



### Problem:

Centero Software Manager won't download installation media and "Download status" in CSM is "Not found".

### Troubleshoot:

1. Open command prompt as administrator
2. Run command: `bitsadmin /list /allusers`
3. If result shows any errors, proceed to "Solution 1" step
4. Otherwise proceed with other steps

### Solution 1:

1. Disable scheduled task "Centero Software Manager - download" from scheduled tasks
2. Open command prompt as administrator
3. Run following commands
  1. `net stop bits`
  2. `del C:\ProgramData\Microsoft\Network\Downloader\qmgr0.dat`
  3. `del C:\ProgramData\Microsoft\Network\Downloader\qmgr1.dat`
  4. `net start bits`
4. Re-run "Bitsadmin /list /allusers" command and make sure queue is empty
5. Open `C:\ProgramData\Centero\Software Manager\PackageDownloader\PackageDownloader.DownloadHistory.xml` file with notepad and check if there is any marks of applications that failed to download. Delete any rows that includes specific application.
6. Open "Documents" folder from your chosen installation media download folder and remove folders containing previously failed downloads.



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# SOFTWARE MANAGER

## Solution 2:

1. Change "Centero Software Manager - download" scheduled task run account to a domain account that has privileges for your chosen installation media download folder.
2. Select "Run only when user is logged on" and "Run with highest privileges" check boxes from scheduled task.

## Solution 3:

1. Run command **ping portal.centero.fi** and check if you get response.
2. Make sure HTTP/HTTPS connections to portal.centero.fi are not blocked by firewall. Try to access portal.centero.fi with browser.