

Cannot Download Applications

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Problem: Application Manager won't download installation media and the Application Manager **Download status** is '**Not found**'.

Troubleshooting Steps

- **Check requirements:** Verify that your Microsoft .NET Framework version meets the minimum [platform requirements](#).
- **Check connections:**
 1. Run the following command and check if you get a response: `ping amclients.recastsoftware.com`
 2. Make sure HTTP connections to **amclients.recastsoftware.com** and **recastpackages.file.core.windows.net** are not blocked by firewall rules. Try to access **amclients.recastsoftware.com** via your browser.
- **Change privileges:**
 1. Change the **Recast Software Application Manager - download** scheduled task run account to a domain account that has privileges for your chosen installation media download folder.
 2. Select the **Run only when user is logged on** and **Run with highest privileges** check boxes for the scheduled task.
- **Fix missing scheduled task:** If the **Recast Software Application Manager - download** scheduled task is missing from the Task Scheduler root folder, a known issue which can happen sometimes with Windows version upgrade, do the following to fix the issue:
 1. Delete the "**Recast Software Application Manager - download**" key from `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Schedule\TaskCache\Tasks` in Registry Editor.
 2. Delete the "**Recast Software Application Manager - download**" key from `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Schedule\TaskCache\Tree` in Registry Editor,
 3. Run the following command CMD or PowerShell:

```
schtasks /Create /TR "C:\ProgramData\Recast Software\Application Manager\PackageDownloader\DownloadSoftwares.cmd" /RU system /SC DAILY /RI 30 /DU 24:00 /TN "Recast Software Application Manager - download"
```
 4. Run the task once manually and follow up if the application downloads start.