



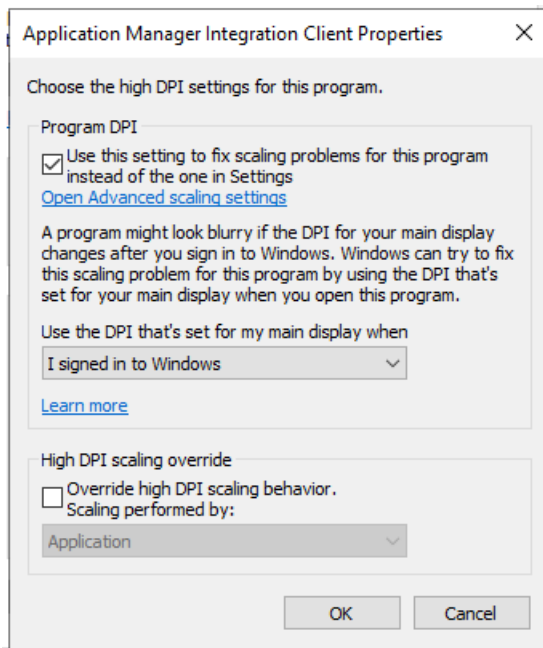
# Application Manager Not Starting

Last Modified on 11.15.23

**Problem:** Application Manager won't start

## Troubleshooting Steps

- **Error message:** Could not read MECM collections from C:\ProgramData\Recast Software\Application Manager\SCCM\SCCM Information.xml!
  1. If your Application Manager for MECM integration was enabled
    1. Delete the following file: `C:\ProgramData\Recast Software\Agent\Modules\4.6\CMM\ThreshDir\schedule.CollectSCCMInformation.xml`
    2. Wait one minute and **SCCM Information.xml** will be re-created.
    3. Start Application Manager for MECM.
  2. If your Application Manager integration was disabled (usually during first time configuration)
    1. Delete the following file: `C:\ProgramData\Recast Software\Agent\Modules\4.6\CMM\ThreshDir\schedule.CollectSCCMInformation.xml`
    2. Edit `C:\ProgramData\Centero\Agent\Modules\4.6\CMM\SCCM-Import.xml` by going to `<schedule name="CollectSCCMInformation" disabled="true" intervalMinutes="1440">` and changing **disabled** to **"false"**.
    3. Restart the **RecastSoftwareAgent** service.  
Wait one minute and **SCCM Information.xml** will be re-created.
    4. Start Application Manager for MECM.
- **Error message:** A problem caused this program to stop interacting with Windows.
  1. Navigate to `C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Recast Software` folder
  2. Right click Application Manager Integration Client.Ink and select **Properties**
  3. Go to **Compatibility** tab and enable **Use this setting to fix scaling problems for this program instead of the one in Settings**



#### 4. Save changes