Application Manager Cannot Connect to Recast Services

Problem: Application Manager fails to connect to the necessary backend services.

Troubleshooting Steps

- **Check connections**: Check that the server has a sufficient connections to the backend services.
    - The following services should be available via browser: amclients.recastsoftware.com
    - Your firewall should allow connections to amclients.recastsoftware.com (TCP/443) and recastampackages.file.core.windows.net (TCP/443)
- **Check permissions**: Verify that Application Manager has the proper administrative access to the server.
    - Full local administrative access for AM service account to server (where AM application will be installed)

        or at least these permissions:

        - Full access to the **HKEY_LOCAL_MACHINE\SOFTWARE\Recast Software\Agent** Windows registry key **and**
        - Modify permission for the **%ProgramData%\Recast Software** folder structure **and**
        - Modify permission for a folder which is specified for downloads. This folder can be a local folder or a UNC location.

- **Restart Agent**: Check if a service is stuck in Windows by restarting the **RecastSoftwareAgent** service in Services.msc. This forces the Agent to authenticate again.
- Enable TLS 1.2, if it's disabled.