



Search



DS



Cart

My Tasks <sup>2</sup>

Logout

Tours

My Tickets

My Favorites

More



Buy & Pay



Facilities



Finance



Getting Help



HR



Legal & Compliance



Tech



Article Contents

Audience

Prerequisites

Instructions

Helpdesk Routing Information

Feedback

KB5163556 - Latest Version



Actions



Revised by Kamalakannan Chandrasekaran

.

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How to Perform Microsoft Intune Management Extension – Win32 Apps Troubleshooting



## Audience

Support User

## Prerequisites

Intune Console access and App installation support scope

## Instructions

**Your Tech**  
**Microsoft Intune Management Extension – Win32 Apps**



### Speed read

The **IntuneManagementExtension.log** is the main logfile. That's the one in which is written during execution and the **\_IntuneManagementExtension.log** is the rollover log file. In total we have **6 MB** log file storage to store processing information of All Win32 Apps activity.

### What is the Intune Management Extension

The Intune Management Extension is a complement to the out of the box windows management functions like the Mdmclient. The IME allows to install applications on managed systems or to execute e.g., PowerShell scripts. Additionally, the IME checks and reports the compliance state of your device.

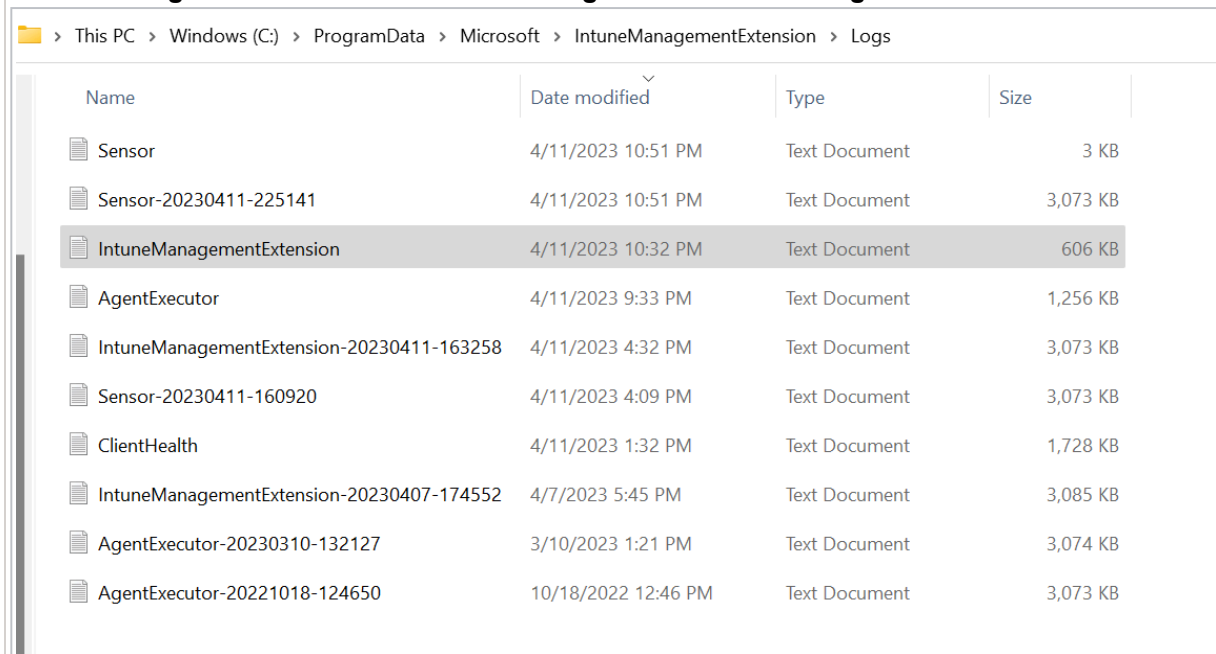
### How often does the IME sync

The IME syncs per default ever **60 min** but you can change the time if you create a registry value Interval in **HKLM\SOFTWARE\Microsoft\IntuneManagementExtension\Settings**. In this value you can specify the time in seconds.

### Where can I find the logfiles

You can find the logfiles in the following

folder **C:\ProgramData\Microsoft\IntuneManagementExtension\Logs**



This PC > Windows (C:) > ProgramData > Microsoft > IntuneManagementExtension > Logs			
Name	Date modified	Type	Size
Sensor	4/11/2023 10:51 PM	Text Document	3 KB
Sensor-20230411-225141	4/11/2023 10:51 PM	Text Document	3,073 KB
IntuneManagementExtension	4/11/2023 10:32 PM	Text Document	606 KB
AgentExecutor	4/11/2023 9:33 PM	Text Document	1,256 KB
IntuneManagementExtension-20230411-163258	4/11/2023 4:32 PM	Text Document	3,073 KB
Sensor-20230411-160920	4/11/2023 4:09 PM	Text Document	3,073 KB
ClientHealth	4/11/2023 1:32 PM	Text Document	1,728 KB
IntuneManagementExtension-20230407-174552	4/7/2023 5:45 PM	Text Document	3,085 KB
AgentExecutor-20230310-132127	3/10/2023 1:21 PM	Text Document	3,074 KB
AgentExecutor-20221018-124650	10/18/2022 12:46 PM	Text Document	3,073 KB

**AgentExecution.log**: Logfile for troubleshooting of PowerShell or Proactive Remediation scripts.

Configuration Manager Trace Log Tool - [C:\ProgramData\Microsoft\IntuneManagementExtension\Logs\AgentExecutor.log]			
File Tools Window Help			
Log Text			
runAs32BitOn64 = False, so Disable Wow64FsRedirection	AgentExecutor	4/11/2023 9:3	1 (0x1)
PowerShell path is C:\Windows\System32\WindowsPowerShell\v1.0\powershell.exe	AgentExecutor	4/11/2023 9:3	1 (0x1)
[Executor] created powershell with process id 38316	AgentExecutor	4/11/2023 9:3	1 (0x1)
Powershell exit code is 0	AgentExecutor	4/11/2023 9:3	1 (0x1)
length of out=3221	AgentExecutor	4/11/2023 9:3	1 (0x1)
length of error=2	AgentExecutor	4/11/2023 9:3	1 (0x1)
error from script =	AgentExecutor	4/11/2023 9:3	1 (0x1)
Powershell script is successfully executed.	AgentExecutor	4/11/2023 9:3	1 (0x1)
write output done. output = Transcript started, output file is C:\CMDMGMT\LOGS\DefenderStatus_Crowdstrike.log Collecting curr...	AgentExecutor	4/11/2023 9:3	1 (0x1)
Revert Wow64FsRedirection	AgentExecutor	4/11/2023 9:3	1 (0x1)
<b>Date/Time:</b> 4/11/2023 9:33:30 PM <b>Component:</b> AgentExecutor <b>Thread:</b> 1 (0x1) <b>Source:</b> Powershell script is successfully executed.			
Elapsed time is 776h 12m 2s 942ms (2794322.942 seconds)			

## ClientHealth.log: Write health events related to the IME and also remediation action

Configuration Manager Trace Log Tool - [C:\ProgramData\Microsoft\IntuneManagementExtension\Logs\ClientHealth.log]			
File Tools Window Help			
Log Text			
Summary: rule Verify/Remediate Intune Management Extension service status. with ID 64103933-cde5-419b-abc7-4bfe5c535c4a...	ClientHealth	4/11/2023 1:3	1 (0x1)
Start processing rule Verify/Remediate Intune Management Extension memory usage.	ClientHealth	4/11/2023 1:3	1 (0x1)
Finish processing rule Verify/Remediate Intune Management Extension memory usage.	ClientHealth	4/11/2023 1:3	1 (0x1)
Summary: rule Verify/Remediate Intune Management Extension memory usage.	IntuneManagementExtension	4/11/2023 1:3	1 (0x1)
[SendWebRequestInternal] iteration [0] started, total retryCount: 0	IntuneManagementExtension	4/11/2023 1:3	1 (0x1)
The client health report was sent successfully. Done.	ClientHealth	4/11/2023 1:3	1 (0x1)

## IntuneManagementExtension.log: Logfile for installations of Intune Win applications

SendWebRequest, client-request-id: 7c435f1a-2656-47a7-9ad3- Method: PUT			
Current proxy is https://fef.amsub0502.manage.microsoft.com/TrafficGateway/TrafficRoutingService/SideCar/StatelessSideCarGatewayService/SideCarGatewaySessions(8358dda7-9514-4094-8943-2e8b82f11fd1)?%3Fapi			
Sending network request... isRetryNeeded = False, total retryCount = 1, current iteration = 0			
[Win32App] Got result with session id 8358dda7-9514-4094-8943-			
[Win32App] Got 2 Win32App(s) for user eaebbf9-dad9-4705-9882- in session 9			
Get policies = [{"Id":"a19bfc3-f1e1-4b46-bb10-0c7673a81b82","Name":"CMTrace","Version":1,"Intent":3,"TargetType":3,"AppApplicabilityStateDueToAssignmentFilters":null,"AssignmentFilterIds":null,"DetectionRule":{"I			
[Win32App] start ProcessResolvedAppMetadata			
[Win32App] finish ProcessResolvedAppMetadata, resolvedAppMetadata count is 2			
[Win32App] start ProcessTargetingLevelConflict			
[Win32App] Get 2 win32 apps initially.			
[Win32App] Get 2 win32 apps after filtering user targeted apps.			
[Win32App] StartDeadlineEx(TimeFormat) is null for app a19bfc3-f1e1-4b46-bb10-0c7673a81b82 and considered as ASAP, continue			

## Sensor.log: Logging of subscribed events

Non-AppUsage event got through, ignore this event.			
[AppUsageConfig] Detected new events that was subscribed.			
Non-AppUsage event got through, ignore this event.			
[AppUsageConfig] Detected new events that was subscribed.			
Non-AppUsage event got through, ignore this event.			
[AppUsageConfig] Detected new events that was subscribed.			
Non-AppUsage event got through, ignore this event.			
[AppUsageConfig] Detected new events that was subscribed.			
Non-AppUsage event got through, ignore this event.			
[AppUsageConfig] Detected new events that was subscribed.			

## Processing App

Search for the line —>[Win32App] ... from here the actual processing of the app starts

Win32App] Got 1 active user sessions  
Starting impersonation, session id = 5  
After impersonation: WMSERVICE\kc374058  
TokenManager::GetTokenForNewRequestUsingDeviceCheckInAppId]  
Provider id = https://login.microsoft.com, authority = organizations  
Get provider, provider name = Work or school account  
Successfully get the token with client id fc03af4-6835-4174-b806-f7db311fd2f3 and resource id 26a4ae64-5862-427f-a9b0-044e62572a4f  
Win32App] valid AAD user session id : 5  
Win32App] Total valid AAD User session count is 1  
Find 1 MDM certificates.  
Win32App] Set MdmDeviceCertificate : AB8DB31FAACAA05B4992FFE53A55C2C4DEF1410A  
Win32App] Load global Win32App settings  
Win32App] 0 entries from stored allAppStartDeadlineTimeSchedule  
Win32App] GetLogonIdFromFirstSyncReg Opening SOFTWARE\Microsoft\Enrollments  
Win32App] Expected usersid for session 5 with name WMSERVICE\kc374058 is S-1-5-21-1229272821-1123561945-682003330-3556651  
Win32App] ..... Processing user session 5, userid: e7c834ad-9ba2-4460-9467-020fd3e4cad8, userSID: .....

Log Text	Component	Date/Time	Thread
provider id = https://login.microsoft.com, authority = organizations	IntuneMan...	4/12/2023 3:58:54 PM	56 (0x38)
get provider, provider name = Work or school account	IntuneMan...	4/12/2023 3:58:54 PM	56 (0x38)
Successfully get the token with client id fc03af4-6835-4174-b806-f7db311fd2f3 and resource id 26a4ae64-5862-427f-a9b0-044e62572a4f	IntuneMan...	4/12/2023 3:58:54 PM	56 (0x38)
Add UserToken with length 1942 into WebRequest	IntuneMan...	4/12/2023 3:58:54 PM	56 (0x38)
Add MdmDeviceCertificate AB8DB31FAACAA05B4992FFE53A55C2C4DEF1410A into WebRequest	IntuneMan...	4/12/2023 3:58:54 PM	56 (0x38)
[SendWebRequestInternal] Sending network request... Current proxy is https://ef.amsua0202.manage.microsoft.com/TrafficGateway/TrafficRoutingService/SideCar/StatelessSideCarGate...	IntuneMan...	4/12/2023 3:58:54 PM	56 (0x38)
[SendWebRequestInternal] Succeeded	IntuneMan...	4/12/2023 3:58:56 PM	81 (0x51)
[Win32App] Got result with session id 27ce70bd-6045-44ce-b8b1-678bca8256d9	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App] Got 1 Win32App(s) for user e7c834ad-9ba2-4460-9467-020fd3e4cad8 in session 5	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
Get policies = [{"Id": "8d8cddd3-f2a4-4288-b9b6-d4e094c160f7", "Name": "Greenshot (id: 02013926)", "Version": "1", "Intent": "1", "TargetType": "1", "AppApplicabilityStateDueToAssignmentFilter": ...	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App] espSupportForSupersedeanceEnabled : False, v2AppProcessorDisabled : True	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App] WindowsSID :	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App][V3Processor] Processing 1 subgraphs.	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App][ReevaluationScheduleManager] Found previous reevaluation check-in time value: 4/12/2023 8:06:17 AM.	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App][ReevaluationScheduleManager] Did not find any previous subgraph reevaluation time at key YKXCBIUY5CZu9qswEY1pV+loYEAxqiOdETW8uqWE=.	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App][ReportingManager] App with id: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 and prior AppAuthority: V2 could not be loaded from store. Reporting state initialized with in...	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App][ReportingManager] Not sending status update for user with id: e7c834ad-9ba2-4460-9467-020fd3e4cad8 and app: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 because L...	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App][ReportingManager] Real time status is not reportable for user: e7c834ad-9ba2-4460-9467-020fd3e4cad8 and app: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 after switch...	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App][ReportingCacheManager] Found a full sync time: 04/11/2023 11:06:17 for user: e7c834ad-9ba2-4460-9467-020fd3e4cad8, which is not expired.	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App][V3Processor] Processing subgraph with app ids: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7	IntuneMan...	4/12/2023 3:58:56 PM	155 (0x9E)
[Win32App][V3Processor] Reading GPS value from storage path: e7c834ad-9ba2-4460-9467-020fd3e4cad8 (GPS:VXXCRIHV5CZu9qswEY1pV+loYEAxqiOdETW8uqWE=)			
Date/Time: 4/12/2023 3:58:56 PM	Component: IntuneManagementExtension		
Thread: 155 (0x9E)	Source:		
Get policies = [{"Id": "8d8cddd3-f2a4-4288-b9b6-d4e094c160f7", "Name": "Greenshot (id: 02013926)", "Version": "1", "Intent": "1", "TargetType": "1", "AppApplicabilityStateDueToAssignmentFilter": ...			

## Installation checks

Before the installation can start, two checks are made. The first is a detection if the app is already installed and the second is if the app is applicable for this system this means does the system full fill the requirements of the app.

Configuration Manager Trace Log Tool - [C:\ProgramData\Microsoft\IntuneManagementExtension\Logs\IntuneManagementExtension.log]	Component	Date/Time	Thread
Log Text			
[Win32App][ReportingManager] Sending status to company portal based on report: ("ApplicationId": "8d8cddd3-f2a4-4288-b9b6-d4e094c160f7", "ResultantAppState": null, "ReportingImpact": n...	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App][StatusServiceReportsStore] Saved AppInstallStatusReport for user e7c834ad-9ba2-4460-9467-020fd3e4cad8 for app 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 in the StatusServic...	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[StatusService] Sending update from StatusServicePublisher.	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[StatusService] Received AppInstallStatusUpdate to send via Callback.	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[StatusService] Sending an update to user e7c834ad-9ba2-4460-9467-020fd3e4cad8 via callback for app: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7. Applicability: Applicable, Status: Installing...	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App][DownloadActionHandler] Handler completed with action status: Success.	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App][DetectionActionHandler] Handler invoked for 1 app detections.	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App][DetectionActionHandler] Detection running for policy with id: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7.	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App] ProcessDetectionRules starts	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App] ProcessDetectionRules Parsing InstallEx...	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App] DetectionType 1	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App] Start detectionManager SideCarProductCodeDetectionManager	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
CheckProductCodeExists fails with product code A64F598F-EBA4-4538-BEFB-23F249347F69, errorCode = 1605, try without brace	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
CheckProductCodeExists fails with product code A64F598F-EBA4-4538-BEFB-23F249347F69, errorCode = 87	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App] Checked ProductCode (A64F598F-EBA4-4538-BEFB-23F249347F69). Cannot find, applicationDetected: False	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App] detectionManager SideCarProductCodeDetectionManager got applicationDetectedByCurrentRule: False as system	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App] Completed detectionManager SideCarProductCodeDetectionManager, applicationDetectedByCurrentRule: False	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App][DetectionActionHandler] Detection for policy with id: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 resulted in action status: Success and detection state: NotDetected.	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App][DetectionActionHandler] Handler completed.	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App][ExecutionActionHandler] Handler invoked with execution type: Install for policy with id: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 and version: 1.	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	
[Win32App][V3Processor] Reading GPS value for user: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 and user: e7c834ad-9ba2-4460-9467-020fd3e4cad8	IntuneManagemer	4/12/2023 4:0 43 (0x2B)	

EX:





[StatusService] Sending a DownloadReport to user e7c834ad-9ba2-4460-9467-020fd3e4cad8 for app 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 via callback.	Ir 4/12/2023 4:05:01 PM	43 (0x2B)
JobTransferred callback for job = 27182f81-82d3-4062-8238-514d544cf4f1	Ir 4/12/2023 4:05:02 PM	83 (0x53)
[StatusService] Downloading app (id = 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7, name Greenshot (id: 02013926)) via DO, bytes 1079536/1079536 for user e7c834ad-9ba2-4460-9467-020fd3...	Ir 4/12/2023 4:05:06 PM	43 (0x2B)
[StatusService] Sending download progress update from StatusServicePublisher.	Ir 4/12/2023 4:05:06 PM	43 (0x2B)
[StatusService] Received DownloadReport to send via Callback.	Ir 4/12/2023 4:05:06 PM	43 (0x2B)
[StatusService] Sending a DownloadReport to user e7c834ad-9ba2-4460-9467-020fd3e4cad8 for app 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 via callback.	Ir 4/12/2023 4:05:06 PM	43 (0x2B)
Completing job 27182f81-82d3-4062-8238-514d544cf4f1	Ir 4/12/2023 4:05:06 PM	43 (0x2B)
Notified DO Service the job is complete.	Ir 4/12/2023 4:05:06 PM	43 (0x2B)
[DO TEL] = ("FileId":"501FCB7D-A970-4E34-A753-4B48F5D88EF_ee368c23-2c5d-49cf-9b98-f27922c26105_0f3dd6b2-1f92-4dbf-80c1-92f4eb91cc86_64ead314-27f7-487c-a0e0-cc3749843ef6...	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] Starts verifying encrypted hash	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] Starts decrypting sidcar Content Info	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
Find 1 MDM certificates.	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] Deserialize Info	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] Creating file stream	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] Create encrypted content validation stream	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] Read content for validation	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] Determine if content validation exception	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] hmac validation is pass.	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] file hash validation pass, starts decrypting	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] Decryption is done successfully.	Ir 4/12/2023 4:05:07 PM	43 (0x2B)
[Win32App] MDM module content is decrypted.	Ir 4/12/2023 4:05:07 PM	43 (0x2B)

## App Installation

### The detection logic runs based on the app and then they are progressing

[StatusService] Sending an update to user e7c834ad-9ba2-4460-9467-020fd3e4cad8 via callback for app: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7. Applicability: Applicable, Status: Installing. ...	
[Win32App][DownloadActionHandler] Handler completed with action status: Success.	
[Win32App][DetectionActionHandler] Handler invoked for 1 app detections.	
[Win32App][DetectionActionHandler] Detection running for policy with id: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7.	
[Win32App] ProcessDetectionRules starts	
[Win32App] ProcessDetectionRules Parsing InstallEx...	
[Win32App] DetectionType 1	
[Win32App] Start detectionManager SideCarProductCodeDetectionManager	
CheckProductCodeExists fails with product code (A64F598F-EBA4-4538-BEFB-23F249347F69), errorCode = 1605, try without brace	
CheckProductCodeExists fails with product code A64F598F-EBA4-4538-BEFB-23F249347F69, errorCode = 87	
[Win32App] Checked ProductCode (A64F598F-EBA4-4538-BEFB-23F249347F69), Cannot find, applicationDetected: False	
[Win32App] detectionManager SideCarProductCodeDetectionManager got applicationDetectedByCurrentRule: False as system	
[Win32App] Completed detectionManager SideCarProductCodeDetectionManager, applicationDetectedByCurrentRule: False	
[Win32App][DetectionActionHandler] Detection for policy with id: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 resulted in action status: Success and detection state NotDetected.	
[Win32App][DetectionActionHandler] Handler completed.	
[Win32App][ExecutionActionHandler] Handler invoked with execution type: Install for policy with id: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 and version: 1.	
[Win32App][GRSManager] Reset GRS value for app: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 and user: e7c834ad-9ba2-4460-9467-020fd3e4cad8.	
[Win32App][GRSManager] Saving GRS values to storage.	
[Win32App][GRSManager] Saved GRS value: 04/12/2023 10:35:07 to path: e7c834ad-9ba2-4460-9467-020fd3e4cad8\GRS\YKXCBIUI5CZYuf9qswEy1pV+loYEAxrqiOdETW8uqwE=\8d8cddd3-f2...	
[Win32App][Win32AppExecutionExecutor] Using content at: C:\WINDOWS\IMECache\8d8cddd3-f2a4-4288-b9b6-d4e094c160f7_1.	
[Win32App] ExecuteWithRetry Parsing InstallEx...	

for this, the installation script is executed. In our case it is the install.bat script. For the installation an installer process is started as a user or machine session. After the installation is finished the process is evaluated if it ended with an error or if the installation was successful. The status of the installation can be found in the registry:

“HKLM\SOFTWARE\Microsoft\IntuneManagementExtension\Win32Apps\user\appid “.

[Win32App][ExecutionActionHandler] Handler invoked with execution type: Install for policy with id: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 and version: 1	
[Win32App][GRSManager] Reset GRS value for app: 8d8cddd3-f2a4-4288-b9b6-d4e094c160f7 and user: e7c834ad-9ba2-4460-9467-020fd3e4cad8.	
[Win32App][GRSManager] Saving GRS values to storage.	
[Win32App][GRSManager] Saved GRS value: 04/12/2023 10:35:07 to path: e7c834ad-9ba2-4460-9467-020fd3e4cad8\GRS\YKXCBIUI5CZYuf9qswEy1pV+loYEAxrqiOdETW8uqwE=\8d8cddd3-f2...	
[Win32App][Win32AppExecutionExecutor] Using content at: C:\WINDOWS\IMECache\8d8cddd3-f2a4-4288-b9b6-d4e094c160f7_1.	
[Win32App] ExecuteWithRetry Parsing InstallEx...	
[Win32App] ===Step=== Execute retry 0	
[Win32App] ===Step=== InstallBehavior RegularWin32App, Intent 3, UninstallCommandLine c:\WINDOWS\system32\cmd.exe /c "Uninstall.Push.bat"	
c:\WINDOWS\system32\cmd.exe /c "Install.Push.bat"	
[Win32App] SetCurrentDirectory: C:\WINDOWS\IMECache\8d8cddd3-f2a4-4288-b9b6-d4e094c160f7_1	
[Win32App] Launch Win32AppInstaller in machine session	
[Win32App] lastWin32Error 0 after CreateProcess	
[Win32App] lastHResult -2147024896 after CreateProcess	
[Win32App] Create installer process successfully.	
[Win32App] process id = 46972	
[Win32App] Installer process timeout milliseconds: 3600000.	
[Win32App] lastWin32Error 0 after WaitForSingleObject	
[Win32App] lastHResult -2147024896 after WaitForSingleObject	
[Win32App] Installation is done, collecting result	
[Win32App] lpExitCode 0	
[Win32App] hResultFromWin32 0	

### Completion of installation:

In the compliance phase, the compliance is checked based on the status of the installation and the app detection. This compliance status is written into the registry under:

“HKLM\SOFTWARE\Microsoft\IntuneManagementExtension\Win32Apps\user\appid\ComplianceStateMessage”. When this is done, the content of “C:\Program Files (x86)\Microsoft Intune Management Extension\Content\Incoming\” is deleted.

In the very last phase, a report of the installation is saved locally and sent to Intune. Additionally, also the IME Cache in "C:\Windows\IME Cache\" is cleaned to finally complete the installation.

## Helpdesk Routing Information

**Business Service:** Modern Workspace

**Configuration item:** Windows 11 OS

**Assignment Group:** PC-AppCatalogInstall-L2

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## Attachments

 [Microsoft Intune Management Extension – Win32 Apps.docx](#)

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