

Application Manager Cannot Connect to Recast Services

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Issue

Application Manager fails to connect to the necessary backend services.

Troubleshooting Steps

1. Check connections to backend services.

- The following services should be available via browser: **amclients.recastsoftware.com**
- Your firewall should accept connections to these services over TCP/443.
 - amclients.recastsoftware.com
 - recastampackages.file.core.windows.net

2. Check that Application Manager has the required administrative access to the server.

- Full local administrative access for the Application Manager service account to the server where AM will be installed.

or at least these permissions:

- Full Control of **HKEY_LOCAL_MACHINE\SOFTWARE\Recast Software\Agent** registry key
- Modify permissions to **%ProgramData%\Recast Software** folder structure (this folder structure is created during Application Manager installation but can be created manually before installation)
- Modify permissions to the network share where applications will be downloaded

3. Restart the **RecastSoftwareAgent** service in Services.msc. This restart forces the Recast Agent to authenticate again.

4. [Enable TLS 1.2, if it's disabled.](#)