

Endpoint Insights Onboarding FAQ

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What is required to install Endpoint Insights?

To fully utilize Endpoint 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 [Endpoint Insights System Requirements](#) and [Install Endpoint Insights](#).

How much space does Endpoint Insights take up?

Endpoint Insights adds about 2MB of data to the ConfigMgr database per client.

Does Endpoint Insights install anything on the SQL database servers?

The installer does not add anything to SQL directly.

Will Endpoint Insights work with Cloud Management Gateway (CMG)?

Additional setup is required for Endpoint 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 Endpoint 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 Endpoint Insights extend the ConfigMgr inventory?

Yes, EI 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, Endpoint 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, Endpoint Insights falls back to the BIOS date.

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

To learn more, see our [Endpoint 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 [Endpoint Insights Troubleshooting](#) page or email support@recastsoftware.com.

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