Recast

Recast Agent not Connecting

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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

Recast

```
$agent4Sqlite = "$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)"
 }
```