

FAQ - Using Medulla

- [Deployment \(broadcasting\)](#)
- [Packages](#)
- [Updates \(Windows Updates\)](#)
- [Imaging menus](#)

Deployment (broadcasting)

Why are my deployments stuck in Pending?

- The "Pending" status indicates that deployments will be processed shortly. If the issue persists, please contact Support or your Administrator.

Why are my deployments stuck in "Deployment Start"?

- The "Deployment Start" status indicates that deployments will be processed shortly. If the issue persists, please contact Support or your Administrator.

What should I do if I encounter a deployment error: "Abort Package Execution"?

- You should check the script associated with the package; the error indicates that it is not executing correctly. You can try running the script manually on your machine.
- Check the feedback provided by the deployment audit; this may offer clues as to the cause of the error.

What to do if a deployment error occurs: Transfer Failed?

- Your computer cannot retrieve the package due to Rsync. Please check the Rsync permissions on several folders for the pulseuser account; the permissions should be set as follows:

```
C:\Progra~1\Pulse\var\tmp\packages BUILTIN\Users:(OI)(CI)(F)
                                     NT SERVICE\TrustedInstaller:(I)(F)
                                     NT SERVICE\TrustedInstaller:(I)(CI)(IO)(F)
                                     NT AUTHORITY\SYSTEM:(I)(F)
                                     NT AUTHORITY\SYSTEM:(I)(OI)(CI)(IO)(F)
                                     BUILTIN\Administrators:(I)(F)
                                     BUILTIN\Administrators:(I)(OI)(CI)(IO)(F)
                                     BUILTIN\Users:(I)(RX)
                                     BUILTIN\Users:(I)(OI)(CI)(IO)(GR,GE)
                                     CREATOR OWNER:(I)(OI)(CI)(IO)(F)
                                     APPLICATION PACKAGE AUTHORITY\ALL APPLICATION
PACKAGES:(I)(RX)
                                     APPLICATION PACKAGE AUTHORITY\ALL APPLICATION
PACKAGES:(I)(OI)(CI)(IO)(GR,GE)
                                     APPLICATION PACKAGE AUTHORITY\ALL RESTRICTED APPLICATION
PACKAGES:(I)(RX)
```

APPLICATION PACKAGE AUTHORITY\ALL RESTRICTED APPLICATION

PACKAGES: (I) (OI) (CI) (IO) (GR, GE)

C:\Users\pulseuser\.ssh NT AUTHORITY\SYSTEM: (I) (OI) (CI) (F)

BUILTIN\Administrators: (I) (OI) (CI) (F)

MACHINE_NAME\pulseuser: (I) (OI) (CI) (F)

C:\Users\pulseuser\.ssh\authorized_keys MACHINE_NAME\pulseuser: (F)

NT AUTHORITY\SYSTEM: (F)


Why aren't my deployments starting, or why are they taking a long time to start?

- If your deployments are taking a long time to start, it is possible that your queued deployment is being slowed down by the current load on the SaaS platform.
- If your deployments remain stuck, please contact Support or your Administrator.


How do I stop a deployment?

- You can use the "Stop Deploy" button in the deployment audit to stop the current deployment.

How do I view the results of my deployment?

- In the "Audit" view, you can find a list of all your deployments. Click the "  " action button to view your deployment details.

How do I restart a deployment?

- In the "Audit" view, locate the row corresponding to the deployment you want to restart, then click the action button  to restart the deployment.

Packages

I can't add a file to my package.

- Once you have added a file to your package, it is pending; don't forget to click "Submit pending package."

I created a package but it's not available for deployment—why?

- If your package isn't visible in the package list, or isn't visible when you try to deploy it, then it's waiting to be synchronized with the relays; please wait a few moments before it appears in the "Package List."

Why isn't my package available on the Kiosk package addition page?

- Your package must have an associated inventory to be visible in the list of packages available for the Kiosk.

Increase the package upload size

Run these commands with the desired size; **post_max_size** and **upload_max_filesize** correspond to the new desired upload size.

```
crudini --set /etc/php/8.2/fpm/php.ini PHP post_max_size 800M
crudini --set /etc/php/8.2/fpm/php.ini PHP upload_max_filesize 800M
crudini --set /etc/php/8.2/fpm/php.ini PHP memory_limit 2048M
crudini --set /etc/php/8.2/fpm/php.ini PHP max_execution_time 60
crudini --set /etc/php/8.2/fpm/php.ini PHP max_input_time 60
systemctl restart php8.2-fpm
```

memory_limit must be at least 2.5 times the upload size.

Performance may slow down after this change. Be reasonable when increasing these values.

Updates (Windows Updates)

Are your devices not reporting any updates?

- Check the "Microsoft Product Validation" submenu to ensure you have enabled the correct products for Windows 10 or 11 devices.
- Check the log file `"/tmp/medulla-generate-winupdate-packages.log"`; if it contains: "Error downloading `https://updates.medulla-tech.io/updates_protected/xxxx-xxxxxx-dumptable_update_data.sql`," please open a ticket with Medulla Support, indicating the errors found in the log file.
- Check the log file `"/var/log/mmc/medulla-mariadb-synchro-update-package.log"`; if it contains errors, please open a ticket with Medulla Support, indicating the errors found in the log file.

This feature requires an active support contract.

This module relies on advanced processing (vulnerability analysis, data correlation, status calculation) performed on Medulla servers.

The support contract helps fund the infrastructure required for these processes as well as their maintenance in operational condition.

The support contract also includes:

technical support and assistance,

access to new features subject to an active support contract,

participation in the continuous improvement of the solution.

To activate these features, we invite you to sign up for a support contract by contacting us at the following address: medulla@medulla-tech.io

Imaging menus

Applies to: Medulla - Imaging

Version: 5.4.3 or later

Environment: On-Premise / Private SaaS with imaging relay.

Category: Usage

This document focuses on the management and generation of imaging menus.

What is an imaging menu?

An imaging menu is a collection of services and masters associated with a machine, which can be used during a machine's (network) boot sequence.

During a PXE boot, the machine requests its menu from its server. Several scenarios are possible:

- The machine has no associated menu: the server assigns it a default menu
- The machine is part of a group of machines: the server sends it the menu associated with that group.
- The machine is not part of a group and has an associated menu: the server sends it that menu.

The rest of the imaging process depends on the contents of this menu.

There are different levels of menus:

- The imaging server menus
 - The register menu
 - The default menu
- The machine menu
- The Groups menu

The imaging server menus:

- The register menu:

This menu is fixed. It consists of the following services:

- **continue**: This service allows you to start the machine normally.
- **register**: this service allows you to register a machine in the imaging system.

- The default menu

Each imaging server receives a default menu. This menu consists of the following services:

- ``continue``: This service allows you to boot the machine normally.

- `backup`: creates a copy of the machine's disk in the imaging system.

- Modifications

This menu can be modified via the MMC interface.

Changes to the default menu do not affect the menus of machines or groups. For machines to benefit from changes to the default menu, it is necessary to perform a "reset" of the entity's menus.

- Add / Remove a Service

Several services that can be added to the menu are available.

The page defining the services available in a menu is as follows:
MMC > Imaging > Manage Menu Services.

On this page, services are associated with the selected entity. Changing the entity modifies the list of services associated with that entity.

- Add / Remove a Master

This section does not cover how to convert an image into a master.

Masters present on the imaging server can be associated with the default menu.

The page for associating masters with the default menu is as follows:
MMC > Imaging > Manage Masters.

- Change the order of services and masters

The various services and masters associated with the default menu can be viewed on the following page:
`MMC > Imaging > Default Startup Menu`.

On this page, you can change the order of menu items. You can also modify settings specific to the associated items.

- Minimum services for a menu

Currently, a menu must contain at least one service (or one image). Generally, the `continue` service is required for the menu to function.

The minimum service must have the following options enabled:

- **Default enabled** so that this service is selected by default
- **Visible enabled** so that this service is visible in the startup menu
- **Default WOL** enabled to prevent a traceback, even though I don't know what this option is for.

A fix is being considered to prevent the removal of the last service from a menu.

- The machine menu

A machine's menu is accessible from the following page:

MMC > Machines > action:Imaging Management.

This page is organized into three tabs:

- **Startup Menu:** This tab allows you to view and edit the menu.
- **Menu Services:** This tab allows you to associate services with the machine menu.
- **Images and Masters:** This tab allows you to associate masters with the machine menu.

A machine menu should not be empty. If it is, there are several possibilities:

- The machine copied an empty default menu (unlikely, since copying in this situation usually generates a traceback).
- An administrator has deleted all items from the machine's menu.

- The group menu

Basically, a group menu is similar to a machine menu. However, it is associated with an imaging group, not a specific machine.

To access it, go to the following page:

MMC > Imaging > All Imaging Groups > action:Imaging Management.

A group menu takes precedence over a machine menu. When you view a machine's menu page, you may ****not see**** the header line indicating that the machine is part of a group.

In this case, the machine displays its own custom menu, not the group's menu. This can cause confusion for the administrator.