

Application Manager Import Error

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Occasionally, importing third-party software to WSUS produces an error. Application Manager will notify you of any import errors. Retrying a failed import usually solves the problem.



To retry an import:

1. Select the third-party software with the import error and click **Retry**.
2. Select **Yes**.
3. If the software version is fine and the package is reliable, click **No** to retry the import with the current media.
□
4. Wait a while for the queue to complete. □

The import should be now successful. □

Additional troubleshooting

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

Issue:

ERROR Could not load queue file!

Resolution:

1. Open **C:\ProgramData\Recast Software\Application Manager\WSUS\Wsus.queue.xml** file with your browser.
2. Open **C:\ProgramData\Recast Software\Application Manager\Scheduled Tasks.xml** file with your browser.
3. Check that the xml file includes **</queue>** and **</data>** strings.