-in.
v2.2	- Added support for the JSS v9.0 or later. - Fixed an issue that prevented the SCCM plug-in from exporting hardware information for iPads.