

Unable to publish product - CreateDirectory failed

• Parallels Device Management

Symptoms

Parallels Software Update Point fails to publish updates.

In wsuspublisher.log you may see the following entries:

2018-12-06 16:35:09.8677|ERROR|1|Parallels.Pma.WsusPublisher.Actions.UpdatePublisher|Unable to publish product '041-18240'

System.ComponentModel.Win32Exception (0x80004005): CreateDirectory failed

- $at\ Microsoft. Update Services. Internal. File System Utilities. Create Directory (String\ path)$
- at Microsoft. UpdateServices. Internal. BaseApi. Publisher. CreatePackageDirectory(String customDirectoryName)
- $at\ Microsoft. Update Services. Internal. Base Api. Publisher. Publish Package (String\ source Path,\ String\ String) and the property of th$
- additionalSourcePath, String packageDirectoryName, Boolean dualSign, String httpTimeStamp)
- at Microsoft.UpdateServices.Internal.BaseApi.Publisher.PublishPackage(String sourcePath, String packageDirectoryName)

at Parallels.Pma.WsusPublisher.Actions.UpdatePublisher.DoRun(FsStore fsStore, IDictionary`2 catalog, Func`2 filter)

Cause

- 1. UpdateServicesPackages folder is missing or is not share with correct permissions.
- 2. WSUSContent folder does not have enough sharing permissions.

Resolution

- 1. Create Network Share for **UpdateServicesPackages** folder or verify if it persists per <u>article</u>.
- 2. Right click on the **WSUSContent** folder -> Properties-> Sharing-> Advanced Sharing-> Permissions-> Add **NETWORK SERVICE** and **WSUS Administrators** groups and grant them **Full Control** permissions.

