



Desktop Alerts: Troubleshooting

Checks, settings and fixes when alerts aren't reaching screens

Desktop Alerts put an Announcement full screen on a member of staff's screen, **even when the teamSOS app is closed**, and staff can respond without opening it.

Setting them up is done through the **Onboarding Wizard**, which creates the client, generates the credentials and packages the deployment files. See the Onboarding Wizard Guide for that walkthrough. This guide is for when something isn't working afterwards, on Group Policy or Intune.

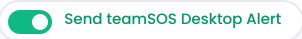
WHAT THIS GUIDE COVERS

- 1 Check alerts are working**
The test to run first
- 2 Check every device is covered**
When only some devices get alerts
- 3 Working through a problem**
Five checks on the device itself
- 4 Intune deployments**
Logs, and what commonly goes wrong
- 5 Additional settings**
Press to View, volume, machine names
- 5 Desktop Alerts on macOS**
Setting up the Mac client

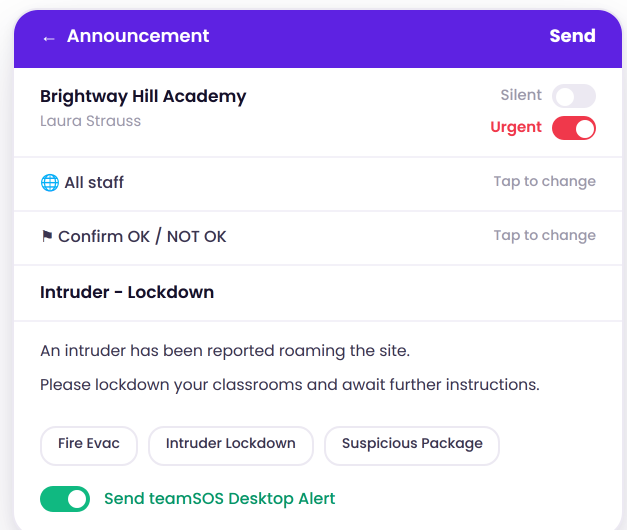
Worth knowing: Desktop Alerts and the Windows teamSOS app are **the same deployment**. The Desktop Alerts MSI installs and maintains the Windows app, so there is nothing separate to install. If the app is missing from a device, that is a deployment issue.

START HERE

Check alerts are working

- Open the teamSOS app.
- Go to **Make an Announcement**.
- Check the  toggle appears, and switch it on if it's off.
- Send a **clearly labelled test alert** and confirm it appears on a target device.

If the toggle isn't there at all: the Desktop Alerts client has not been set up for your organisation. Go back to the Onboarding Wizard's Alerts Setup step, or contact help@teamSOS.co.uk.



The Desktop Alert toggle on the Announcement screen

COVERAGE

Check every device is covered

If your test alert reaches some devices but not others, start here. The rollout should reach every device you targeted, not just the ones that were switched on at the time. Devices that were **switched off or being reimaged** during rollout are the usual gap.

Find the missed devices

Compare the devices listed in the **Admin Portal** with the devices you meant to cover, and **check when each was last seen**. A device that isn't listed has never reported in, and a very old date means it has stopped. A reimaged machine shows up twice, so use the date to tell which entry is the current one.

If a device has no teamSOS app in its Start menu, the rollout missed it. If the app is there, the problem is on the device itself, so work through **Working through a problem** on the next page.

No need to start again: you don't have to redo the whole deployment, only reach the devices that were missed. The rest carry on as they are.

Reach the missed devices

DEPLOYED WITH	WHAT TO DO
Group Policy	The policies still apply to every device in their scope, so a missed device installs teamSOS at its next start-up on the school network. Use Restart , not Shut down, and allow a second restart if it doesn't appear first time. Reimaged devices need to be back in the OU or security group the teamSOS policies target.
Intune	Devices that were offline install the app when they next check in with Intune. To speed this up, sync the device from the Intune admin centre. A reimaged device can re-enrol as a new device, so check it's in the group the teamSOS app is assigned to.
Another tool or by hand	A one-off push or manual install only reaches devices that were on at the time. Run the same registry settings and MSI on the missed devices only. If you no longer have those files, download them again from the wizard's Alerts Setup step – a new secret doesn't invalidate the old one, so devices that already work carry on working.

Once a missed device has been reached, **check it appears in the Admin Portal** with a current last-seen date, and include it in your next test alert.

FIXES

Working through a problem

Work down these in order. Most issues are caught by the first three.

1 Check the registry settings

Press **Windows + R**, type `regedit` and press Enter. Navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\teamSOS\Updater` and confirm every entry is present and correctly formatted, with no trailing spaces.

2 Confirm the teamSOS service is running

Press **Ctrl + Shift + Esc** to open Task Manager and go to the **Services** tab. Find **teamSOS Service** – if it is stopped, right-click and choose Start. If it is missing entirely, restart the device.

3 Review the service log files

Open the latest log in `C:\ProgramData\teamSOS\Service\Logs` and look for errors or warnings.

4 Check the client version

Confirm the Desktop Alerts client is on the current version across your estate. A device left on an older updater version can appear healthy in reporting while still failing to display alerts.

5 Check network access

The Updater Service runs under the SYSTEM account and needs the same network access as the rest of teamSOS, so check your firewall and filtering against the full list in the **Firewall and Filtering guide**. Direct access, transparent filtering or a configured proxy all work – but **proxy authentication is not supported**.

Deployed with Intune? Intune writes its own logs, separate from the Desktop Alerts service logs above. If the client never arrived on the device at all, go to **Intune deployments** overleaf instead.

INTUNE

Intune deployments

The Onboarding Wizard's **Alerts Setup** step builds the Win32 app, the install and uninstall commands and the detection rule. Start here when the client never arrived on the device. Very little shows on screen, so the logs Intune writes to `C:\ProgramData\teamSOS` are the quickest way to find out what happened.

LOG	WHAT IT TELLS YOU
Intune detection	Whether the detection rule ran, and what it found. Look here first if Intune reports the app as not installed.
Intune install	What happened during installation, including failures part-way through.
Intune uninstall	What happened during a removal, which helps when a reinstall is not taking.

Two locations, two questions: the folder above answers **did the deployment happen?** The service logs in `\Service\logs` answer **is the installed client working?** No Intune logs at all means the deployment never reached the device.

Other things that come up

PROBLEM	WHAT TO TRY
The app doesn't appear after deployment	Check the Intune install log to confirm the assignment reached the device and the command ran, check the Windows Event Log for installer entries, and confirm the device is on Windows 10 20H1 or later .
Intune reports the app as 'not installed'	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	See Check network access above. The requirements are the same across teamSOS, so check your allow-list against the Firewall and Filtering guide. Proxy authentication is not supported.
Wrong or missing Client ID or Secret	These come from the Desktop Alerts client created in the Onboarding Wizard. Re-check the values in your install command, or regenerate the client there and redeploy to the affected devices. Devices already running on the old secret are unaffected.

Still stuck?

Email help@teamSOS.co.uk and include screenshots of:

- Your Registry Editor showing the teamSOS keys
- The Services tab in Task Manager
- The relevant log entries

If you deployed with Intune, also send the **Intune detection and install logs** from an affected device, the install command you are using with the secret redacted, and the status Intune reports for the app.

SETTINGS

Additional Desktop Alert settings

These optional settings go under the same registry path used during set-up – `HKLM\SOFTWARE\teamSOS\Updater\Settings` – and control how alerts behave on individual devices.

NAME	TYPE	WHAT IT DOES
PressToView	REG_SZ	Set to True to delay alert visibility. The device shows a neutral "Press to View" screen first, so the content is not displayed in front of students.
AudioVolume	REG_DWORD	The alert volume as a percentage of system volume. Defaults to 100%. Enter the percentage you want.
MachineName	REG_SZ	Overrides the default machine name shown in Desktop Alerts. The name you set appears alongside replies to Announcements, so you can tell who has responded.

MAC

Desktop Alerts on macOS

Full-screen alerts on a Mac come via the **Mac Desktop Alerts client**, not the teamSOS app. Macs with an M-series (Apple Silicon) chip can also run the teamSOS iOS app; older Intel Macs work through the web app and receive alerts via the legacy Mac client.

Please note: alerts only appear if the user is **actively using the machine** at the time. If the screen is off or the user is logged out, the alert will not show.

Setting up the Mac client

- Install the agent on the device.
- Click the **teamSOS logo icon** in the toolbar.
- Click **Configure**.
- Enter the **Client ID** and **Secret**.
- Optionally enable **Press to View**.
- Click **Save**, then click the icon again to confirm it is connected.

Need the Mac client? Contact help@teamSOS.co.uk for the installer, and the Client ID and Secret for your organisation.

Need help?

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