

Recast Agents not Authorized

Last Modified on 01.21.25

Indications

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

Probable Cause

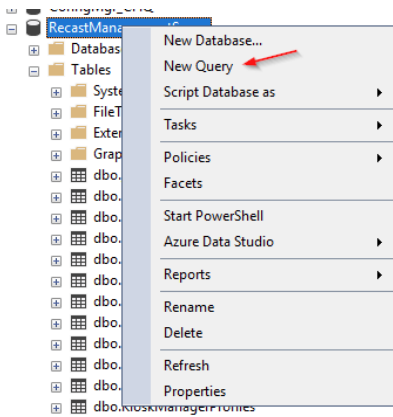
Agent or proxy approval settings were set to manual prior to deploying agents.

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;
```

```
SQL Query Editor - [ServerName]
UPDATE dbo.agents
SET "Authorized" = 1;
```





Message

(3 rows affected)

Completion time: 2022-08-09T08:02:34.1721396-07:00

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	✓	 

Results Per Page: 10 20 50 100

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