

Could Not Establish Secure Channel (Cert Export/Import)

Last Modified on 04.16.24

The **Could Not Establish Secure Channel** error is caused by the certificate not being trusted on the devices running the Recast Agent or Recast Proxy.

Resolution

Export the Recast Management Server certificate and import it to the Trusted Root Certificate Authorities store on devices running Recast Agent or Recast Proxy.

NOTE: These steps aren't required if your certificate is signed by a Certificate Authority.

Export your Recast Management Server Certificate

1. Open IIS Manager on your Recast Management Server and select the server name.

- 2. Double-click Server Certificates.
- 3. Right-click the Recast certificate and select **View** from the drop-down.



4. On the **Details** tab, click **Copy To File**.

💼 Certificate	×
General Details Certification Path	
Show: <all></all>	~
Field	Value ^
Version Serial number Signature algorithm Signature hash algorithm Susuer Valid from Valid to	V3 00 c1 f0 98 b6 3f fd ff 75 3b 4 sha1RSA sha1 recast-rctprd.recastsoftware.l Thursday, June 28, 2018 9:01 Tuesday, July 5, 2118 9:01:4 recast-rctprd recastsoftware L
Ec	it Properties Copy to File
	OK

5. Walk through the Certificate Export Wizard with the default settings. You will not need to export the private key.

6. Store the certificate in a location that you will be able to access from your Recast Desktop clients.

Import the Recast Management Server Certificate

1. Right-click on the certificate and choose Install Certificate.

2. When the Certificate Import Wizard opens, select Local Machine.

🗧 😼 Certificate Import Wizard	×
Welcome to the Certificate Im	port Wizard
This wizard helps you copy certificates, certifica lists from your disk to a certificate store.	ate trust lists, and certificate revocation
A certificate, which is issued by a certification a and contains information used to protect data connections. A certificate store is the system a	uthority, is a confirmation of your identity or to establish secure network rea where certificates are kept.
Store Location	
To continue, dick Next.	
	♥ <u>N</u> ext Cancel

3. Select Place all certificates in the following store and click Browse.

		×
←	🚰 Certificate Import Wizard	
	Certificate Store	
	Certificate stores are system areas where certificates are kept.	
	Windows can automatically select a certificate store, or you can specify a location for the certificate.	
	Automatically select the certificate store based on the type of certificate	
	Place all certificates in the following store:	
	Certificate store:	
	<u></u>	
	<u>N</u> ext Cano	cel

4. For the Store, select **Trusted Root Certificate Authorities** and **OK**.



5. On the Certificate Store page, click **Next**.

6. On the Summary page. click **Finish**.

Copyright © 2023 Recast Software, LLC. All rights reserved.