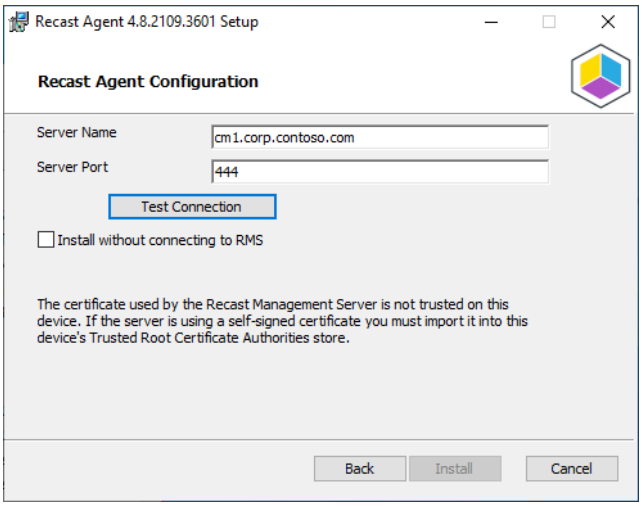
Certificate Used by Recast Management Server is not Trusted

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.`



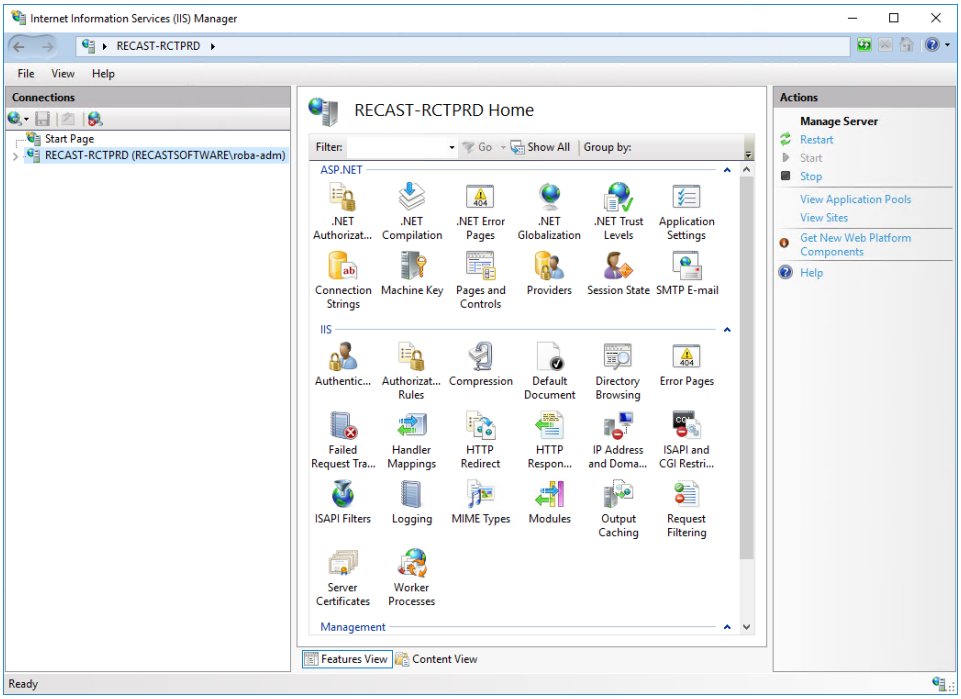
Resolution

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

Export your Recast Management Server Certificate

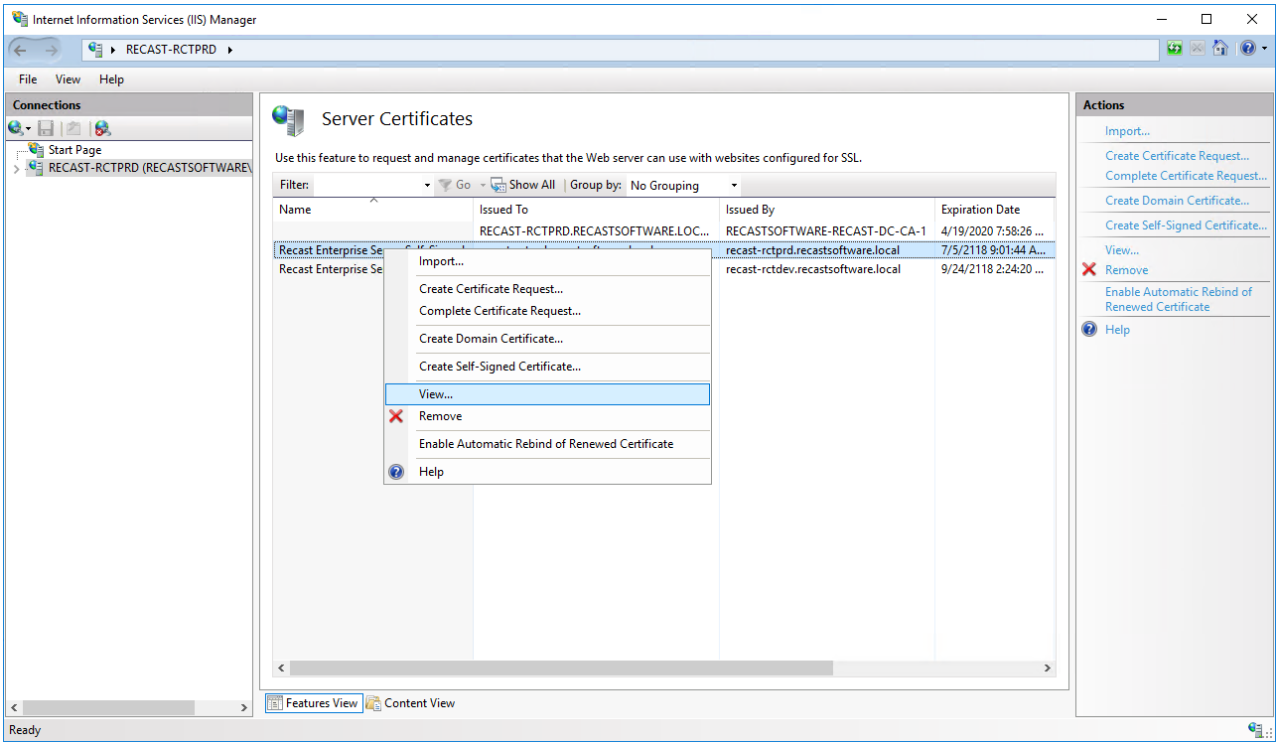
To export a self-signed certificate:

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

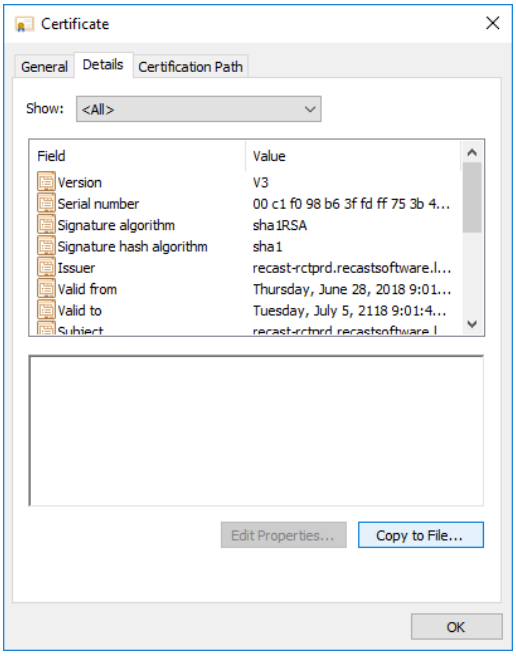


2. Double-click **Server Certificates**.

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.

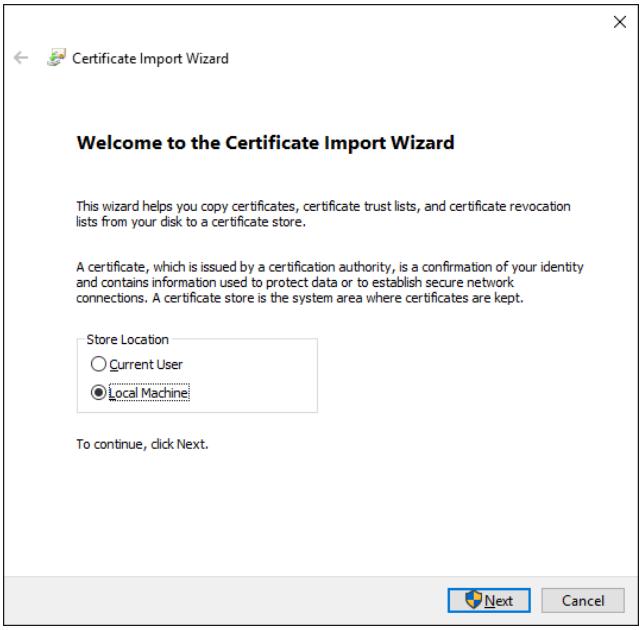
6. Store the certificate in a location that you will be able to access from your Recast Desktop clients.

Import the Recast Management Server Certificate

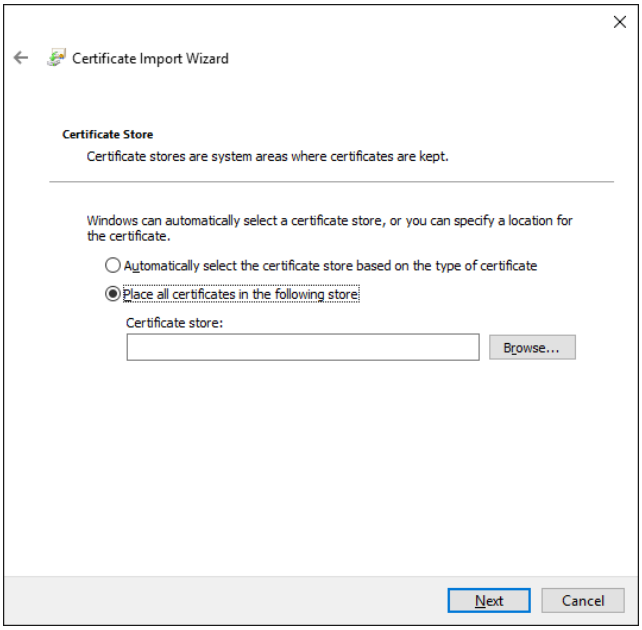
To import the certificate to the local machine's certificate store:

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

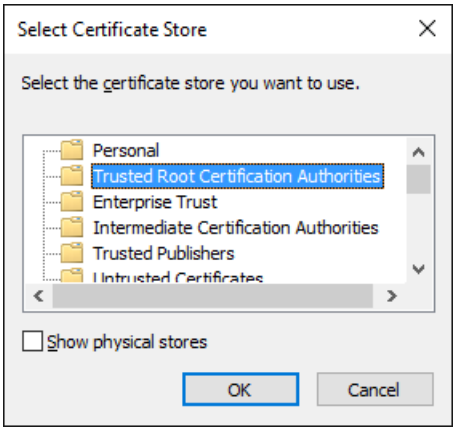
2. In the Certificate Import Wizard, select **Local Machine** as the **Store Location**.



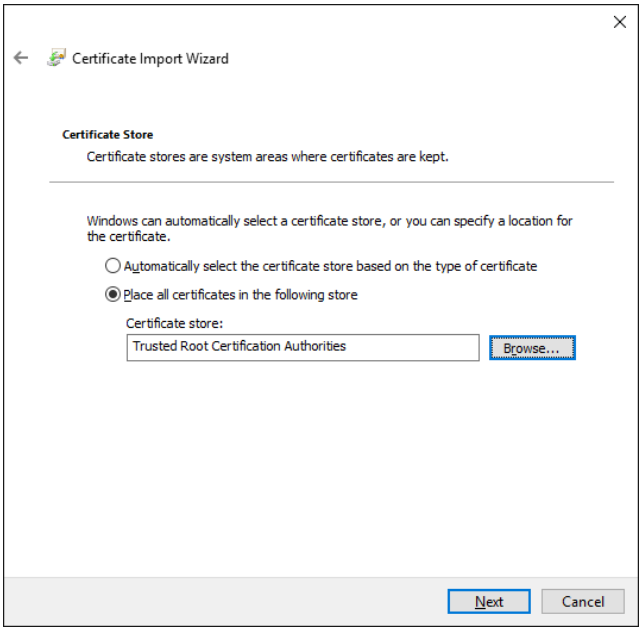
3. Choose **Place all certificates in the following store** and click **Browse**.



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



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



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