Application Manager Cannot Download Applications

Last Modified on 08.28.23

Issue

Recast Application Manager won't download installation media and **Download status** in AM is **Not found**.

Troubleshooting Steps

- **Check connections to amclients.recastsoftware.com**

  - Run command **ping amclients.recastsoftware.com** and check for a response.

  - Make sure HTTP connections to amclients.recastsoftware.com are not blocked by firewall rules.

  - Try to access amclients.recastsoftware.com with a browser.

- **Check that the scheduled task run account has the necessary privileges**

1. Change "**Recast Software Application Manager - download**" scheduled task run account to a domain account that has privileges for your chosen installation media download folder.

2. Enable the **Run only when user is logged on** and **Run with highest privileges** options for the scheduled task.

- **Check if the download task is missing**

  If the"**Recast Software Application Manager - download**" scheduled task is missing from Task Scheduler root folder after a Windows version upgrade, follow the following steps to fix the issue:

1. Delete a key "**Recast Software Application Manager - download**" in **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Schedule\TaskCache\Tasks** in Registry Editor

2. Delete a key "**Recast Software Application Manager - download**" in **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.