

Error: CreateDirectory failed

Last Modified on 2026-06-04

Error

When attempting to run [software updates](#) with Right Click Tools Patching, the Status column on the **Software Updates for ConfigMgr** page displays an error with a 'CreateDirectory failed' message in the tooltip.

Troubleshooting Steps

Check that the WsusContent and UpdateServicesPackages folders and shares exist

1. In your ConfigMgr console, navigate to your WSUS folder and check that both the WsusContent and UpdateServicesPackages folders exist.

NOTE: If the shares don't exist, create the folders manually.

2. Navigate to **Computer Management > System Tools > Shared Folders > Shares** and check that both WsusContent and UpdateServicesPackages shares are listed with the correct folder paths.

NOTE: If either folder exists but isn't shared, right-click on the folder and go to **Properties**. On the Sharing tab, click **Advanced Sharing** and enable **Share this folder**.

Check that the WsusContent and UpdateServicesPackages shares have the necessary permissions

1. For the WsusContent and UpdateServicesPackages shares, open the **Properties** window.

2. On the **Share Permissions** tab, check that Allow permissions are granted for these local users and groups:

- NETWORK SERVICE
- WSUS Administrators
- Administrators

3. On the **Security** tab, check that Allow permissions (Full control) are granted for these local users and groups:

- SYSTEM
- NETWORK SERVICE
- WSUS Administrators
- Administrators

NOTE: If required permissions are missing, add them.



For a WSUS content shared folder that is hosted on the same server as WSUS: the **Share Permissions** and **Security** tabs should show the local **SYSTEM** identity object with **Allow/Full Control** permissions.
For a WSUS content shared folder that is remote from the WSUS server: the **Share Permissions** and **Security** tabs should show the **AD computer account of the WSUS server** with **Allow/Full Control** permissions.