

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.

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