

Recast Agents not Authorized

Last Modified on 12.03.25

Indications

On the **Recast Agents** page in Recast Management Server, agents are not marked as **Authorized**.

Probable Cause

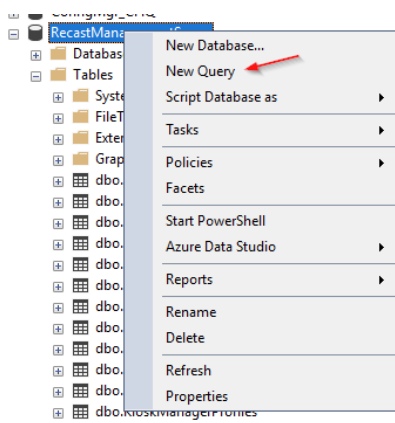
Agent or proxy approval settings were set to manual prior to deploying agents.

Resolution

You can run a query on the **RecastManagementServer** database to authorize all agents.

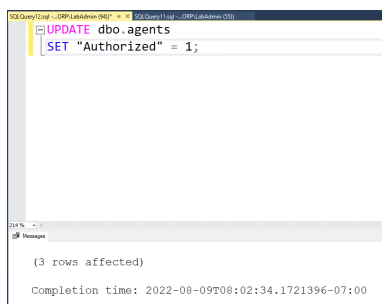
To authorize all Recast Agents:

1. Open Microsoft SQL Server Management Studio.
2. Right-click on the **RecastManagementServer** database and select **New Query**.







3. Run the following query:

```
UPDATE dbo.agents
SET "Authorized" = 1;
```



4. Refresh the **Recast Agents** page in Recast Management Server to check that the Agents are authorized.

Recast Agents

Computer Name	Connected	Gateway	Version	Authorized	Actions
QA-RMS	✓	QA-RMS	5.8.2412.0	✓	 
QA-PC-06	✓	QA-AGENTGW	5.8.2412.0	✓	 

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