SCCM Plug-in User Guide

Version 3.30

JAMF software

JAMF Software, LLC
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Overview

The SCCM plug-in sends inventory information from the JAMF Software Server (JSS) to the JSS SCCM Proxy Service, and then to Microsoft's System Center Configuration Manager (SCCM). It uses the JSS Events API to ensure that SCCM always has the most up-to-date hardware and software information for the computers and mobile devices in your JSS.

Requirements

To install the JSS SCCM Proxy Service, you need a Windows computer with Microsoft .NET Framework 4.

To install and configure the SCCM plug-in, you need:

- Microsoft's System Center Configuration Manager (SCCM) 2012
- The JSS v8.6 or later
- Access to the JSS host server
- (JSS v8.6 or 8.7) A JSS user account with API privileges to read:
  - Computers
  - Computer groups
  - Mobile devices
  - Mobile device groups
- (JSS v9.0 or later) A JSS user account with privileges to read:
  - Computers
  - Smart computer groups
  - Static computer groups
  - Mobile devices
  - Smart mobile device groups
  - Static mobile device groups

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

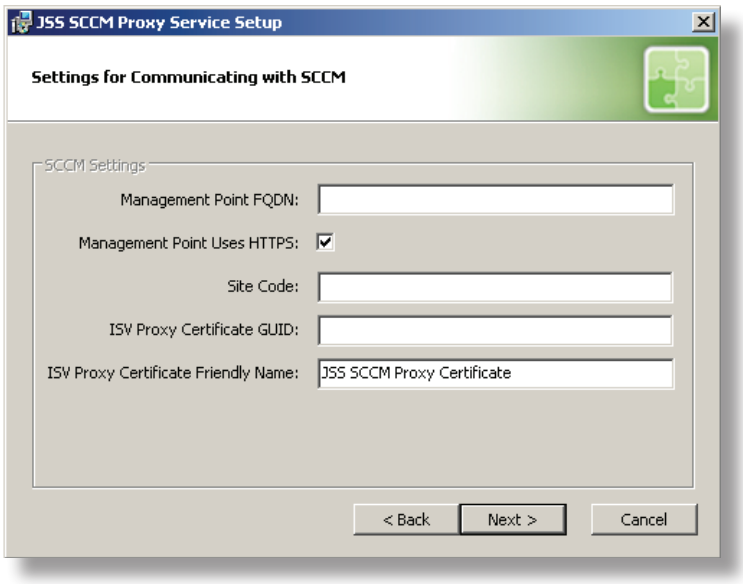
In addition, there are several certificates that must be configured before you install the JSS SCCM Proxy Service or the SCCM plug-in. For more information, see the following Knowledge Base article:

Configuring Certificates for the SCCM Plug-in

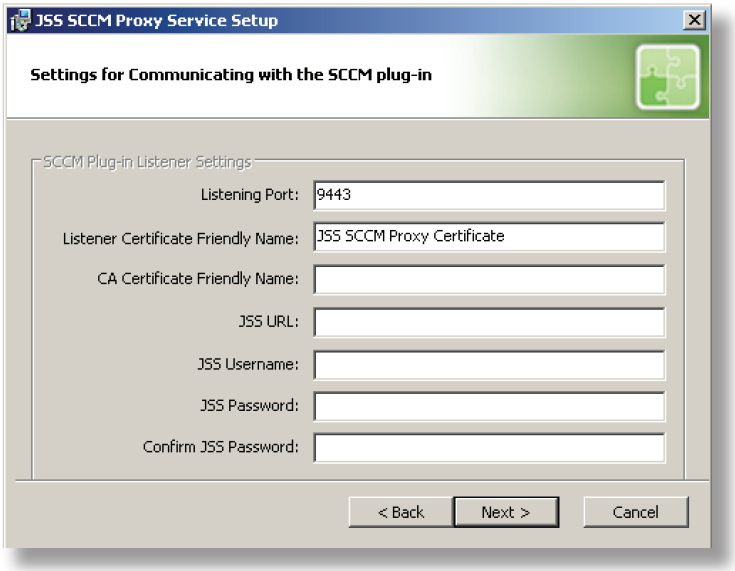
Installing the JSS SCCM Proxy Service

Note: Before completing the instructions in this section, you may need to make an inbound firewall exception for TCP port 9443 on the computer on which you plan to install the JSS SCCM Proxy Service.

1. On a Windows computer that has Microsoft .NET Framework 4 and belongs to the same domain as the CA, extract the SCCM plug-in ZIP file.
2. Double-click the JSS SCCM Proxy Installer .msi file in the SCCM plug-in directory, and click **Next** to proceed.
3. Configure the SCCM settings on the pane and click **Next**.



4. Configure the SCCM plug-in listener settings and JSS account information and click **Next**.



5. Choose where you want to install the JSS SCCM proxy service and click **Next**.
6. Click **Install**.
7. When the installation is complete, click **Finish**.

Installing the SCCM Plug-in

If installing the SCCM plug-in on more than one JSS server, the same JSS account must be created on all servers, using the same username and password.

1. On the JSS host server, extract the SCCM plug-in ZIP file.
2. Run the JSS SCCM Plug-in Installer JAR file.
   - On OS X and Linux, execute a command similar to the following:

     ```
     sudo java -jar /path/to/JSS_SCCM_PluginInstaller.jar
     ```

   - On Windows, run Command Prompt as an administrator and execute a command similar to the following:

     ```
     java -jar /path/to/JSS_SCCM_PluginInstaller.jar
     ```

> ***Note:*** To view a list of optional command-line arguments before running the installer, enter `--help` or `-h` after the name of the JAR file.

3. When prompted to restart Tomcat, type "y" to proceed.

Configuring the SCCM Plug-in

> ***Note:*** To configure the plug-in using the JSS v9.0 or later, you need a JSS user account with privileges to read and update plug-in settings.

1. Log in to the JSS with a web browser.
2. Navigate to the SCCM plug-in settings page:
   - If the version of the JSS is 9.0 or later, navigate to https://jss.mycompany.corp:8443/pluginSettings.html?plugin=sccm.
   - If the version of the JSS is 8.7 or earlier, navigate to https://jss.mycompany.corp:8443/SCCMPluginSettings.html.
3. Select **Enable Plug-in**.

4. Enter the URL for the proxy.

   The URL must include the correct protocol and domain, and the port that you entered when you installed the JSS SCCM Proxy Service. For example, "https://sccm.mycompany.corp:9443".

5. Enter the full path to the CA certificate.

6. Enter the full path to the client certificate.

7. Enter the password for the client certificate.

8. Choose which inventory information you want to send to SCCM.

9. Click **Save** or **Save Settings**.

Upgrading the SCCM Plug-in

The instructions in this section explain how to upgrade the SCCM plug-in from v3.0 or later.

1. On the server where the JSS SCCM Proxy Service is installed, navigate to `C:\Program Files (x86)\JAMF Software\JSS SCCM Proxy Service\` and locate the `settings.xml` file.

2. Save a copy of the `settings.xml` file to your desktop.

3. Uninstall the JSS SCCM Proxy Service using the Control Panel.

4. Using the latest SCCM plug-in ZIP file, follow the instructions in the "Installing the JSS SCCM Proxy Service" section to re-install the JSS SCCM Proxy Service.

   You can use the copy of the `settings.xml` file to see which settings were applied in the previous version of the JSS SCCM Proxy Service. All relevant settings are near the beginning of the file.

5. Using the latest SCCM plug-in ZIP file, follow the instructions in the "Installing the SCCM Plug-in" section to re-install the plug-in.

Troubleshooting the SCCM Plug-in

The location of the log for the SCCM plug-in varies depending on the platform and the location of the JSS. If your JSS is installed in the default location, the log is located in one of the following locations on the JSS host server:

- **OS X:** `/Library/JSS/Logs/`
- **Linux:** `/usr/local/jss/logs/`
- **Windows:** `C:\Program Files\JSS\Logs\`

Enabling Debug Mode

1. Log in to the JSS with a web browser.
2. Navigate to the SCCM plug-in settings page:
   - If the version of the JSS is 9.0 or later, navigate to https://jss.mycompany.corp:8443/pluginSettings.html?plugin=sccm.
   - If the version of the JSS is 8.7 or earlier, navigate to https://jss.mycompany.corp:8443/SCCMPluginSettings.html.
3. Select **Debug Mode**.
4. Click **Save** or **Save Settings**.

Troubleshooting the JSS SCCM Proxy Service

This section explains how the log and the helper application can be used to troubleshoot the JSS SCCM Proxy Service

Changing the JSS SCCM Proxy Service Logging Level

The log for the JSS SCCM Proxy Service is located on the computer with the JSS SCCM Proxy Service.

You can customize the amount of information that is included in the log by choosing one of the following logging levels:

- Debug
- Info
- Warn
- Error
- Fatal

By default, the log is configured to use the "Warn" level.

For more information on the logging levels, see the following Apache Logging Services documentation:

http://logging.apache.org/log4j/1.2/apidocs/org/apache/log4j/Level.html

1. On the computer with the JSS SCCM Proxy Service, navigate to `C:\Program Files (x86)\JAMF Software\JSS SCCM Proxy Service\` and open the `settings.xml` file with a text editor.

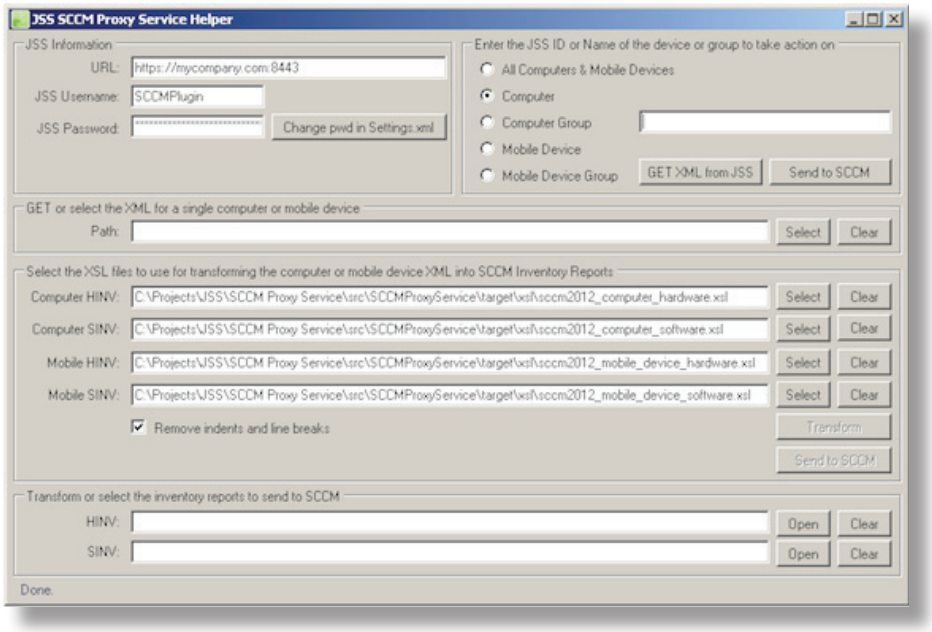
2. Locate the element that begins with `level value` and replace the text in quotes with either "DEBUG", "INFO", "WARN", "ERROR", or "FATAL".

3. Save and close the file.

JSS SCCM Proxy Service Helper

This application allows you to perform advanced troubleshooting tasks such as testing the connection to the JSS and sending information on one or more computers or mobile devices to SCCM without having to wait for a change in inventory. The helper application pane is pictured below.

The following screen shot shows the helper application and its functionality.



The helper is stored in the same directory as the proxy service and is located in:

`C:\Program Files (x86)\JAMF Software\JSS SCCM Proxy Service\JAMF.JSS.ProxyService.Plugins.SCCM2012.Helper.exe`

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.
v3.0	▪ Re-implemented the plug-in to interact with the JSS Events API, allowing inventory information from the JSS to be updated in SCCM in real time. ▪ Added support for Microsoft's SCCM 2012. ▪ Added support for communication over HTTPS.
v3.1	▪ Added an option to the JSS SCCM Proxy Service Installer to specify if the SCCM management point uses HTTPS. ▪ Fixed an issue that prevented the log for the SCCM plug-in from being created on Linux. ▪ Fixed an issue that prevented the SCCM plug-in from being installed on Windows.
v3.11	▪ Fixed an issue that prevented computer and mobile device names from being updated in SCCM when updated in the JSS. The issue was fixed by ensuring that the SCCM plug-in uses the serial number as the value for the hardware ID. ▪ 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. ▪ The JSS SCCM Proxy Service now sends the Heartbeat Discovery data discovery record (DDR) to SCCM, which allows SCCM to determine if computers and mobile devices are still active.
v3.2	▪ Added support for the JSS v9.0. ▪ Fixed an issue that prevented the SCCM plug-in from sending information for computers in the JSS that do not have a UDID.
v3.21	▪ Added support for the JSS v9.1. ▪ Fixed an issue that caused the SMS_MP_CONTROL_MANAGER component status to be displayed as "Warning".

Version	Changes
v3.30	▪ The SCCM plug-in now sends light-weight messages from the JSS to the SCCM. ▪ REST lookups and XSL transformations are now performed on the proxy service. ▪ Fixed an issue that prevented partition information from being correctly reported in SCCM. ▪ Added the ability to send the Active Directory status and FileVault 2 status in the JSS 9.0 and later. ▪ Added support for the JSS v9.2. ▪ The plug-in now listens for API events in JSS v9.23 and later. ▪ Fixed an issue that caused a false error message to appear when saving plug-in settings. ▪ Added a helper application that troubleshoots and aids proxy service functionality.

Known Issues

The following issues are known in the SCCM plug-in v3.30:

- When you upgrade the JSS, you need to re-install the SCCM plug-in.
- The SCCM plug-in can be used with English and French language packs only.
- The SCCM plug-in does not use the Active Directory status of computers as a value for the domain if the JSS is v8.x. Instead, it uses the AD domain of the computer where the JSS SCCM Proxy Service is installed. For a workaround, contact JAMF Software support.