



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.UpdateServices.Internal.FileSystemUtilities.CreateDirectory(String path)
  at Microsoft.UpdateServices.Internal.BaseApi.Publisher.CreatePackageDirectory(String customDirectoryName)
  at Microsoft.UpdateServices.Internal.BaseApi.Publisher.PublishPackage(String sourcePath, String
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 [article](#).
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.

3. Do the same for **UpdateServicesPackages** folder.

4. Restart *pmm_sup_service* and check the issue.

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