



Common Patching Issues & Errors

Last Modified on 08.18.25

Access to the Path is Denied

Problem

The application installation media won't show up for the specified UNC path even though a deployment process is running and network requirements have been verified. You might see an 'Access to the path '\\UNC\PATH' is denied' error message in the Recast Proxy log file.

Resolution

1. Navigate to the [UNC path](#) you configured during initial setup.

TIP: You can also find the UNC path on the **Environment Settings** page's **General > Advanced** tab in your Recast Management Server.

2. Open folder properties and go to the **Sharing** tab.
 3. Click **Advanced Sharing** and **Permissions**.
 4. Add your **Recast Proxy** service account and grant **Change** permissions.
 5. Go to the **Security** tab.
 6. If missing, add the **Recast Proxy** service account and grant **Modify** permissions to the folder. Verify that the permissions will be inherited by all sub folders.
 7. Wait 30 minutes (default import interval) or run the **Import New Applications** scheduled task to start the download process instantly.
-

Unable to Connect to the Remote Server

Problem

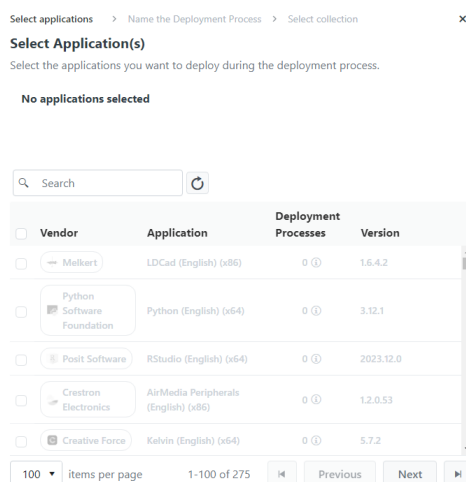
- Application installation media won't download and/or
- The application list is empty when attempting to choose applications for a deployment process and/or
- You see an **Unable to connect to the remote server** error message in the Recast Proxy log file

Troubleshooting Steps

Make sure outbound requests are allowed from the Recast Proxy server to the external domains listed in the **Network Requirements** section of the [System Requirements](#).

Application List Greyed Out

If you are attempting to choose applications for a deployment process and the application list is greyed out, it's possible that your Right Click Tools Patching license hasn't been uploaded to Recast Management Server.



Resolution

Applications Missing from Enterprise Catalog

Problem

You are licensed for Right Click Tools Patching Enterprise but are not seeing the full software catalog on the **Applications** page in your Recast Management Server.

Troubleshooting

- Confirm that your Recast Management Server and Recast Proxy have access to the required [external domains](#) for Patching Enterprise.
- Ensure that you are running [Recast Software Version 5.4.2403.901](#) or later.

Recast Proxy Service Stopped

Problem

Right Click Tools Patching was working previously but has stopped downloading new updates even though a deployment process is running and requirements have been verified. You might see **Application is shutting down...** as the last

message in Recast Proxy log file.

Resolution

Start or restart the **Recast Proxy** service.

Copyright © 2025 Recast Software Inc. All rights reserved.