



RECAST SOFTWARE

# Task Scheduler Shows No Tasks

Last Modified on 06.27.25

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.

Copyright © 2025 Recast Software Inc. All rights reserved.