



App
Last Modified

Failed

SOFTWARE MANAGER

There are problems when trying to import a 3rd party software.

Possible solutions:

1. Open Centero Software Manager and select application that is in error state. When selected, press "Retry" from top bar and select whether do you want to re-download installation media or not. If import still fails, proceed with possible solution steps.

2. Check out the following log `C:\ProgramData\Centero\Software Manager\Logs\SCCM-Management.log`. There might be a error with following text "There was no matching filter and/or some default settings are missing".

- Check the there is a deployment process selected for the software.
- Make sure that there is a distribution group selected.

3. Check out the following log `C:\ProgramData\Centero\Software Manager\Logs\SCCM-Management.log`. There might be a error with following text "Cannot find drive. A drive with the name 'xx' does not exist".

- Make sure that the account used for CSM for SCCM have the proper [PowerShell privileges](#).
- This might happen sometimes when SCCM has been updated.

4. Check out the following log `C:\ProgramData\Centero\Software Manager\Logs\SCCM-Management.log`. There might be a error with following text "Filter on settings group '*software X*' matches also with application . Multiple filters are not supported so you have to fix that manually".

- Make sure that a 3rd party software isn't included in multiple deployment processes.

5. If CSM for SCCM settings for [file system root folder for packages](#) is an UNC path make sure that both **CSM Service account** and **CSM server computer object** have at least modify permissions (or full) to the UNC path.

6. Make sure you have .NET Framework 4.7.2 or later installed, if you have Configuration Manager 2103 or later