Synchronize Service Connection Data

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Beginning with Recast Software Version 5.9.2502.2105, your Recast Management Server retrieves user and device data from your Configuration Manager and Active Directory service connections according to a set discovery sync schedule.

View Discovery Sync Details

The RMS **Service Connections** page displays the current **Sync Status** and the **Last Sync Status Change**. For specifics, see View Service Connections.

View or Edit Discovery Sync Schedule

Your Recast Management Server automatically creates a scheduled task to retrieve data from each ConfigMgr and AD service connection every 24 hours. Synchronization is scheduled by default to occur nightly between 1am and 3am at local time for the server. You can edit the run time for each scheduled task via the Task Scheduler.

You can view or edit the discovery sync schedule for each service connection by opening the Task Scheduler and navigating to **Task Scheduler Library** > **Recast Software** > **Recast Task Scheduler**.

Each service connection discovery sync task is named using the following format:

<service connection>DiscoverySyncForServiceConnectionID<number>

Examples: MEMCMDiscoverySyncForServiceConnectionID3, ActiveDirectoryDiscoverySyncForServiceConnectionID4

Initiate a Discovery Sync

It's essential that device and user data be up–to–date in your Recast Management Server before adding a user/group limiting rule or route limiting rule as data that does not match in RMS and the service connection cannot be saved. Instead of waiting for the scheduled discovery sync to run, you can manually trigger data synchronization.

To manually initiate a discovery sync on the **Service Connections** page, click **Sync Now** and confirm the action. The service connection's **Sync Status** will change to 'In Progress'.

NOTES:
- In larger environments, a discovery sync can take 15 minutes or longer to complete.
- You cannot cancel a discovery sync once it is in progress.
- Running a discovery sync during working hours can impact individuals using the system.
- If you plan to trigger discovery syncs for multiple service connections, we recommend doing so consecutively rather than concurrently to avoid memory errors.

Recast