Recast

# Insights Onboarding FAQ

Last Modified on 12.02.25

**What is required to install Right Click Tools Insights?**
To fully utilize Insights, install the Recast Management Server, Recast Proxy, and Recast Agent components. The Recast Management Server and Recast Proxy are used to collect warranty information and Recast Agents are used to add additional hardware inventory classes to your devices.

For more information, see Insights System Requirements and Install Insights.

**How much space does Insights take up?**
Insights adds about 2MB of data to the ConfigMgr database per client.

**Does Insights install anything on the SQL database servers?**
The installer does not add anything to SQL directly.

**Will Insights work with Cloud Management Gateway (CMG)?**
Additional setup is required for Insights to work with CMG. Configuration Manager applications can be deployed via CMG, meaning that a Recast Agent does not have to be installed when the device is on-premises. Since Insights uses Hardware Inventory for collecting most of its extended inventory, and CMG collects hardware inventory, any online device will send its current inventory back to Configuration Manager.

**Does Insights extend the ConfigMgr inventory?**
Yes, Insights will add more inventory classes to be inventoried by ConfigMgr. Warranty details are also collected via Data Discovery Records (DDRs.)

**How is information collected for the warranty information reports?**
Through the Recast Management Server, EI sends the Make, BIOS date, Models, Serial Numbers to Recast's API, which in-turn contacts each manufacturer for the information. Recast's API then normalizes the data and returns it to ConfigMgr using DDRs. No identifying information such as IP addresses, usernames, or computer names are sent to the Recast API.

As long as the devices are within Configuration Manager, Insights will collect their warranty details even if the manufacturer is not on the supported list. If devices come through our API with vendors that aren't already on the list, we reach out to the vendors directly to get the required information to update our code.

Where warranty data is unavailable from the manufacturer, Insights falls back to the BIOS date.

**Where can I find more information about Insights and its features?**

To learn more, see our Insights Series on YouTube:

- Endpoint Insights Overview
- Inventory Management for Admins
- Seamless Device Refresh
- Endpoint Insights and Right Click Tools, Better Together
- Beyond the Reports
- Hidden Gems

If you have any further onboarding questions, please reach out to your Technical Onboarding Manager.

For technical issues, please visit our **Insights Troubleshooting** page or email **support@recastsoftware.com.**