Recast

Certificate Issues

Last Modified on 11.27.25

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.
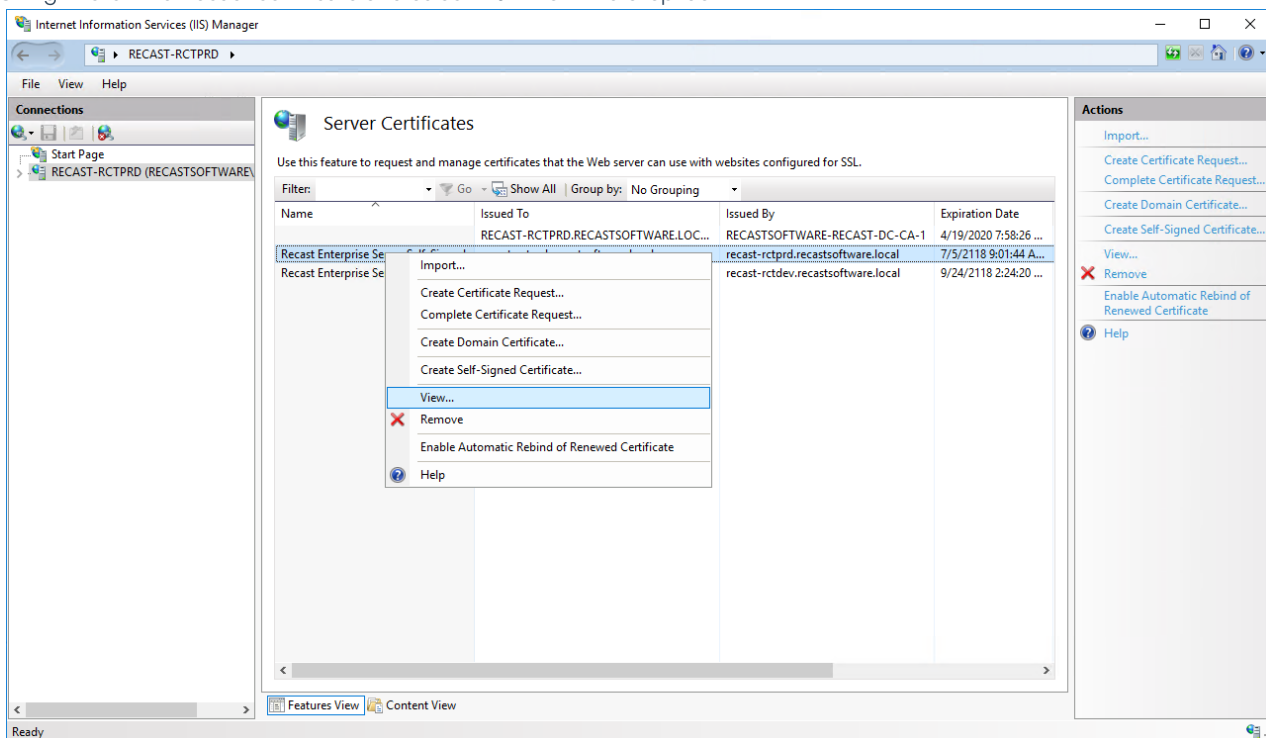
Resolution

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

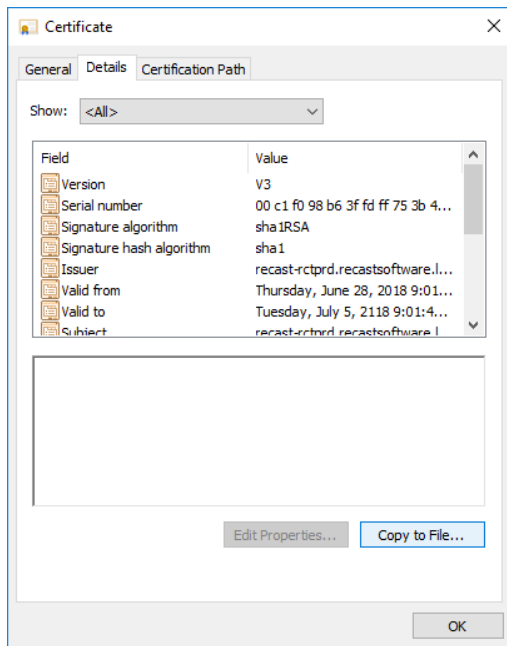> NOTE: These steps aren't required if your certificate is signed by a Certificate Authority.

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.

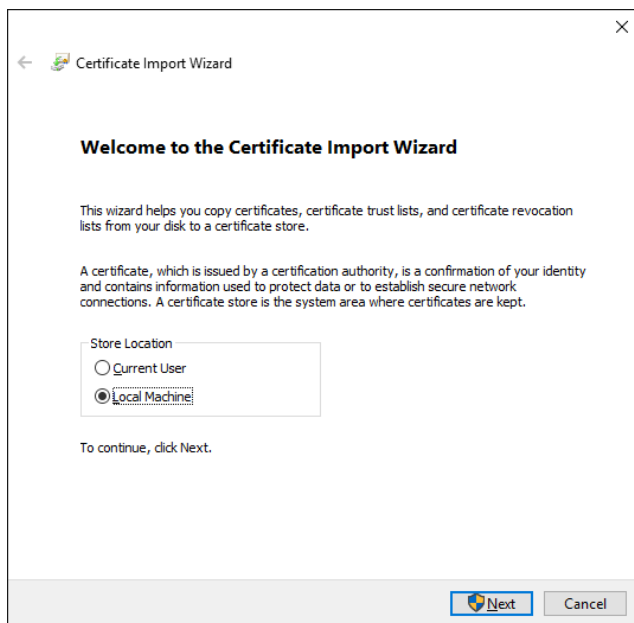4. On the **Details** tab, click **Copy To File**.

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

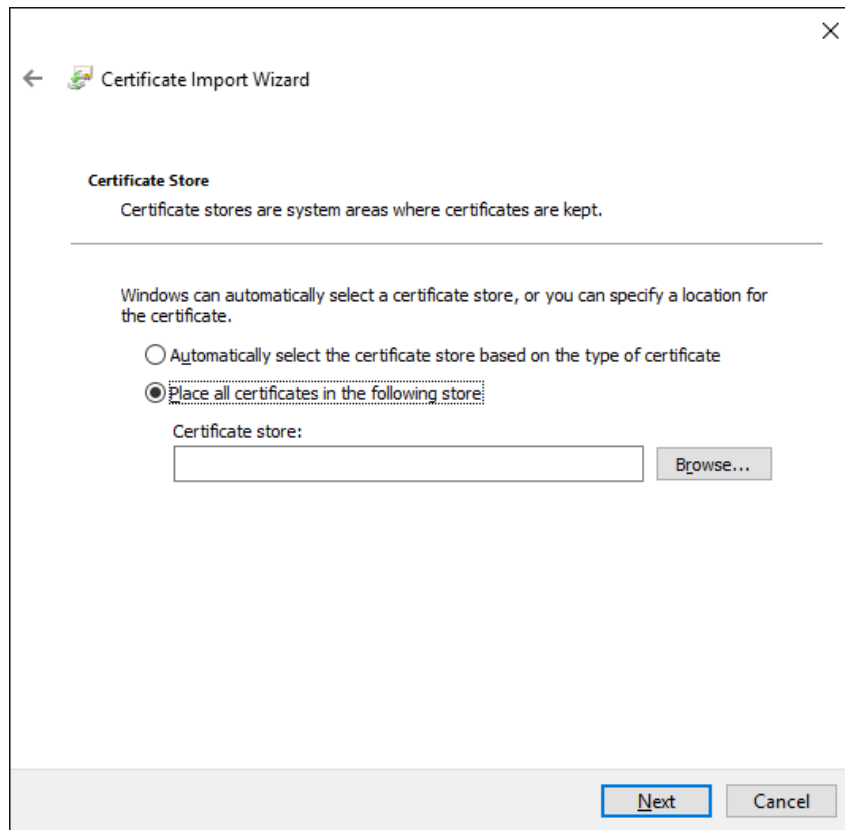6. Store the certificate in a location that you will be able to access from your Recast Desktop clients.

Import the Recast Management Server Certificate

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

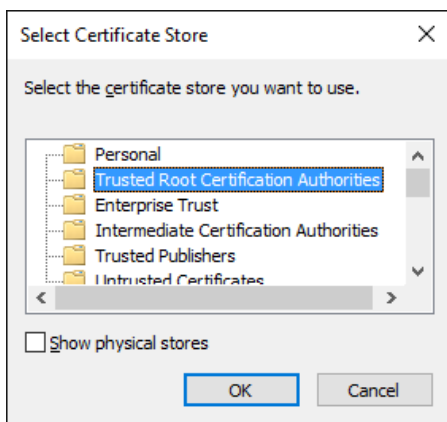2. When the Certificate Import Wizard opens, select **Local Machine**.

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

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

Recast

- '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.