Recast

Recast Agent Issues

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Identify Devices Failing Client Validation

To identify agent devices that are failing client validation against a Recast Management Server, you can run the following PowerShell script, which creates a CSV file in `C:\Recast\ClientValidationFailures\DevicesToReEnroll.csv`.

```
# Get the current date and time, subtract 24 hours to get the start time
$startTime = (Get-Date).AddDays(-1)

# Find all the entries with the matching event ID from the last 24 hours
$events = Get-WinEvent -FilterHashtable @{Logname='Application'; ID=1000; StartTime=$startTime}

# Initialize an array to store the computer names
$cn_values = @()

foreach ($event in $events) {
    # Find 'cn=' and everything after it until a space or end of line
    if ($event.Message -match 'cn=([^\s]*)') {
        # Add the matched string to the array
        $cn_values += $Matches[1]
    }
}

# Remove duplicate values
$unique_cn_values = $cn_values | Sort-Object | Get-Unique

# Create directory if it doesn't already exist
$directory = "C:\Recast\ClientValidationFailures"
if (!(Test-Path $directory)) {
    New-Item -ItemType Directory -Force -Path $directory
}

# Export the unique values to a CSV file with the column name "Computer Name"
$unique_cn_values | ForEach-Object { [PSCustomObject]@{"Computer Name"=$_} } | Export-Csv -Path
'C:\Recast\ClientValidationFailures\DevicesToReEnroll.csv'  -NoTypeInformation
```

Signature Validation Failed Error

Problem

A 'Signature validation failed' error is returned when attempting to run an action over a Recast Agent route.

Resolution

Re-enroll the agent manually or using a Recast Builder action by following the steps in ourRecast Agent not Connecting troubleshooting doc. Re-enrollment refreshes the Recast Management Server certificate on the Agent side, allowing the two components to communicate once again.

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Recast Agent not Connecting

If a Recast Agent is unable to connect to the Recast Management Server, the following error message will appear in the RMS interface.

Error: `A Recast Agent is trying to connect, but is not approved.`

Possible Causes

- The agent has been deleted manually from the Recast Management Server.
- The Computer Name where the agent is installed has changed.

> An Agent disconnection issue in Recast Software Versions 5.5.2404.1007, 5.5.2405.1503, and 5.5.2406.503 can be resolved by upgrading to Version 5.5.2406.1703 or later.

Resolution

Forcing the agent to re-enroll gives you a way to approve it, allowing it to connect again.

Re-enroll an Agent Manually

To re-enroll an Agent:

1. On the **Recast Agents** page in your Recast Management Server, delete the agent that is failing to connect.

2. On the computer where the Agent is not connecting, go to **Services** and stop the Recast Agent Service.

3. Navigate to the **agent.sqlite** file location:

   Version 5.X Recast Agent: `C:\ProgramData\Recast Software\Recast Agent`

   Version 4.X Recast Agent: `C:\Windows\System32\config\systemprofile\AppData\Roaming\Recast Software\Recast Agent`

4. Delete the **agent.sqlite** file in that folder.

5. Restart the Recast Agent Service.

You can then check that the Agent appears on the **Recast Agents** page in the Remote Software Center and in the Recast Management Server interface.

NOTE: The Agent will be auto-approved or available to be approved depending on the settings in your Recast Management Server.

Re-enroll an Agent Using a Recast Builder Action

You can also re-enroll a Recast Agent using a Builder Action available in Right Click Tools. See Recast Builder Actions.

Re-enroll an Agent Using a PowerShell Script

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```
$agent4Sqlite = "$env:windir\System32\Config\Systemprofile\Appdata\Roaming\Recast Software\Recast Agent\agent
.sqlite"
$agent5Sqlite ="$env:ProgramData\Recast Software\Recast Agent\RecastAgent.sqlite"
# Stops the Recast Agent Service and deletes 4.x and 5.x enrollment SQLites if they exist.

try {
   Write-Output "Attempting to stop the Recast Agent Service..."
   Stop-Service -DisplayName "Recast Agent Service" -ErrorAction Stop
   Write-Output 'The Recast Agent Service was stopped successfully!'
}  catch {
   "Unable to stop Recast Agent Service due to: $($_.Exception.Message)"
}
If (test-path $agent4Sqlite)
{
try {
   Write-Output 'Found v4.x SQLite...'
   Remove-Item $agent4Sqlite -Force -ErrorAction Stop
   Write-Output '4.x SQLite successfully removed!'
} catch {
   "Unable to delete 4.x SQLite due to: $($_.Exception.Message)"
}
}
else
{
   Write-Output 'No 4.x SQLite file was found.'
}
If (test-path $agent5Sqlite) {
   try{
   Write-host 'Found v5.x SQLite...'
   Remove-Item $agent5Sqlite -Force -ErrorAction Stop
   Write-Output '5.x SQLite successfully removed!'
} catch {
   "Unable to delete 5.x SQLite due to: $($_.Exception.Message)"
}
}
else
{
   Write-Output 'No 5.x SQLite file was found.'
}
try{
   Write-Output 'Attempting to start Recast Agent Service...'
   Start-Service -DisplayName "Recast Agent Service" -ErrorAction Stop
   Write-Output 'Recast Agent service started successfully!'
} catch {
   "Unable to start Recast Agent Service due to: $($_.Exception.Message)"
 }
```

Recast Agents Missing After Deployment

Indications

- Deployed Recast Agents are not displayed on the **Agents** page in your Recast Management Server.
- When you install an Agent, you get an error that the server certificate isn't trusted.

Troubleshooting Steps

1. Check that devices with Agents deployed have the certificate in their Trusted Root Certificate Authorities store.

2. Within the IIS Manager, update the binding for your Recast Management Server to the certificate that matches the RMS server name.

3. Update the ServerUri registry key to include https://servername:444 on the same devices with deployed Agents and remove any Recast Management Server URI registry entries.

When the issue is resolved, the deployed Agents should automatically begin connecting to the server and appearing on the **Agents** page in RMS. You can also force Agents to connect manually by restarting the Agent service from the System Information – Services tab in Right Click Tools.