

Application Import Fails

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Problem: There are issues when trying to import a third-party application.

Troubleshooting Steps

- **Retry the application:** Open Application Manager and select the application that is in error. Click **Retry** from the top bar and choose whether to re-download the installation media. If the import still fails, proceed with other troubleshooting steps.
- **Check logs:** Inspect the **SCCM-Management.log** file located at **C:\ProgramData\Recast Software\Application Manager\Logs** for the following errors:
 - **"There was no matching filter and/or some default settings are missing "**. If the error appears, check that there is a deployment process selected for the software and that a distribution group is selected.
 - **"Cannot find drive. A drive with the name 'xx' does not exist "**. If the error appears, make sure that the account used for Application Manager for MECM has the proper PowerShell privileges. This might happen sometimes when MECM has been updated.
 - **"Filter on settings group 'software x' matches also with application. Multiple filters are not supported so you have to fix that manually"**. If the error appears, make sure that a third-party software isn't included in multiple deployment processes.
- **Check UNC path permissions:** If Application Manager for MECM settings for file system root folder for packages is an UNC path, make sure that both **AM Service account** and **AM server computer object** have at least modify permissions (or full) to the UNC path.
- **Check requirements:** Verify that your .NET Framework version meets [Application Manager platform requirements](#).