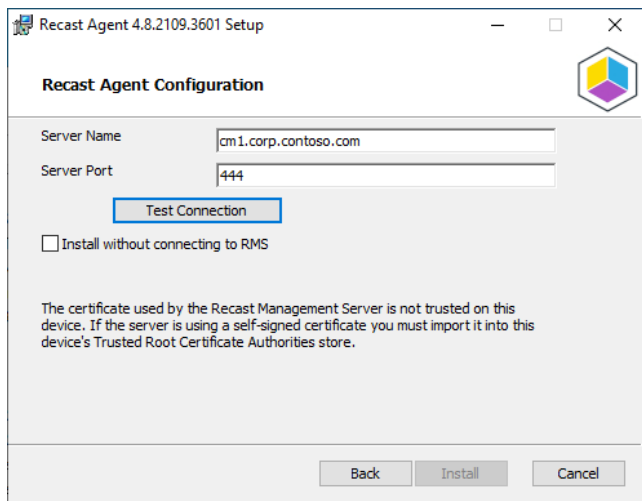


Certificate Used by Recast Management Server is not Trusted

Last Modified on 12.02.25

Error: The certificate used by the Recast Management Server is not trusted on this device. If the server is using a self-signed certificate, you must import it into this device's Trusted Root Certificate Authorities store.



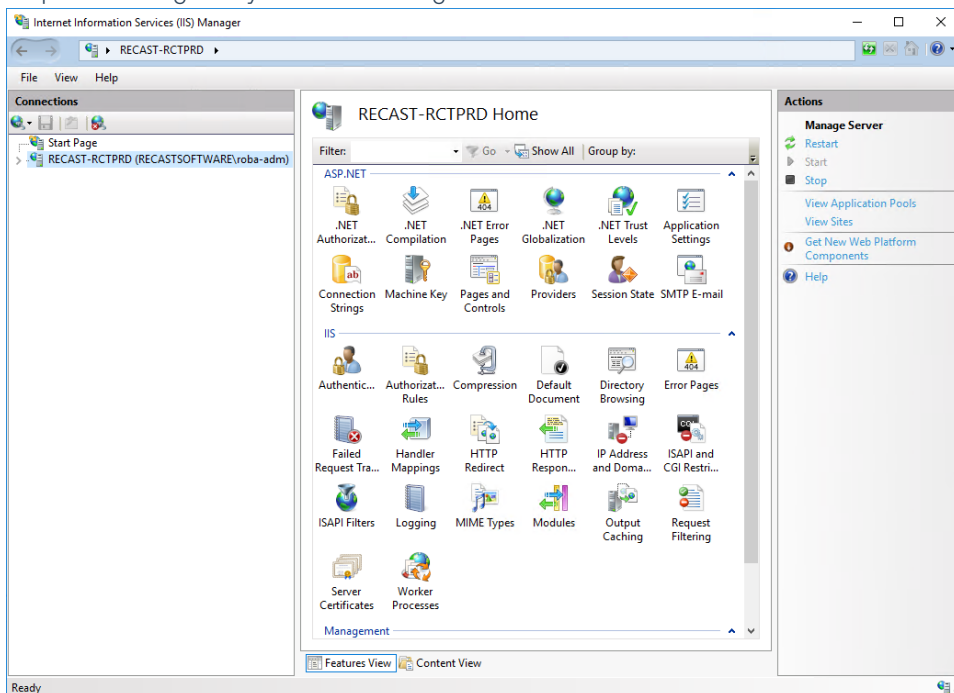
Resolution

To fix this issue, export the Recast Management Server certificate and import it to the Recast Agent device.

Export your Recast Management Server Certificate

To export a self-signed certificate:

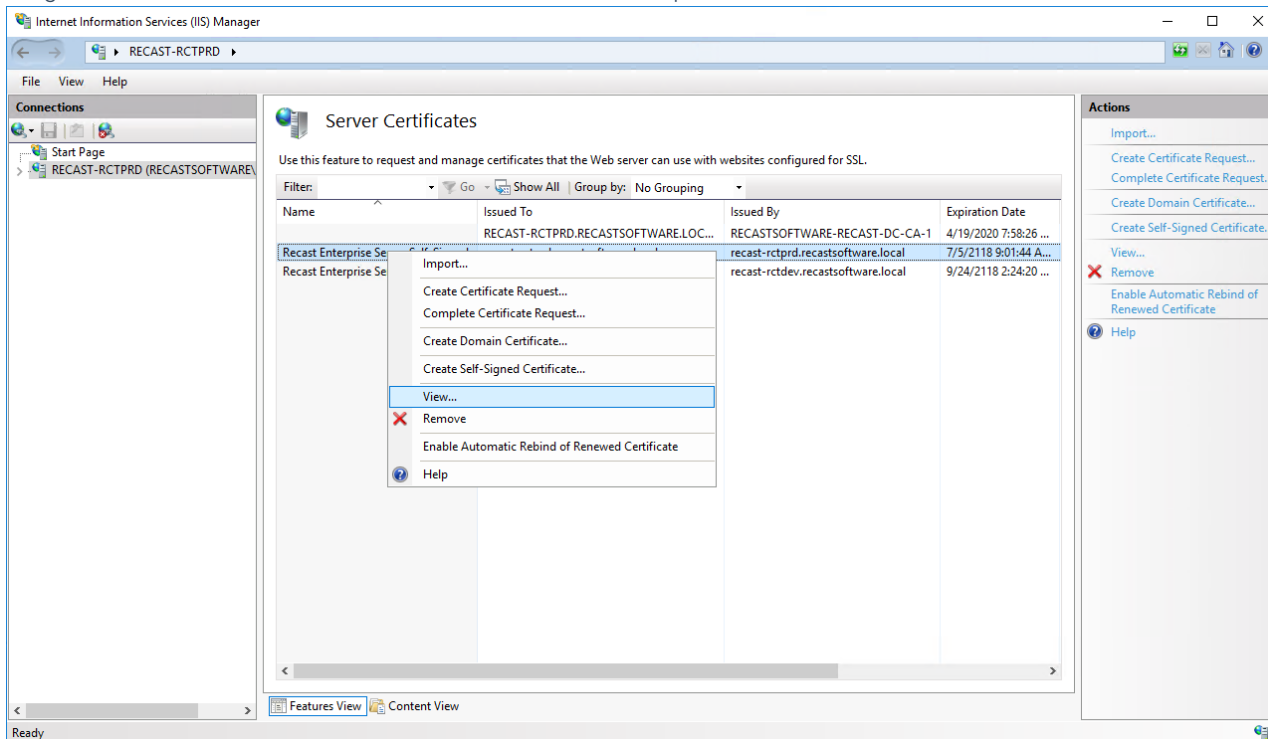
1. Open IIS Manager on your Recast Management Server and select the server name.



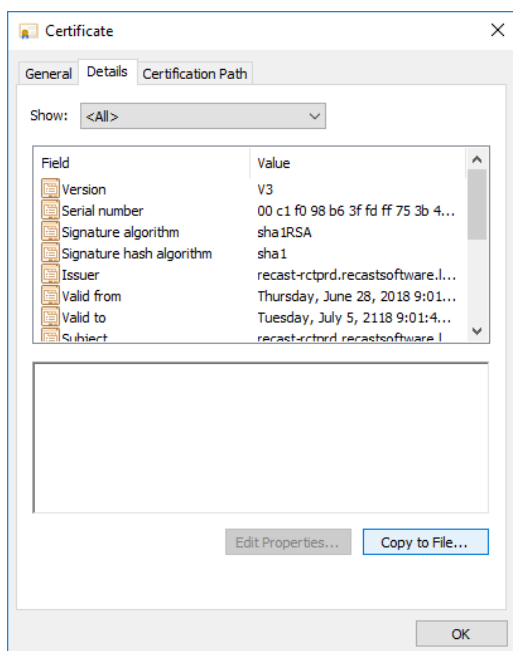
Recast

2. Double-click **Server Certificates**.

3. Right-click the Recast certificate and choose **View** from the drop-down menu.



4. Choose the **Details** tab and click **Copy to File**.



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

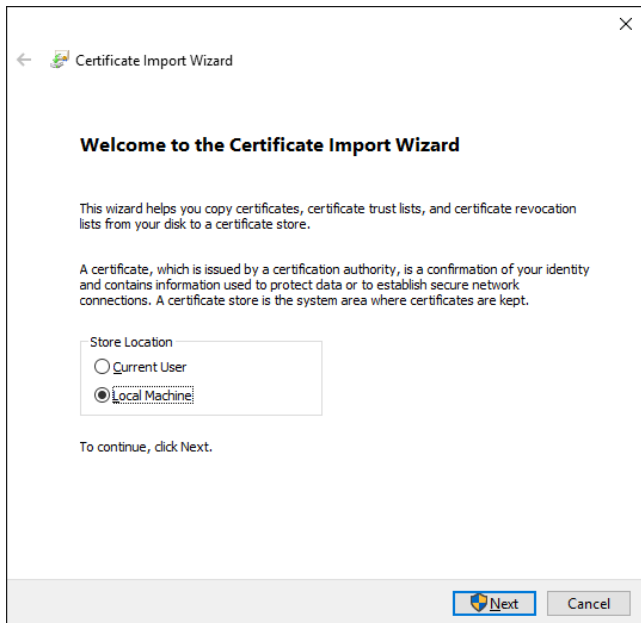
6. Store the certificate in a location that you will be able to access from your Recast Desktop clients.

Import the Recast Management Server Certificate

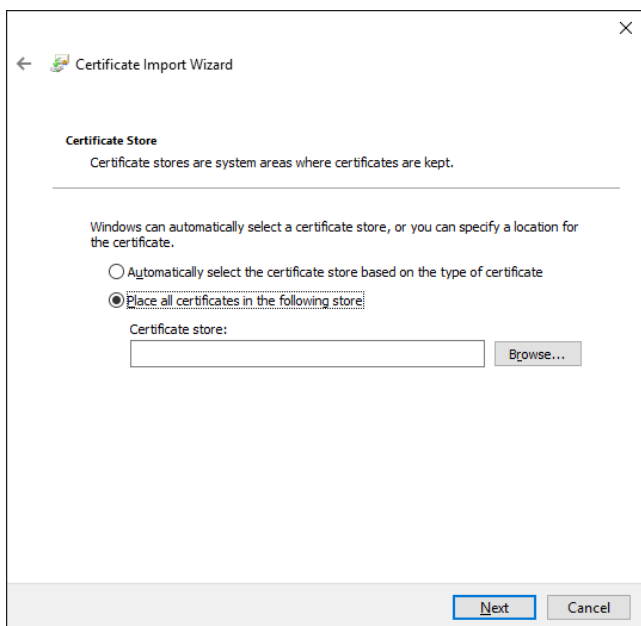
To import the certificate to the local machine's certificate store:

Recast

1. Right-click on the certificate and choose **Install Certificate**.
2. In the Certificate Import Wizard, select **Local Machine** as the Store Location.

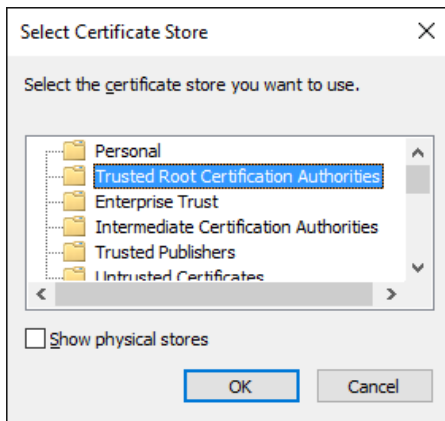


3. Choose **Place all certificates in the following store** and click **Browse**.

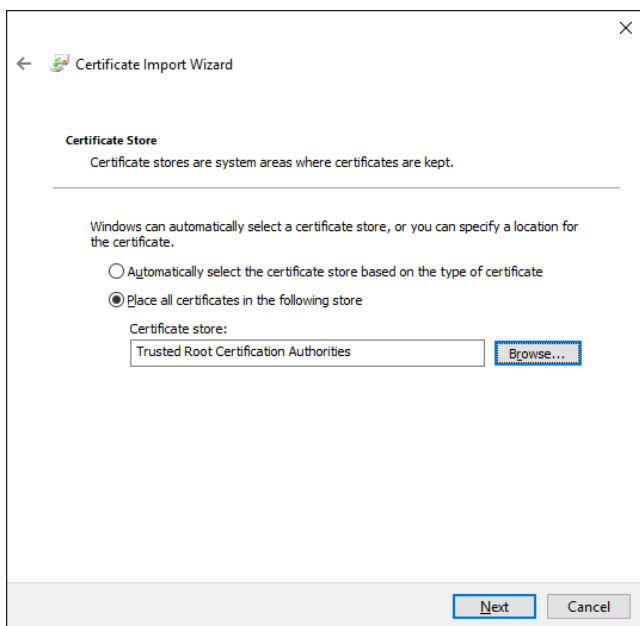


4. Select the **Trusted Root Certificate Authorities Store** and click **OK**.

Recast



5. Click Next on the Certificate Store page.



6. Click Finish on the Summary page to exit the wizard.
