

# Deploy New Support Center – Current Branch 2103

In this post, I will go through the process of deploying new support center that comes with Current Branch 2103.


- **Support Center Client Data Collector:** Collects data from a device to view in the Support Center Viewer. This separate tool encompasses the existing Support Center action to Collect selected data.
- **Support Center Client Tools:** The other Support Center troubleshooting functionality, except for Collect selected data.

The following tools are still a part of Support Center –

- **Support Center Viewer**
- **Support Center OneTrace**
- **Support Center Log File Viewer**

Support Center Installer is on the Site Server at this path –

> OS (C:) > Program Files > Microsoft Configuration Manager > tools > SupportCenter

Name	Date modified	Type	Size
 supportcenterinstaller.msi	02-Apr-2021 12:26...	Windows Installer ...	5,512 KB

## Prerequisites

Install the following components on the server or client computer on which you install Support Center:

- **Any Windows OS** version supported by Configuration Manager. Support Center doesn't support mobile devices or macOS. For more information, see [Supported OS versions for clients](#).
- **.NET Framework 4.5.2** is required on the computer where you run Support Center and its components.


<https://docs.microsoft.com/en-us/mem/configmgr/core/plan-design/configs/supported-operating-systems-for-clients-and-devices>

If you perform manual install this is what you will see



To deploy as an application create the following:

Create Application Wizard ✕

 General

**General**  
Import Information  
Summary  
Progress  
Completion

### Specify settings for this application

Applications contain software that you can deploy to users and devices in your Configuration Manager environment. Applications can contain multiple deployment types that customize the installation behavior of the application.

Automatically detect information about this application from installation files:


Type:

Location:

Example: \\Server\Share\File

Manually specify the application information

Create Application Wizard ✕

 Import Information

**General**  
**Import Information**  
General Information  
Summary  
Progress  
Completion

### View imported information

Application information successfully imported from the Windows Installer (\*.msi file) file.

Details:

Application name: Configuration Manager Support Center  
Publisher:  
Software version:  
Deployment type name: Configuration Manager Support Center - Windows Installer (\*.msi file)  
Product Code: {4A4D484E-2A6A-4D36-89D7-5A561296CFAA}  
Installation behavior: Install for system

Content location: \\cb\Sources\Windows Application\Support Center Tool\  
Number of files: 1  
Content files:  
supportcenterinstaller.msi

To modify any details from the imported information, click Next. To exit this wizard without creating the application, click Cancel.



General Information

- General
- Import Information
- General Information
- Summary
- Progress
- Completion

### Specify information about this application

Name:

Administrator comments:

Publisher:

Software version:

Optional reference:

Administrative categories:

Specify the installation program for this application and the required installation rights.

Installation program:

Run installation program as 32-bit process on 64-bit clients.

Install behavior:



Summary

- General
- Import Information
- General Information
- Summary
- Progress
- Completion

### Confirm the settings for this application

Details:

**General Information:**

- Application name: Configuration Manager Support Center
- Administrator comments:
- Publisher: Microsoft
- Software version:
- Optional reference:

**Categories:**

- Tools

**Deployment type name:** Configuration Manager Support Center - Windows Installer (\*.msi file)

**Requirement rules:**

**Content:**

- Content location: \\cb\Sources\Windows Application\Support Center Tool\
- Installation program: msiexec /i "supportcenterinstaller.msi" /q

**Detection Method:**

- Product code: {4A4D484E-2A6A-4D36-89D7-5A561296CFAA}

**User Experience:**

- Installation behavior: Install for system

To change these settings, click Previous. To apply the settings, click Next.



Completion

- General
- Import Information
- General Information
- Summary
- Progress
- Completion**

The task "Create Application Wizard" completed successfully

Details:

- Success: General Information:
  - Application name: Configuration Manager Support Center
  - Administrator comments:
  - Publisher: Microsoft
  - Software version:
  - Optional reference:
- Success: Categories:
  - Tools
- Success: Deployment type name: Configuration Manager Support Center - Windows Installer (\*.msi file)
- Success: Requirement rules:
- Success: Content:
  - Content location: \\cb\Sources\Windows Application\Support Center Tool\
  - Installation program: msixec /i "supportcenterinstaller.msi" /q
- Success: Detection Method:
  - Product code: {4A4D484E-2A6A-4D36-89D7-5A561296CFAA}
- Success: User Experience:

To exit the wizard, click Close.

< Previous

Next >

Summary

Close

Now deploy to a collection that has SCCM Console Installed. We don't want to install this for all users.



General

- General**
- Content
- Deployment Settings
- Scheduling
- User Experience
- Alerts
- Summary
- Progress
- Completion

Specify general information for this deployment

Software:

Collection:

- Use default distribution point groups associated to this collection
- Automatically distribute content for dependencies

Comments (optional):

< Previous

Next >

Summary

Cancel



Content

General

**Content**

Deployment Settings

Scheduling

User Experience

Alerts

Summary

Progress

Completion

### Specify the content destination

Distribution points or distribution point groups that the content has been distributed to:

Name	Type
There are no items to show in this view.	

Additional distribution points, distribution point groups, and the distribution point groups that are currently associated with collections to distribute content to:

Filter...

Name	Description	Associations
CB.RAMLAN.CA	Distribution point	

Add Remove

< Previous

Next >

Summary

Cancel



Deployment Settings

General

Content

**Deployment Settings**

Scheduling

User Experience

Alerts

Summary

Progress

Completion

### Specify settings to control how this software is deployed

Action: Install

Purpose: Available

Allow end users to attempt to repair this application

An administrator must approve a request for this application on the device

< Previous

**Next >**

Summary

Cancel



User Experience

- General
- Content
- Deployment Settings
- Scheduling
- User Experience**
- Alerts
- Summary
- Progress
- Completion

### Specify the user experience for the installation of this software on the selected devices

Specify user experience setting for this deployment

User notifications:

When software changes are required, show a dialog window to the user instead of a toast notification

When the installation deadline is reached, allow the following activities to be performed outside the maintenance window:

- Software Installation
- System restart (if required to complete the installation)

Write filter handling for Windows Embedded devices

Commit changes at deadline or during a maintenance window (requires restarts)

If this option is not selected, content will be applied on the overlay and committed later.

< Previous   **Next >**   Summary   Cancel



Summary

- General
- Content
- Deployment Settings
- Scheduling
- User Experience
- Alerts
- Summary**
- Progress
- Completion

### Confirm the settings for this new deployment

Details:

**General**

- Software: Configuration Manager Support Center
- Collection: SCCM Console Clients Only (Member Count: 1)
- Use default distribution point groups associated to this collection: Disabled
- Automatically distribute content for dependencies: Enabled

**Deployment Settings**

- Action: Install
- Purpose: Available
- Allow end users to attempt to repair this application: Disabled
- Allow clients to use a metered Internet connection to download content: Disabled

**Application Settings (retrieved from application in software library)**

- Application Name: Configuration Manager Support Center
- Application Version:
- Application Deployment Types: Windows Installer (\*.msi file)

**Scheduling**

- Time based on: UTC
- Available Time: As soon as possible
- Deadline Time: Disabled
- Delayed enforcement on deployment: Disabled

**User Experience**

- User notifications: Display in Software Center, and only show notifications for computer restarts
- Ignore Maintenance Windows: Disabled
- System restart (if required to complete the installation): Disabled
- Commit changes at deadline or during a maintenance window (requires restarts): Enabled

**Alerts**

To change these settings, click Previous. To apply the settings, click Next.

< Previous   **Next >**   Summary   Cancel



Completion

General

Content

Deployment Settings

Scheduling

User Experience

Alerts

Summary

Progress

Completion



The task "Deploy Software Wizard" completed successfully

Details:

- ✓ Success: General
  - Software: Configuration Manager Support Center
  - Collection: SCCM Console Clients Only (Member Count: 1)
  - Use default distribution point groups associated to this collection: Disabled
  - Automatically distribute content for dependencies: Enabled
- ✓ Success: Deployment Settings
  - Action: Install
  - Purpose: Available
  - Allow end users to attempt to repair this application: Disabled
  - Allow clients to use a metered Internet connection to download content: Disabled
- ✓ Success: Application Settings (retrieved from application in software library)
  - Application Name: Configuration Manager Support Center
  - Application Version:
  - Application Deployment Types: Windows Installer (\*.msi file)
- ✓ Success: Scheduling
  - Time based on: UTC
  - Available Time: As soon as possible
  - Deadline Time: Disabled
  - Delayed enforcement on deployment: Disabled
- ✓ Success: User Experience
  - User notifications: Display in Software Center, and only show notifications for computer restarts

To exit the wizard, click Close.

< Previous

Next >

Summary

Close

When, I distributed the package, I was seeing this message in Monitoring section for this package –

*Distribution Manager is waiting for package XXXXXXXX content to be prestaged on the distribution point ["Display=\\Server\\"]MSWNET:["SMS\_SITE=SITE"]\\SERVER1. You must manually prestage the package XXXXXXXX on the distribution point before the content will be available.*

The fix is to uncheck this from DP Properties. After that the package distributed successfully. Not sure why, I had this checked before.

Distribution point Properties

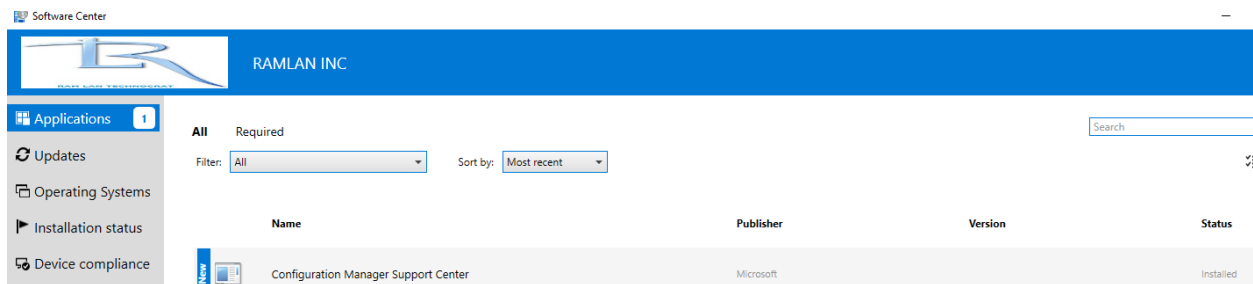
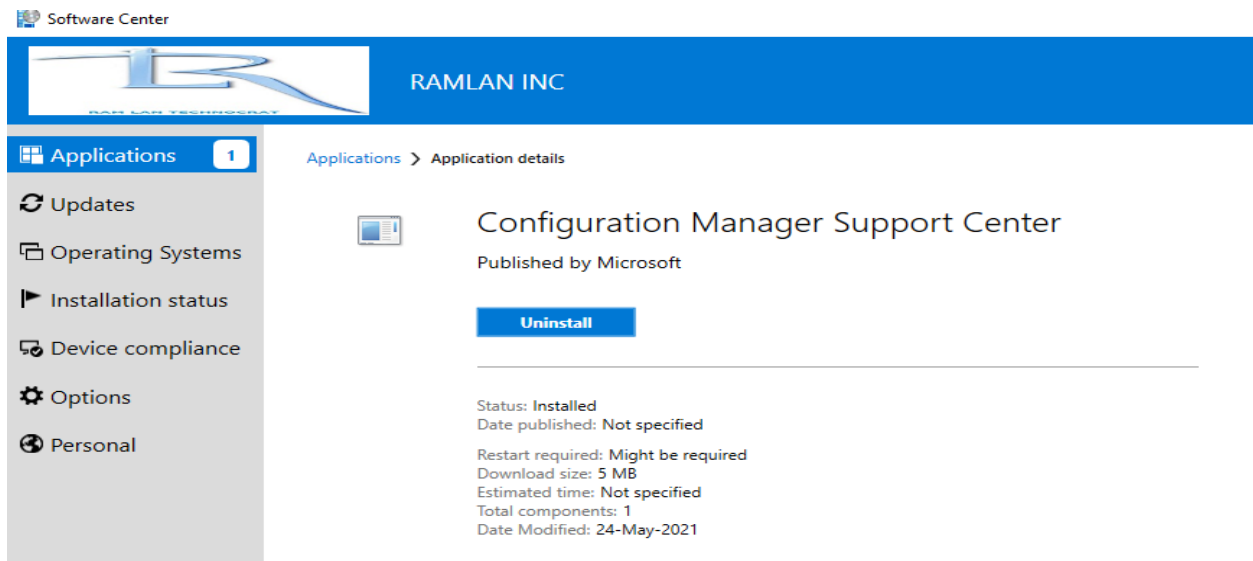
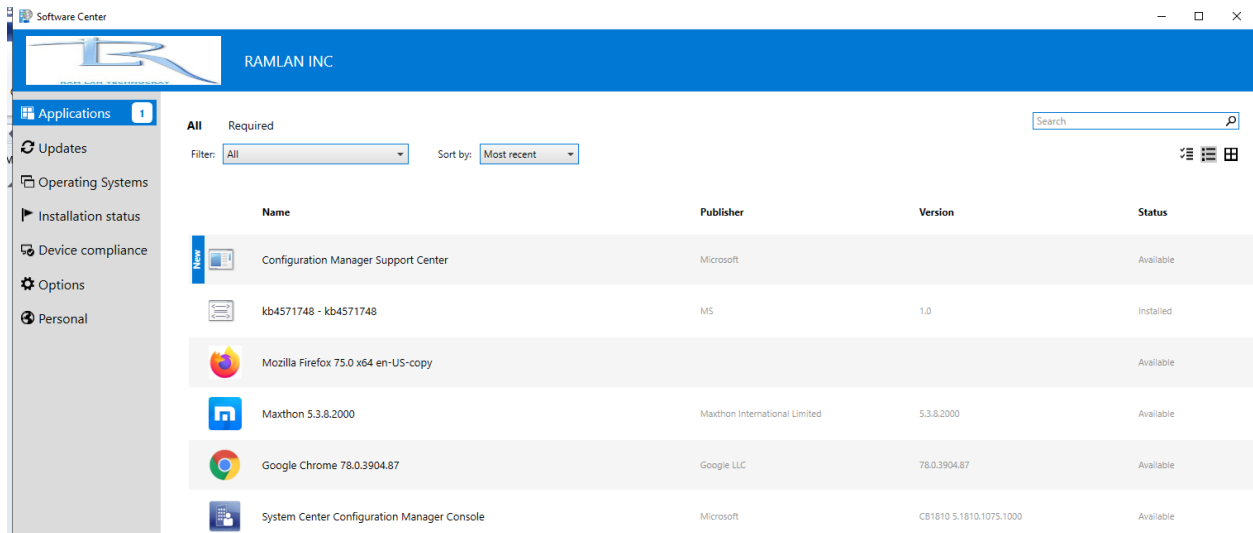
General Communication PXE Multicast Group Relationships Content Content Validation Boundary Groups

Description:

- Enable and configure BranchCache for this distribution point
- Adjust the download speed to use the unused network bandwidth (Windows LEDBAT)
- Enable this distribution point for prestaged content
- Enable this distribution point to be used as Microsoft Connected Cache server

[Learn more](#)

The package should be available in Software Center. Select the application and install.



This concludes install of new support center within CB2103.

Thanks

Ram Lan  
24<sup>th</sup> May 2021