



Intune: Troubleshooting

When a teamSOS deployment through Intune doesn't land

Deploying teamSOS through Intune is handled by the setup command in the Onboarding Wizard's **Alerts Setup** step — it builds the Win32 app, the install and uninstall commands and the detection rule for you. See **How to Guide: Onboarding Wizard** for that. This guide is for when the deployment doesn't behave.

Log files: There is very little on screen to tell you what happened on a device. The log files below are the fastest way to find out — start there rather than guessing.

START HERE · The Intune installation logs

The Intune process writes its own logs to **C:\ProgramData\teamSOS** on the target device. These show what Intune did — which is **separate from the Desktop Alerts service logs** that record what the alerting client does once it is installed.

Log	What it tells you
Intune detection	Whether the detection rule ran and what it found. If Intune keeps reporting the app as not installed, look here first.
Intune install	What happened during installation, including failures part-way through.
Intune uninstall	What happened during a removal — useful when a reinstall is not taking.

Don't confuse the two log locations: C:\ProgramData\teamSOS holds the **Intune** logs — did the deployment happen? C:\ProgramData\teamSOS\Service\logs holds the **Desktop Alerts service** logs — is the installed client working? If no Intune logs exist at all, the deployment never reached the device.

KNOWN ISSUE · Date and time format error

On some devices, Intune throws an error because dates come through in the wrong regional format after deployment, depending on the device's Windows regional settings. This is a known issue with a known fix.

Add the following after the Param section in `InTune_Installer.ps1` to force the PowerShell session into US culture:

```
$usCulture = [System.Globalization.CultureInfo]::GetCultureInfo("en-US")
```

```
[System.Threading.Thread]::CurrentThread.CurrentCulture = $usCulture
```

```
[System.Threading.Thread]::CurrentThread.CurrentUICulture = $usCulture
```

COMMON ISSUES · Other things that come up

Problem	What to try
The app doesn't appear after deployment	Confirm the assignment reached the device and the install command ran — check the Intune install log. Check the Windows Event Log for MSI/installer entries, and confirm the device meets Windows 10 20H1 or later.
Intune reports the app as 'not installed'	Check the detection rule. Make sure <code>teamSOS-Detection.ps1</code> was added under Detection Rules and matches the installed package, then check the Intune detection log.
Install fails with a network error	<code>teamSOS</code> needs access to <code>https://teamsos.co.uk/</code> and <code>https://tsospubliclive.blob.core.windows.net/</code> . Check both against your firewall and filtering allow-list. Note that proxy authentication is not supported.
Wrong or missing Client ID / Secret	These come from the Desktop Alerts client in the Onboarding Wizard. Re-check the values in your install command, or regenerate the client in the wizard and redeploy.
The app installs but no alerts arrive	The deployment worked — the problem is on the alerting side. See How to Guide: Desktop Alerts Troubleshooting .

Still stuck?

Email help@teamsos.co.uk and include:

- the Intune detection and install logs from an affected device
- the install command you are using (with the secret redacted)
- what Intune reports the app status as

Need help?

If you encounter any issues, please contact help@teamsos.co.uk