

# Recast Proxy Issues

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## 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.

The log is located in your Recast Management Server. To view it, click **Audit Log** in the navigation panel.

## Audit Log Information

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 which proxy ran the action in your environment.

### Audit Log

Created	User	Plugin	Action	Execution Time	Actions
10/28/2020 9:30:49 AM	DEV\bryand	Administration	GetActionExecutionGroup	00:00:00.1	

Proxy Types include:

- Recast Proxy - This means the action was run by a Recast Proxy using the Service Account that the proxy is running under. 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.

## Common Uses

If you are trying to determine if your actions are being attempted by a Recast Proxy, it is a great way to tell if the action was attempted to run over Proxy. The dialog box will also show which machine the proxy is running on, and which service account ran the action. If the Type is "Recast Proxy" your routes are configured so that the Proxy is running the action.

If you are attempting to run actions over a Recast Proxy, and you see that the proxy in the audit log is listed as "Right Click Tools" you know that the actions are attempting to run from the ConfigMgr console, and are not running as the proxy. You should check your Routes and Scopes to make sure that actions are being routed correctly.

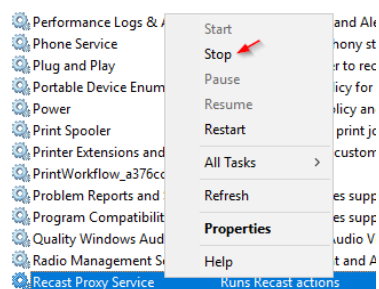
# Recast Proxy Fails to Populate in Recast Management Server

If the Recast Proxy fails to populate in Recast Management Server, the agent.sqlite file has most likely been corrupted.

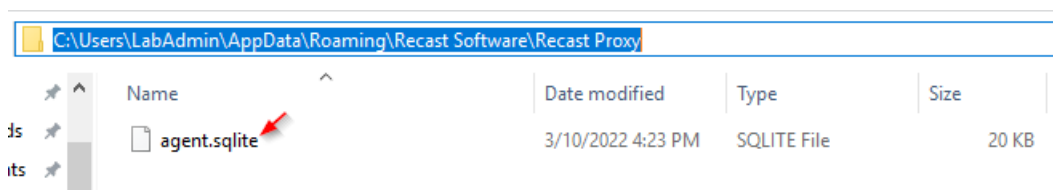
## Resolution

To recreate the agent.sqlite file:

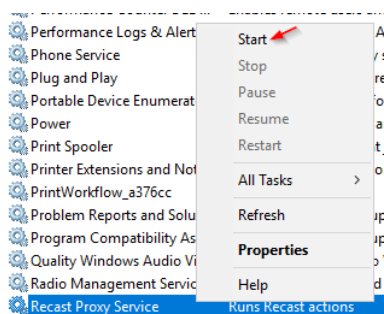
1. Open **Services**.
2. Stop the **Recast Proxy Service**.



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).



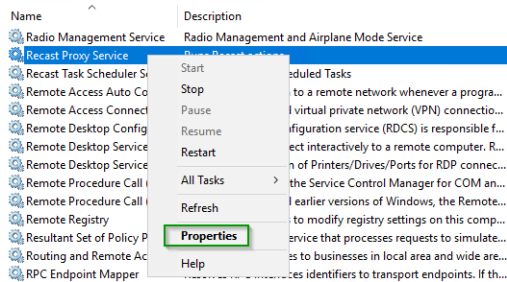
5. Confirm the proxy populates and shows as **Connected** and **Authorized** on the [Recast Proxies](#) page in Recast Management Server.

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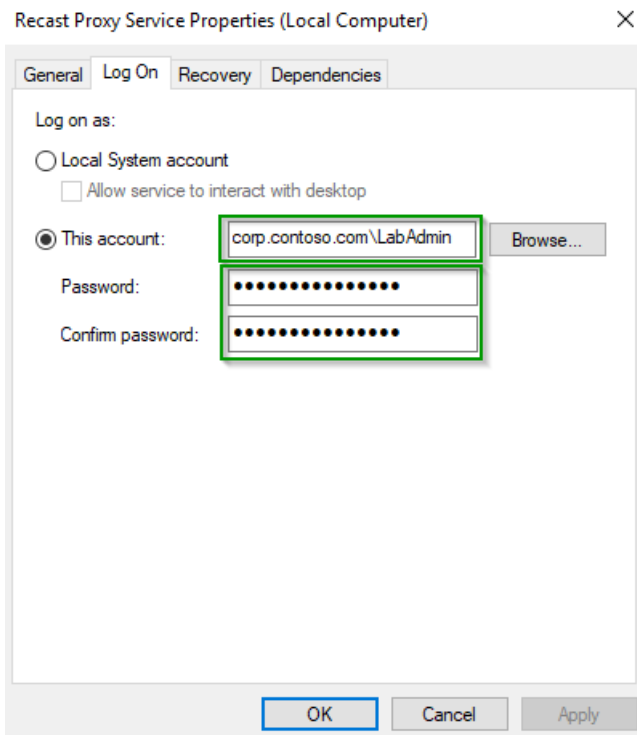
## Update Service Account/Password for Recast Proxy

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.

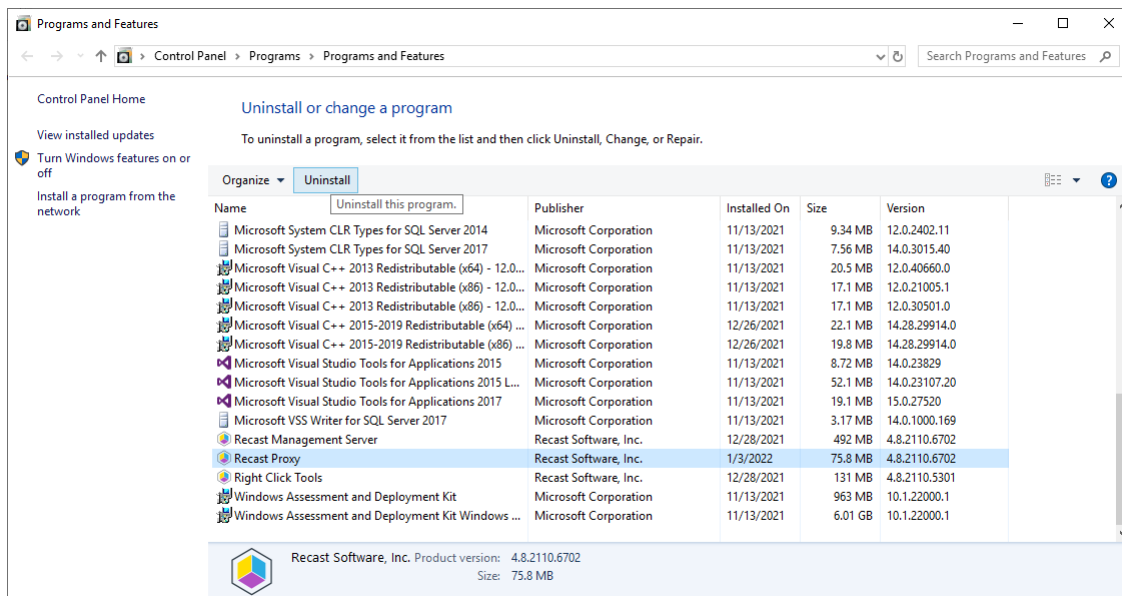
## Troubleshooting Steps

- 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.](#)