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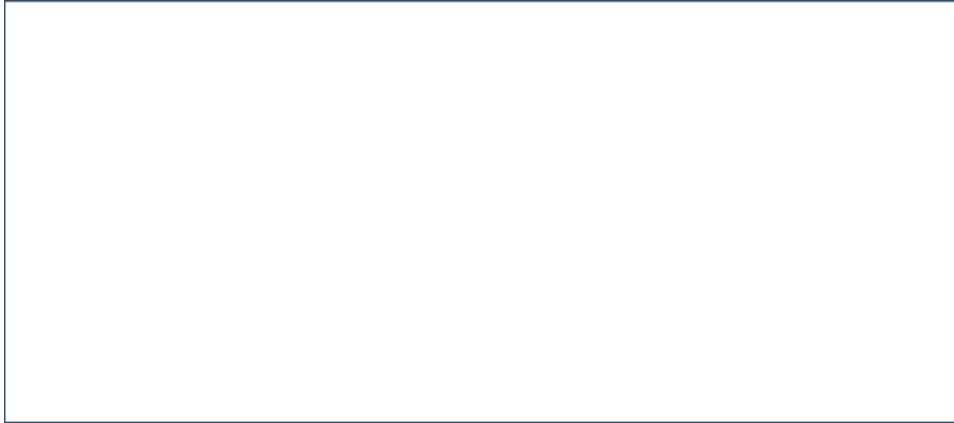
Sometimes importing 3rd party software to WSUS might result to an error. CSM notifies if there's something wrong with imports.

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**.

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.

5. The import should be now successful.

Additional troubleshooting

You can find detailed information about the import issue from **C:\ProgramData\Centero\Software Manager\WSUS\WSUS.log** file.

Issue:

ERROR Could not load queue file!

Solution:

1. Open **C:\ProgramData\Centero\Software Manager\WSUS\Wsus.queue.xml** file with Internet Explorer
2. Open **C:\ProgramData\Centero\Software Manager\Scheduled Tasks.xml** file with Internet Explorer
3. If there were any issue with opening the file, it possible there are broken parts in the xml file. Make sure the

file includes **</queue>** and **</data>** strings