# Certificate Used by Recast Management Server is not Trusted

Last Modified on 05.16.23

**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.

👘 Recast Age	ent 4.8.2109.360	01 Setup			-		×
Recast A	gent Configu	uration				[	
Server Nam	ne	cm1.corp.com	toso.com				
Server Port	t	444					
	Test Conn	ection					
🗌 Install w	vithout connectin	ng to RMS					
The certific device. If ti device's Tru	ate used by the he server is usin usted Root Certi	Recast Manage g a self-signed ficate Authoritie	ement Server is certificate you es store.	s not trust I must impo	ed on this ort it into th	is	
			Back	In	stall	Can	cel

## 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.

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File View Help		
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#### 2. Double-click **Server Certificates**.

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

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

💼 Certificate	×
General Details Certification Path	
Show: <all></all>	$\checkmark$
Field     Value       Serial number     OC       Signature algorithm     sh       Signature hash algorithm     sh       Subject     re       Valid from     Th       Subject     re	alue 3 0 c1 f0 98 b6 3f fd ff 75 3b 4 ha IRSA ha 1 ecast+rctprd.recastsoftware.l uesday, July 5, 2118 9:01:4 erast=rctprd recastsoftware 1
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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:

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

2. In the Certificate Import Wizard, select Local Machine as the Store Location.

<ul> <li>Ertificate Import Wizard</li> </ul>	×
Welcome to the Certificate Import Wizard	
This wizard helps you copy certificates, certificate trust lists, and certificate revoca lists from your disk to a certificate store.	ation
A certificate, which is issued by a certification authority, is a confirmation of your in and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.	dentity
Store Location	
Local Machine	
To continue, dick Next.	
Next	Cancel

3. Choose 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:	
	Browse	
	Next Can	cel

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

Select Certificate Store	$\times$					
Select the certificate store you want to use.						
Personal	^					
Trusted Root Certification Authorities						
Enterprise Trust						
Intermediate Certification Authorities						
Trusted Publishers	v					
<ul> <li>Intrusted Certificates</li> <li></li> </ul>						
Show physical stores						
OK Cance						

5. Click **Next** on the Certificate Store page.



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