Recast Proxy Issues

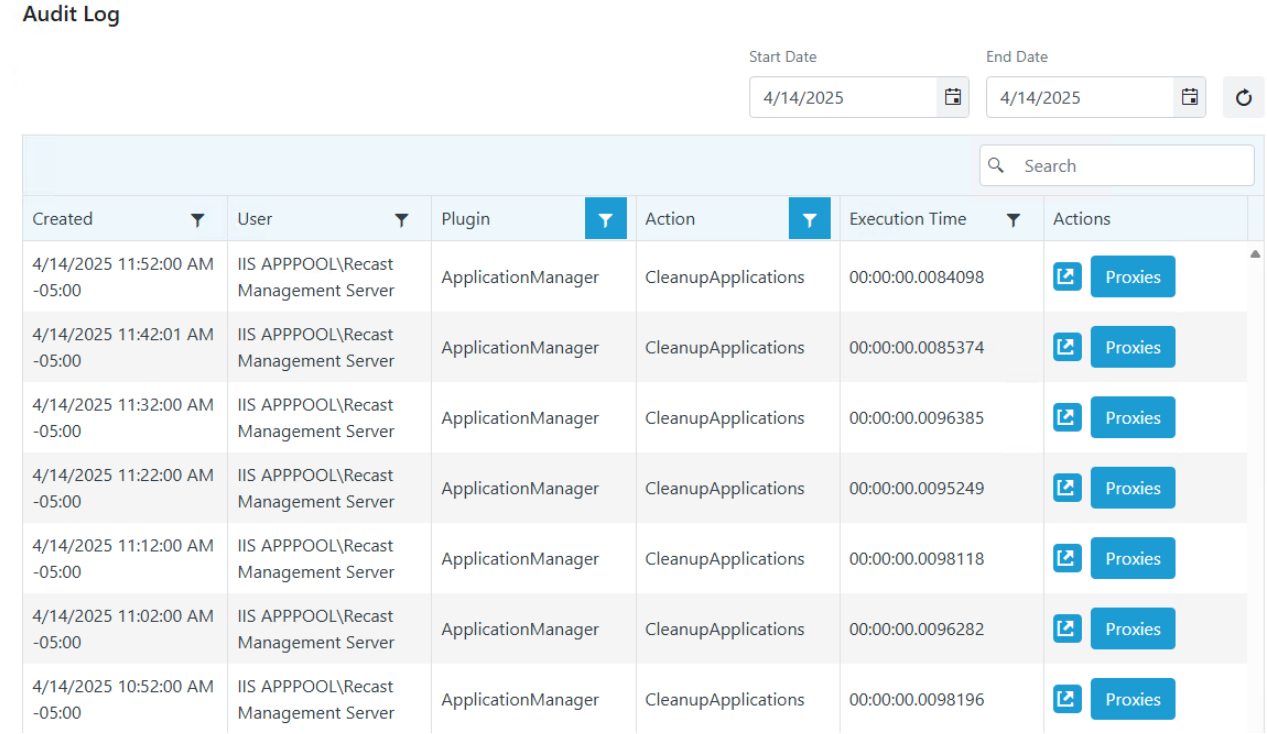
Last Modified on 2026-11-11

Troubleshooting Proxies

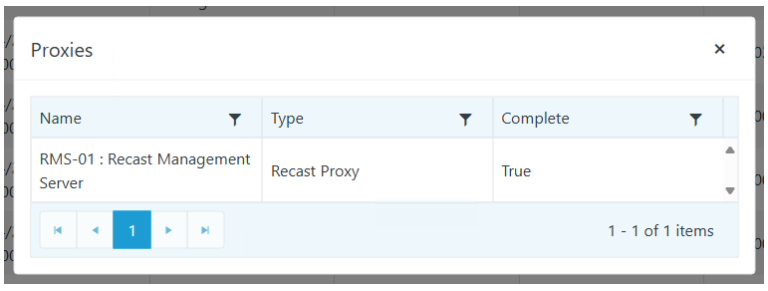
In complex environments where actions can run via the Recast Agent, Recast Proxy, and the ConfigMgr Fast Channel, the audit log can be a great help in determining how actions are being routed in your environment.

You can find these logs in your Recast Management Server by clicking**Administration** > **Audit Log**.

The audit log contains information on when an action was run, who ran the action, the plugin that the action is a part of, which action was run, and the execution time.



Click **Proxies** to see the device the proxy is running on, and which service account ran the action.



Proxy Types include:

- Recast Proxy – This means the action was run by a Recast Proxy using the Service Account under which the proxy is running. This corresponds to the Route Type for the Service Account.
- Right Click Tools – This means that the action was run from the computer running the ConfigMgr console as the user who was logged into the console. This corresponds to the Route Type of Right Click Tools.

If you are attempting to run actions over a Recast Proxy but 'Right Click Tools' appears as the**Type**, check your routes and limiting rules to make sure that actions are being routed correctly.

Recast

Recast Proxy Fails to Populate in Recast Management Server

Problem

The Recast Proxy fails to populate in your Recast Management Server.

Likely Cause

The agent.sqlite file has most likely been corrupted.

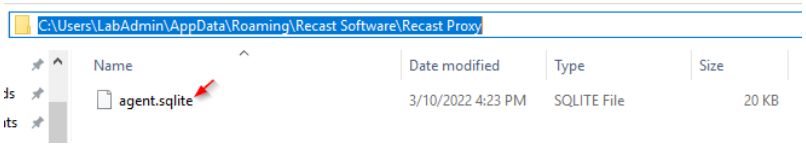
Resolution

To recreate the agent.sqlite file:

1. Open **Services**.

2. Stop the **Recast Proxy Service**.

3. Delete the **agent.sqlite** or **RecastProxy.sqlite** (version 5.x) file from **C:\Users\<Proxy Username>\AppData\Roaming\Recast Software\Recast Proxy**.



4. **Start** the **Recast Proxy Service** (This will recreate the **agent.sqlite** or **RecastProxy.sqlite** file).

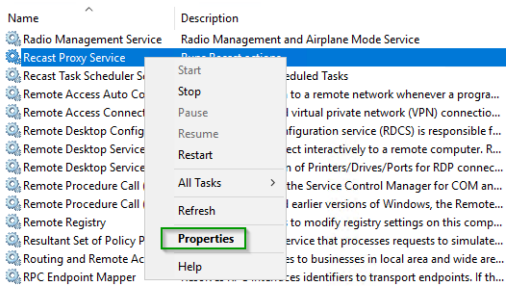
You can then confirm that the proxy shows as **Connected** and **Authorized** on the Recast Proxies page in your Recast Management Server.

Update Service Account/Password for Recast Proxy

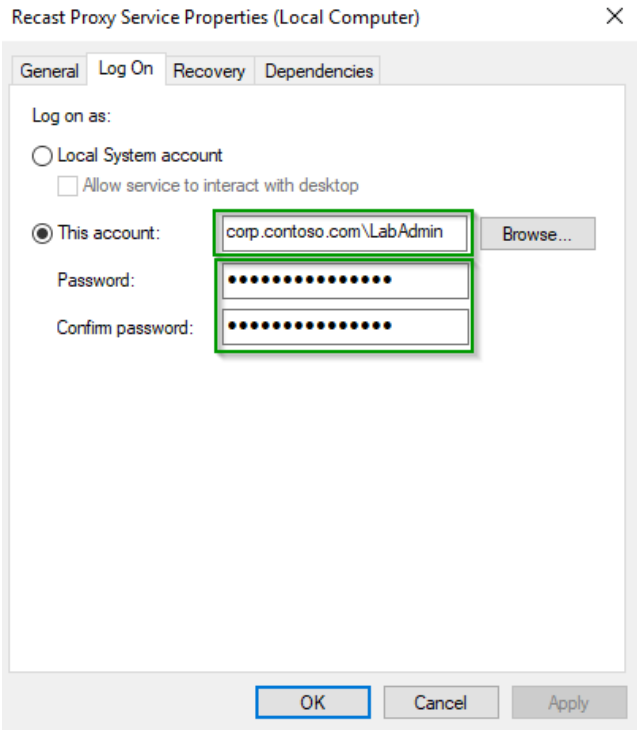
To update your service account or password:

1. Open **Services** on the device where the proxy is installed.

2. Right-click **Recast Proxy Service** and select **Properties**.



3. On the **Log On** tab, update the account or password and click **Apply**.



4. **Restart** the Recast Proxy Service.

Cannot Generate SSPI Context

When installing a Recast Proxy, there is occasionally a problem generating the Security Support Provider Interface (SSPI) context, which means that SSPI tries but fails to use Windows authentication to delegate client credentials to SQL Server.

The following error message may appear in the Recast Proxy installer's ConfigMgr Configuration window:
'**The target principal name is incorrect. Cannot generate SSPI context.**'

Probable Cause

In most cases, the problem is that the Service Principal Name (SPN) isn't properly configured.

Troubleshooting Steps

- Check that the SMS Provider, Site Code, SQL Server, and SQL Database details are correct
- Check that the Service Principal Name (SPN) is configured correctly

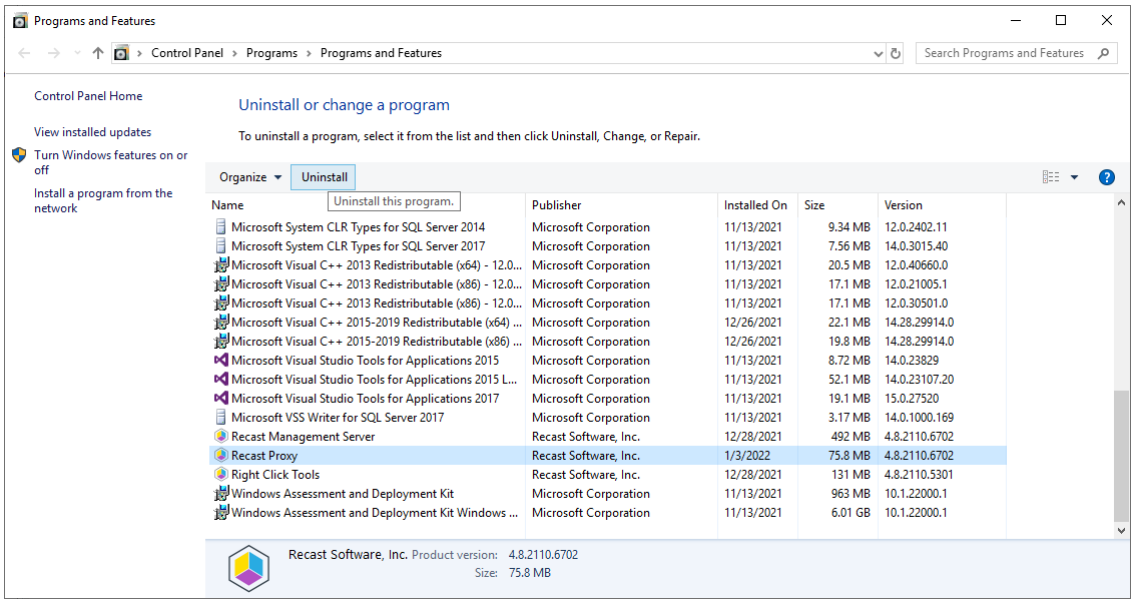
- Follow the troubleshooting steps in Microsoft's article: "Cannot generate SSPI context" error when using Windows authentication to connect SQL Server.

Uninstall Recast Proxy

To uninstall Recast Proxy:

1. Open **Programs and Features** and click to highlight **Recast Proxy** in the list.

2. Click **Uninstall**.



3. To confirm the removal, click **Yes**.
4. Click **Yes** again, if prompted, to allow the app to make changes to your device.
5. Manually delete the **%AppData%\Recast Software\Recast Proxy\agent.sqlite** file for the service account.

> If you are experiencing issues uninstalling Recast Management Server, you can use Microsoft's uninstaller tool to fully uninstall any lingering files. To download the tool, see Fix problems that block programs from being installed or removed.