

Application Import Stuck in Queue

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Problem: Application imports are stuck in the **Import queued** state.

Troubleshooting Steps

- **Check Agent service:** Determine if the RecastSoftwareAgent service is running.
 1. Open services.msc console.
 2. Make sure the RecastSoftwareAgent service is running. If not, start it.
 3. If the service cannot be started, make sure user account and password are correct.
- **Check permissions:** Verify that Application Manager has the required administrative access to the server.
 - Full local administrative access for AM service account to server (where AM application will be installed)

OR

 - Full access to the **HKEY_LOCAL_MACHINE\SOFTWARE\Recast Software\Agent** Windows registry key **and**
 - Modify permission for the **%ProgramData%\Recast Software\Application Manager** folder structure **and**
 - Modify permissions to network share where applications will be downloaded. If your application download network share is located on a different server, you must also add modify permissions to network share for the computer object of server where the AM Integration Client is installed. You also might have to grant admin permissions for the AM server's computer object to the server hosting the network share.
- **Restart Agent:** Check if the Agent.exe is stuck.
 1. Stop the RecastSoftwareAgent service (services.msc).
 2. Open the Task Manager.
 3. Search for the Service.exe process and end it.
 4. Open the **Details** tab.
 5. Right-click on the title and select **Command Line** as an additional column.
 6. Search for Powershell.exe where Command line includes the **C:\ProgramData\Recast Software** location and end the process.
 7. Restart the RecastSoftwareAgent service.
- **Delete previous import job:** If an application has been in **Import queued** status for a long time, the import might be stuck.
 1. Open the Task Manager and go to the **Details** tab.
 2. Search for Powershell.exe task run by your Application Manager service account. Right-click on the task and end it.
 3. Open your Configuration Manager console and remove the unfinished application.
 4. Open Application Manager and select the affected application. Click **Delete** on the top bar and confirm the deletion.

5. Select **Start download** and wait for the application to be downloaded and imported.
- **Fix missing distribution point group:** The application import might be stuck in queue status if you don't have a distribution point group in MECM, or the group has not been added to Application Manager.
 1. [Create a distribution point group in your Configuration Manager](#) and add one or more distribution points to it.
 2. Remove the following file: C:\ProgramData\Recast Software\Agent\Modules\4.6\CMM\ThreshDir\schedule.CollectSCCMInformation.xml and wait approximately one minute, until C:\ProgramData\Recast Software\Application Manager\SCCM\SCCMInformation.xml is updated.
 3. Open the Application Manager interface and navigate to **MECM Integration > MECM Settings > Default application settings**.
 4. Select the newly created group from the **Distribution point group** drop-down menu.
 5. Select a deployment process and go to the **Application settings** tab. Select the newly created group from **Distribution point group** drop-down and click **Apply** to save changes.
 6. Repeat for other deployment processes.