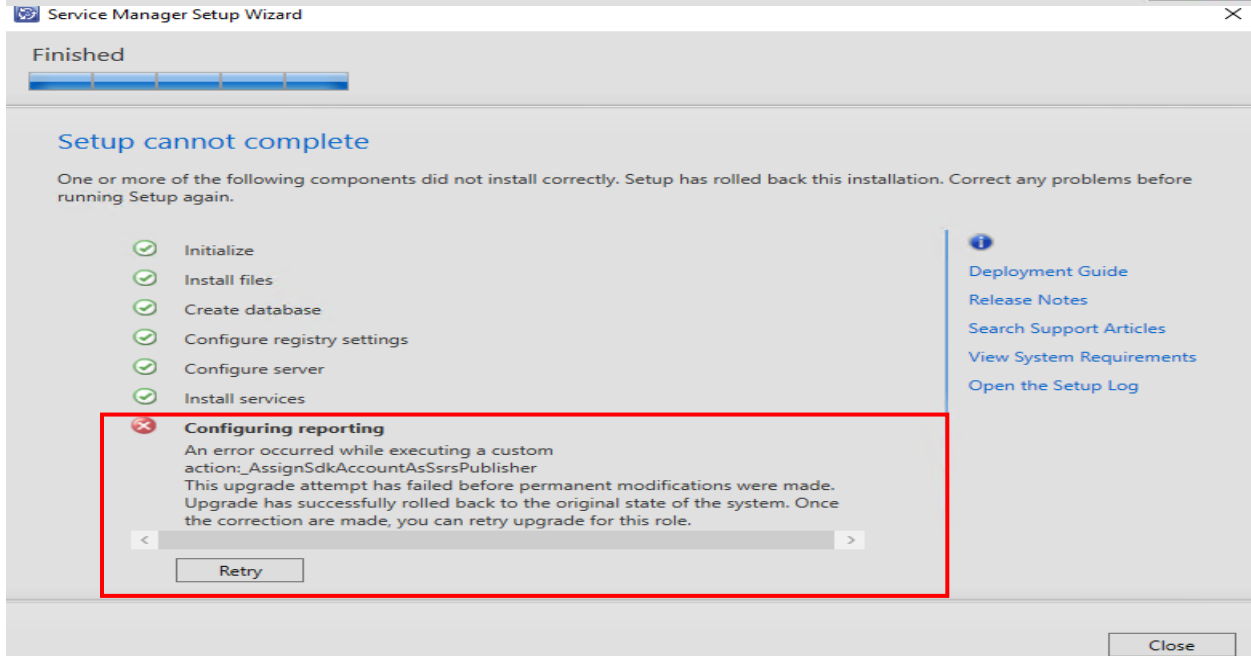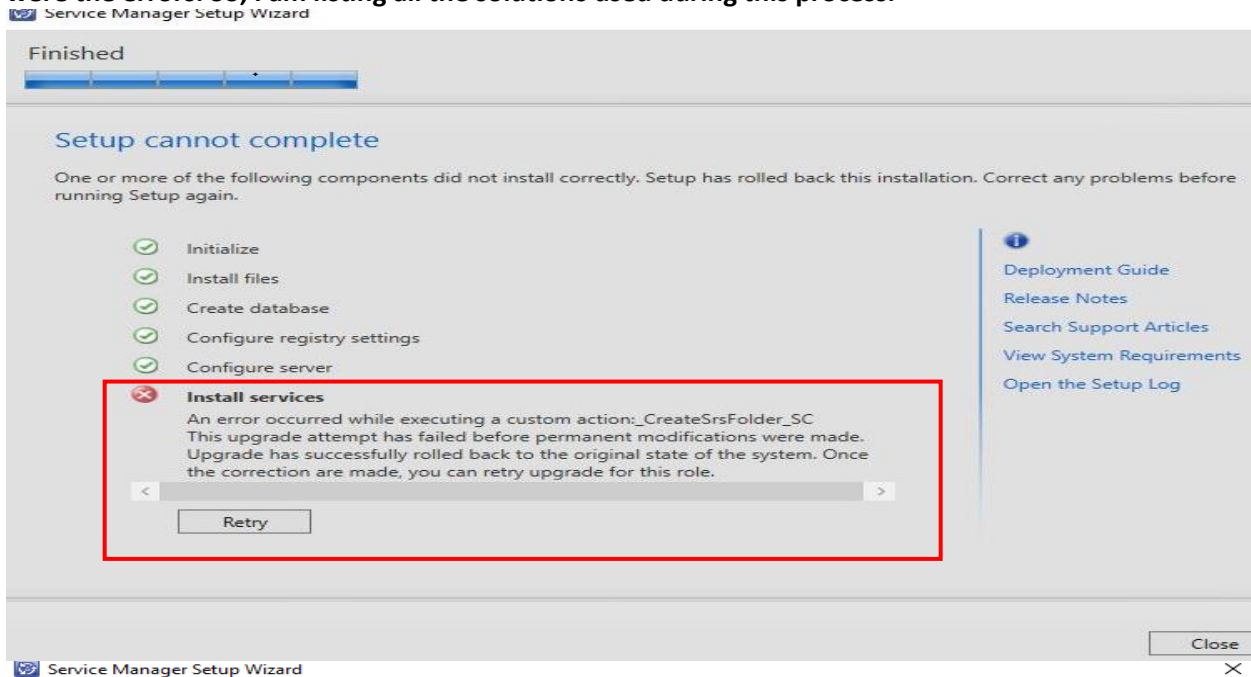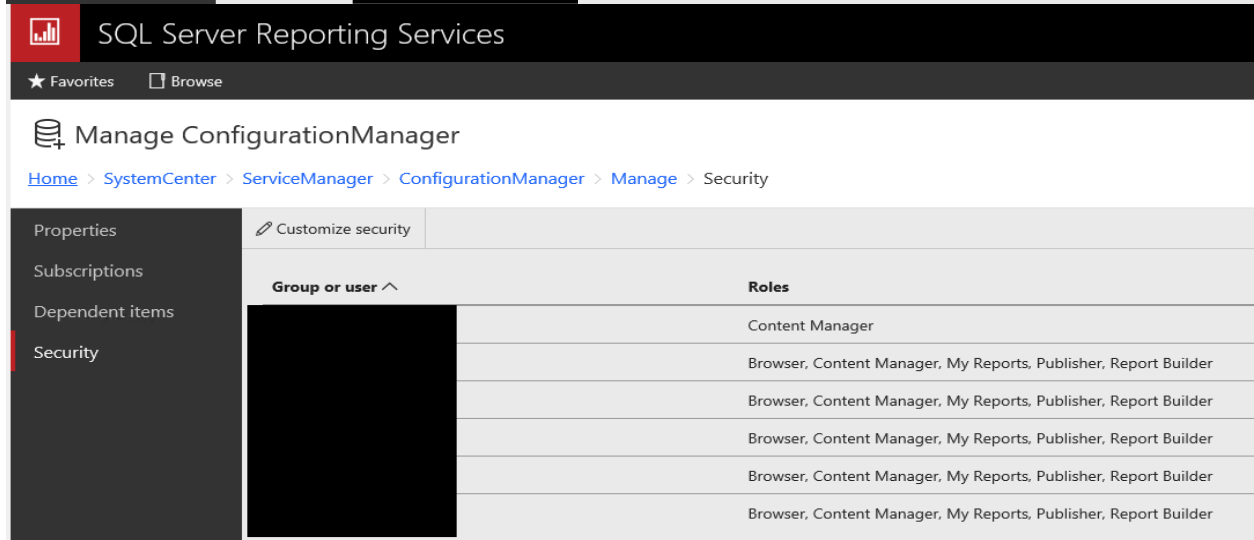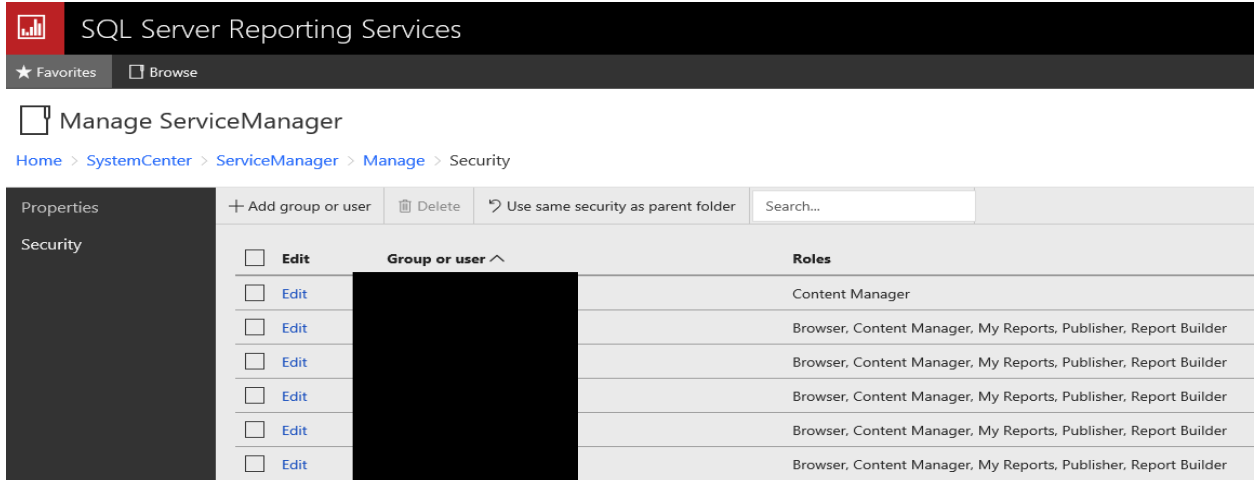**I faced lot of issues with System Center Service Manager Data Warehouse Server installation. Below were the errors. So, I am listing all the solutions used during this process.**
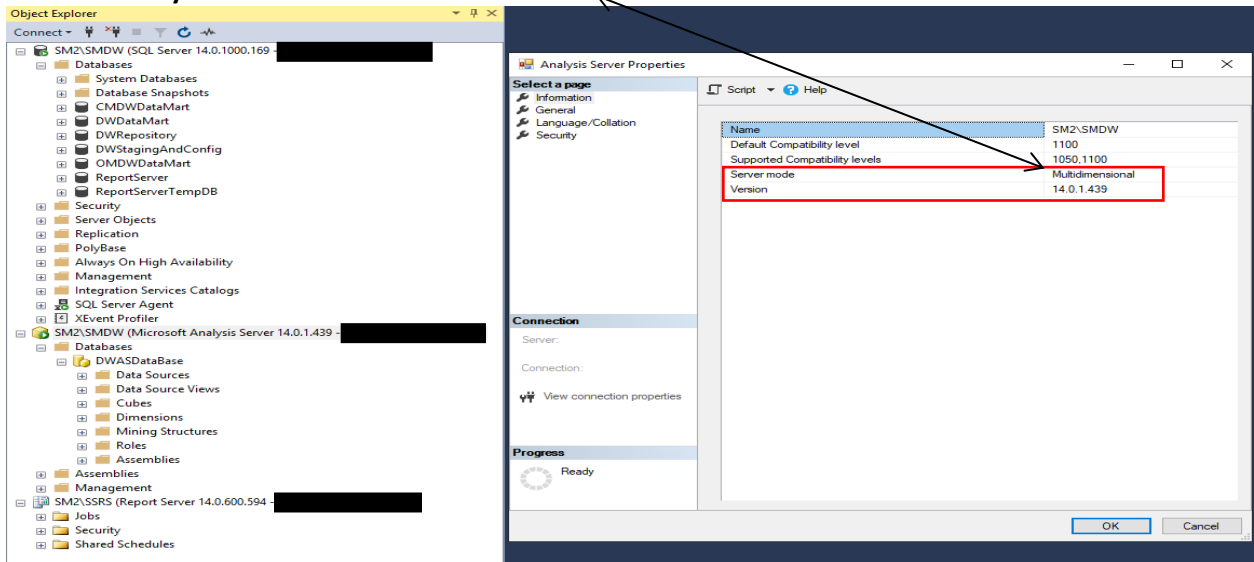

AssignSsrsRole Error: System.Web.Services.Protocols.SoapException : System.Web.Services.Protocols.SoapException: The user or group name 'BUILTIN\BUILTIN' is not recognized. ---> Microsoft.ReportingServices.Diagnostics.Utilities.Un...

at Microsoft.ReportingServices.Library.ReportingService2005Impl.SetPolicies(String Item, Policy Policies, Guid batchId)

at Microsoft.ReportingServices.WebServer.ReportingService2005.SetPolicies(String Item, Policy Policies)

StackTrace: at System.Web.Services.Protocols.SoapHttpClientProtocol.ReadResponse(SoapClientMessage message, WebResponse response, Stream responseStream, Boolean asyncCall)

at System.Web.Services.Protocols.SoapHttpClientProtocol.Invoke(String methodName, Object parameters)

at Microsoft.Reporting.Setup.ReportingManagedCAs.AssignSsrsRole(Session session)

CustomAction _AssignSdkAccountAsSsrsPublisher returned actual error code 1603 (note this may not be 100% accurate if translation happened inside sandbox)

12/30/2019 11:02:04.026 [5604]: Assembly Install: Failing with hr=80070005 at RemoveDirectoryAndChildren, line 393

12/30/2019 11:02:04.027 [5604]: Detailed info about C:\Windows\assembly\tmp\OQTS6BPK\Microsoft.EnterpriseManagement.OperationsManager.Apm.StatisticCounters.ScriptingLibrary.dll

12/30/2019 11:02:04.028 [5604]: File attributes: 00000080

12/30/2019 11:02:04.083 [5604]: Restart Manager Info: 1 entries

Date/Time:	Component:
Thread:	Source:

AssignSsrsRole Error: System.Web.Services.Protocols.SoapException : System.Web.Services.Protocols.SoapException: The user or group name 'BUILTIN\BUILTIN' is not recognized. --->
Microsoft.ReportingServices.Diagnostics.Utilities.UnknownUserNameException: The user or group name 'BUILTIN\BUILTIN' is not recognized.

Here are the solutions:

1. **Copy this file**

6. **Add user account that should have access to SSRS with below permission**

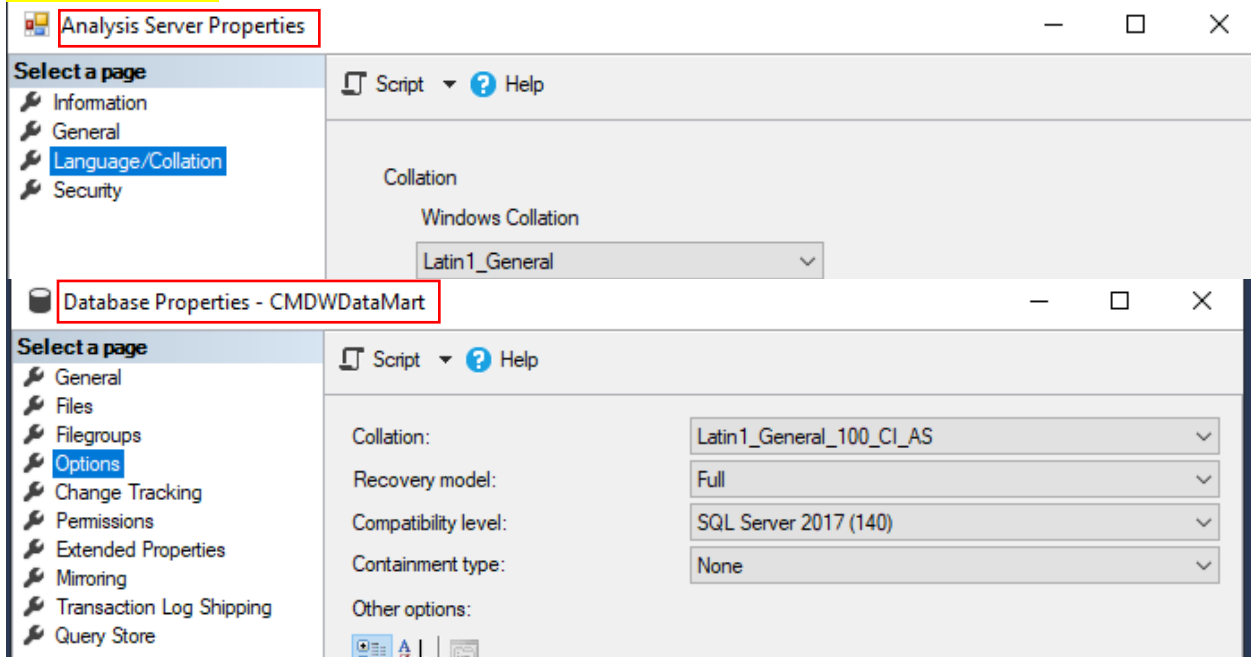## 7. Remove BUILTIN\BUILTIN Accounts from here

3. Check Analysis Server mode is Multidimensional

4. Check Coilation on both Management Servers. They should be same – if not you will have problem.

Analysis Server Properties   — □ ✕

Select a page
- Information
- General
- Language/Collation
- Security

Script ▼ ❓ Help

Collation

Windows Collation

Latin1_General ▼

Database Properties - CMDWDataMart   — □ ✕

Select a page
- General
- Files
- Filegroups
- Options
- Change Tracking
- Permissions
- Extended Properties
- Mirroring
- Transaction Log Shipping
- Query Store

Script ▼ ❓ Help

Collation:	Latin1_General_100_CI_AS
Recovery model:	Full
Compatibility level:	SQL Server 2017 (140)
Containment type:	None

Other options:

Analysis Server Properties   — □ ✕

Select a page
- Information
- General
- Language/Collation
- Security

Script ▼ ❓ Help

Collation

Windows Collation

Latin1_General ▼

Database Properties - ServiceManager   — □ ✕

Select a page
- General
- Files
- Filegroups
- Options
- Change Tracking
- Permissions
- Extended Properties
- Mirroring
- Transaction Log Shipping
- Query Store

Script ▼ ❓ Help

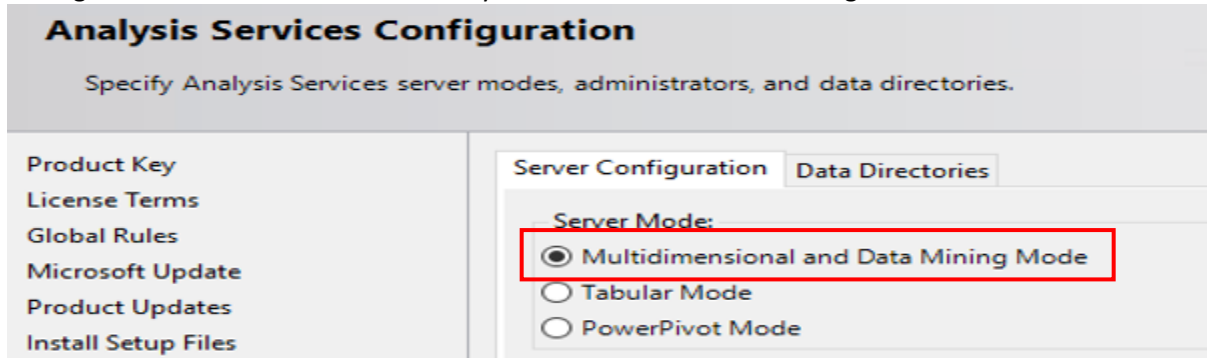|	
Collation:	Latin1_General_100_CI_AS
Recovery model:	Full
Compatibility level:	SQL Server 2017 (140)
Containment type:	None

Other options:

2. Analysis Service Server Configuration:

During SQL 2017 installation make sure you select this for Server Configuration

5. Reporting Services (SSRS)

After installing Reporting Services – complete the configuration on both the servers
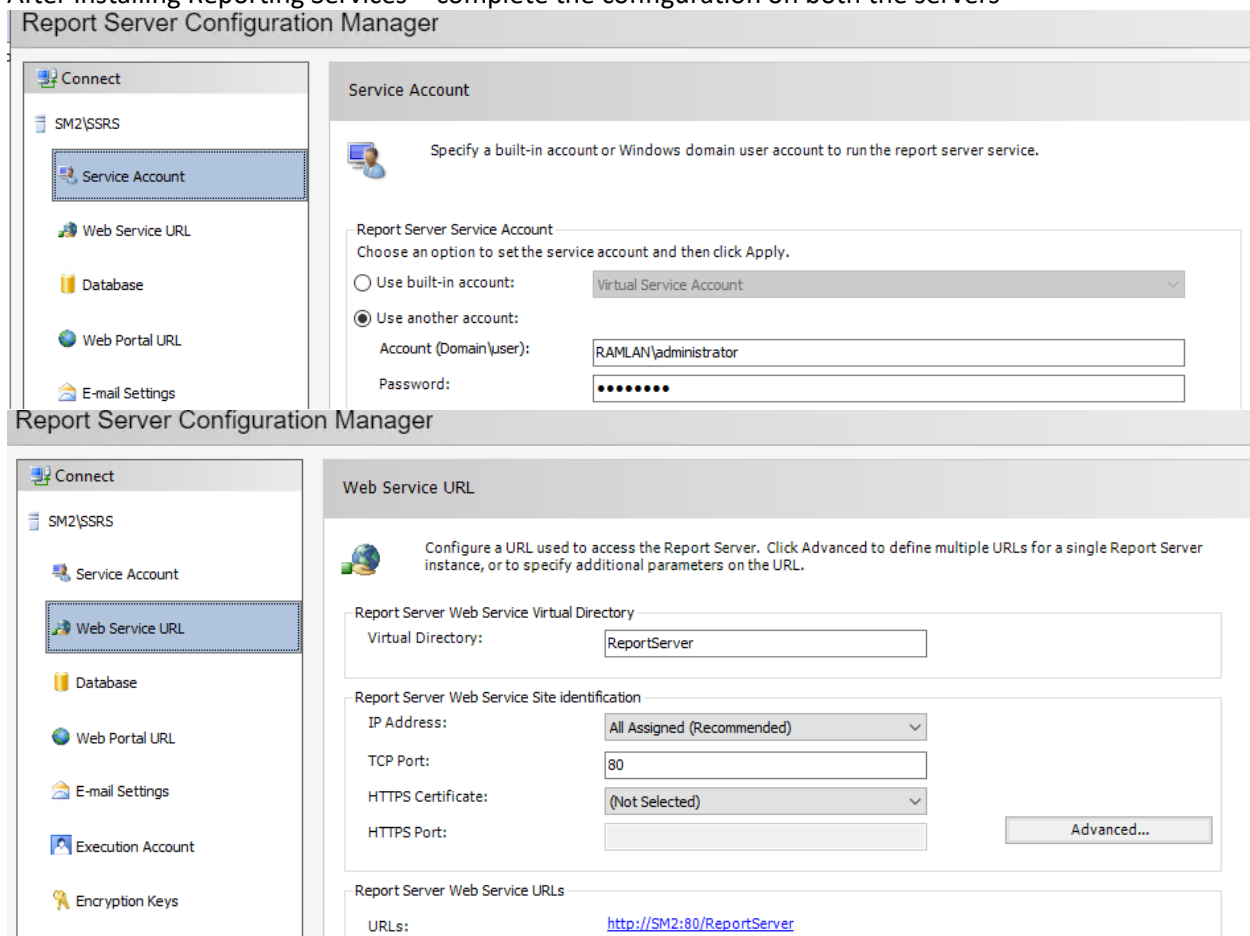
Report Server Configuration Manager

Connect
SM2\SSRS

- Service Account
- Web Service URL
- **Database**
- Web Portal URL
- E-mail Settings
- Execution Account
- Encryption Keys
- Subscription Settings
- Scale-out Deployment

Report Server Database

The report server stores all report server content and application data in a database. Use this page to create or change the report server database or update database connection credentials.

Current Report Server Database

Click Change database to select a different database or create a new database.

SQL Server Name: SM2\SMDW
Database Name: ReportServer
Report Server Mode: Native

[Change Database]

Current Report Server Database Credential

The following credentials are used by the report server to connect to the report server database. Use the options below to choose a different account or update a password.

Credential: Service Account
Login: RAMLAN\administrator
Password: ************

[Change Credentials]

Report Server Configuration Manager

Connect
SM2\SSRS

- Service Account
- Web Service URL
- Database
- **Web Portal URL**

Web Portal URL

Configure a URL to access Web Portal. Click Advanced to define multiple URLs, or to specify additional parameters on the URL.

Web Portal Site Identification

Virtual Directory: Reports

URLs: http://SM2:80/Reports   [Advanced]

Thanks

Ram Lan
30th Dec 2019