

Certificate Issues

Last Modified on 06.27.25

Could Not Establish Secure Channel (Cert Export/Import)

The **Could Not Establish Secure Channel** error is caused by the certificate not being trusted on the devices running the Recast Agent or Recast Proxy.

Resolution

Export the Recast Management Server certificate and import it to the Trusted Root Certificate Authorities store on devices running Recast Agent or Recast Proxy.

NOTE: These steps aren't required if your certificate is signed by a Certificate Authority.

Export your Recast Management Server Certificate

- 1. Open IIS Manager on your Recast Management Server and select the server name.
- 2. Double-click Server Certificates.
- 3. Right-click the Recast certificate and select **View** from the drop-down.



4. On the **Details** tab, click **Copy To File**.

💼 Certificate	×
General Details Certification Path	
Show: <all></all>	~
Field Version Serial number Signature algorithm Signature hash algorithm Valid from Valid to Subject	Value V3 00 c1 f0 98 b6 3f fd ff 75 3b 4 sha1RSA sha1 recast-rctprd.recastsoftware.l Tuesday, July 5, 2118 9:01:4 recast-rctprd.recastsoftware l
	ОК

5. Walk through the Certificate Export Wizard with the default settings. You will not need to export the private key.

6. Store the certificate in a location that you will be able to access from your Recast Desktop clients.

Import the Recast Management Server Certificate

1. Right-click on the certificate and choose Install Certificate.

2. When the Certificate Import Wizard opens, select Local Machine.

🗧 🛃 Certificate Import Wizard	×
Welcome to the Certificate Import Wizard	
This wizard helps you copy certificates, certificate trust lists, and certificate revocal lists from your disk to a certificate store.	tion
A certificate, which is issued by a certification authority, is a confirmation of your id and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.	entity
Store Location	
To continue, dick Next.	
<u>∳N</u> ext	Cancel

3. Select Place all certificates in the following store and click Browse.

		×
←	🚰 Certificate Import Wizard	
	Certificate Store	
	Certificate stores are system areas where certificates are kept.	
	Windows can automatically select a certificate store, or you can specify a location for the certificate.	
	\bigcirc Automatically select the certificate store based on the type of certificate	
	Place all certificates in the following store	
	Certificate store:	
	B <u>r</u> owse	
	<u>N</u> ext Can	cel

4. For the Store, select **Trusted Root Certificate Authorities** and **OK**.



5. On the Certificate Store page, click **Next**.

6. On the Summary page. click **Finish**.

Task Scheduler Shows No Tasks

If the Recast Task Scheduler service is running but no tasks appear for the Recast Management Server, the problem may reside with the Subject Alternative Name (SAN) included in the RMS certificate.

Indications

- Recast Task Scheduler Agent cannot connect
- Scheduled tasks cannot be created
- '401 Unauthorized' error in the Task Scheduler logs

Troubleshooting Steps

1. Check that the Recast Management Server certificate's SAN field includes the hostname of the server where RMS is installed.

2. If the server hostname does not match or is missing, contact Recast Support for assistance creating and applying a new RMS certificate.

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