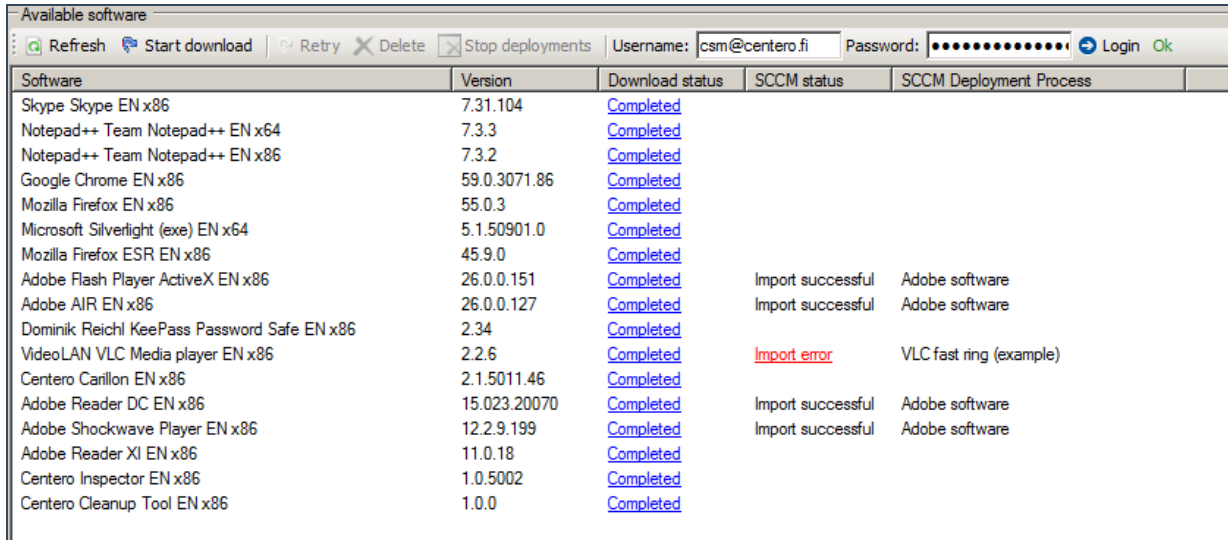




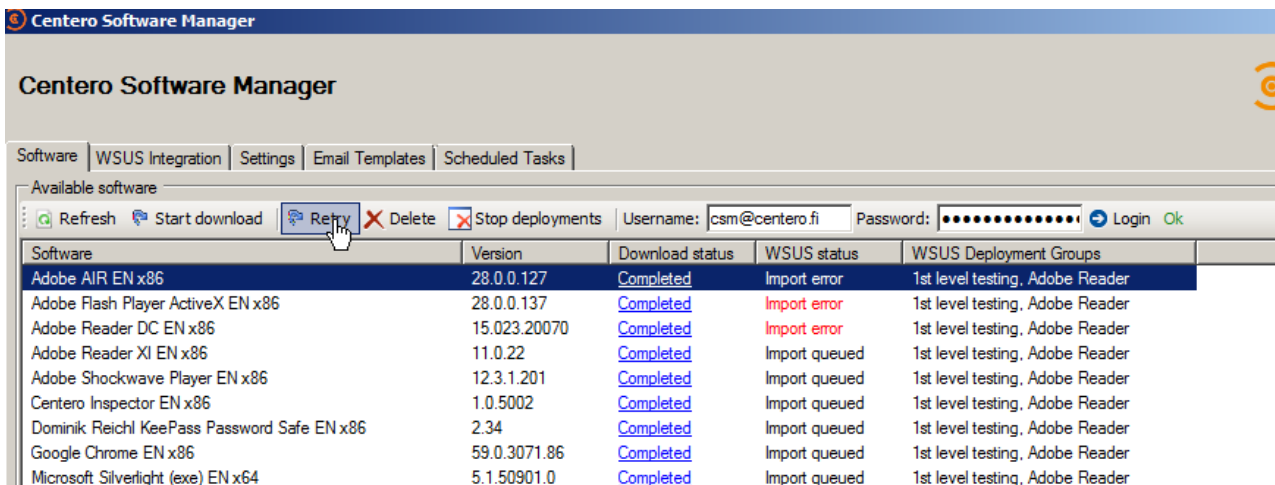
SOFTWARE Troubleshooting MANAGER

Sometimes importing 3rd party software to WSUS might result as an error. CSM notifies clearly if there's something wrong with imports.



Software	Version	Download status	SCCM status	SCCM Deployment Process
Skype Skype EN x86	7.31.104	Completed		
Notepad++ Team Notepad++ EN x64	7.3.3	Completed		
Notepad++ Team Notepad++ EN x86	7.3.2	Completed		
Google Chrome EN x86	59.0.3071.86	Completed		
Mozilla Firefox EN x86	55.0.3	Completed		
Microsoft Silverlight (exe) EN x64	5.1.50901.0	Completed		
Mozilla Firefox ESR EN x86	45.9.0	Completed		
Adobe Flash Player ActiveX EN x86	26.0.0.151	Completed	Import successful	Adobe software
Adobe AIR EN x86	26.0.0.127	Completed	Import successful	Adobe software
Dominik Reichl KeePass Password Safe EN x86	2.34	Completed		
VideoLAN VLC Media player EN x86	2.2.6	Completed	Import error	VLC fast ring (example)
Centero Canllon EN x86	2.1.5011.46	Completed		
Adobe Reader DC EN x86	15.023.20070	Completed	Import successful	Adobe software
Adobe Shockwave Player EN x86	12.2.9.199	Completed	Import successful	Adobe software
Adobe Reader XI EN x86	11.0.18	Completed		
Centero Inspector EN x86	1.0.5002	Completed		
Centero Cleanup Tool EN x86	1.0.0	Completed		

1. There are a few possible scenarios how software import can fail. Retrying the import usually solves the problem. Select the 3rd party software with import error and click **Retry**.



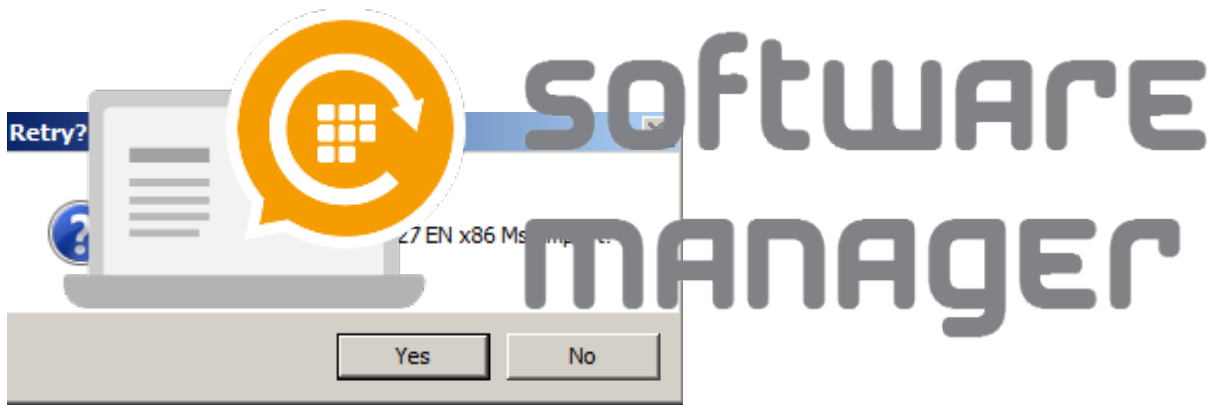
Centero Software Manager

Software | WSUS Integration | Settings | Email Templates | Scheduled Tasks

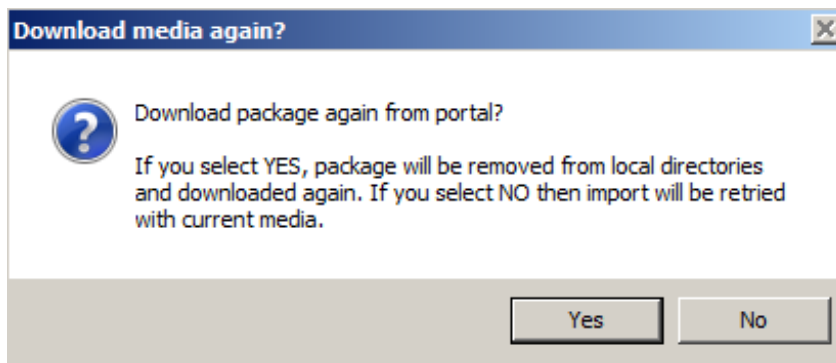
Available software

Software	Version	Download status	WSUS status	WSUS Deployment Groups
Adobe AIR EN x86	28.0.0.127	Completed	Import error	1st level testing, Adobe Reader
Adobe Flash Player ActiveX EN x86	28.0.0.137	Completed	Import error	1st level testing, Adobe Reader
Adobe Reader DC EN x86	15.023.20070	Completed	Import error	1st level testing, Adobe Reader
Adobe Reader XI EN x86	11.0.22	Completed	Import queued	1st level testing, Adobe Reader
Adobe Shockwave Player EN x86	12.3.1.201	Completed	Import queued	1st level testing, Adobe Reader
Centero Inspector EN x86	1.0.5002	Completed	Import queued	1st level testing, Adobe Reader
Dominik Reichl KeePass Password Safe EN x86	2.34	Completed	Import queued	1st level testing, Adobe Reader
Google Chrome EN x86	59.0.3071.86	Completed	Import queued	1st level testing, Adobe Reader
Microsoft Silverlight (exe) EN x64	5.1.50901.0	Completed	Import queued	1st level testing, Adobe Reader

2. Select **Yes**.



3. If the software version is fine and the package is reliable, there is no need to re-download it. Please select **No**.



4. Wait a while for the queue to complete.

Software	Version	Download status	WSUS status	WSUS Deployment Groups
Adobe AIR EN x86	28.0.0.127	Completed	Import queued	1st level testing, Adobe Reader
Adobe Flash Player ActiveX EN x86	28.0.0.137	Completed	Import error	1st level testing, Adobe Reader
Adobe Reader DC EN x86	15.023.20070	Completed	Import error	1st level testing, Adobe Reader

5. The import should be now successful.

Software	Version	Download status	WSUS status	WSUS Deployment Groups
Adobe AIR EN x86	28.0.0.127	Completed	Import successful	1st level testing, Adobe Reader
Adobe Flash Player ActiveX EN x86	28.0.0.137	Completed	Import error	1st level testing, Adobe Reader

If any of these steps won't solve the problem. Please contact us.