Recast

Application Workspace Agent Update Package loop on macOS

Last Modified on 2026-09-24

When creating an update package to upgrade the Application Workspace Agent on macOS using an action set with frequency “Once per device” and an action to install the uploaded .pkg file, the agent updates successfully but does not record the installation status.

Because an external process restarts the Agent during installation, the Agent does not recognize that the update was completed. This can cause the update package to run repeatedly, resulting in an indefinite loop.

Status

The issue is under investigation. Currently, there is no workaround.