Applications Cannot Be Downloaded

Last Modified on 16/06/2022 10:19 am EEST

Problem:

Centero Software Manager won't download installation media and "Download status" in CSM is "Not found".

Solution 1 (CSM 2.0.5000 and newer):

1. Run command **ping gw-eu.software-manager.com** and check if you get response.
2. Make sure HTTP connections to gw-eu.software-manager.com are not blocked by firewall. Try to access gw-eu.software-manager.com with browser.

Solution 2 (CSM 1.0.5088 and older):

1. Run command **ping portal.centero.fi** and check if you get response.
2. Make sure HTTP/HTTP connections to portal.centero.fi are not blocked by firewall. Try to access portal.centero.fi with browser.

Solution 3:

1. Open command prompt as administrator
2. Run command: **bitsadmin /list /allusers**
3. If result shows any errors, proceed with Solution 3 steps. Otherwise proceed with other steps
4. Disable scheduled task "Centero Software Manager - download" from scheduled tasks
5. Open command prompt as administrator
6. Run following commands
    1. **net stop bits**
    2. **del C:\ProgramData\Microsoft\Network\Downloader\qmgr0.dat**
    3. **del C:\ProgramData\Microsoft\Network\Downloader\qmgr1.dat**
    4. **net start bits**
7. Re-run "Bitsadmin /list /allusers" command and make sure queue is empty
8. Open **C:\ProgramData\Centero\Software Manager\PackageDownloader\PackageDownloader.DownloadHistory.xml** file with notepad and check if there is any marks of applications that failed to download. Delete any rows that includes specific application.
9. Open "Documents" folder from your chosen installation media download folder and remove folders containing previously failed downloads.
10. Enable scheduled task "Centero Software Manager - download" and run it.
11. Re-run "Bitsadmin /list /allusers" command and confirm download has started successfully.

Solution 4:

1. Change "Centero Software Manager - download" scheduled task run account to a domain account that has privileges for your chosen installation media download folder.
2. Select "Run only when user is logged on" and "Run with highest privileges" check boxes from scheduled task.

Solution 5:

1. "**Centero Software Manager - download**" scheduled task is missing from Task Scheduler root folder. This is a known issue which can happen sometimes with Windows version upgrade. If this is the case follow the following steps to fix the issue.
2. Delete a key "**Centero Software Manager - download**" in HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Schedule\TaskCache\Tasks in Registry Editor
3. Delete a key "**Centero Software Manager - download**" in HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Schedule\TaskCache\Tree in Registry Editor
4. Run the following command CMD or Powershell: schtasks /Create /TR "C:\ProgramData\Centero\Software Manager\PackageDownloader\DownloadSoftwares.cmd" /RU system /SC DAILY /RI 30 /DU 24:00 /TN "Centero Software Manager - download"
5. Run the task once manually and follow up if the application downloads start.