

Recast Agents not Authorized

Last Modified on 05.16.23

Indications

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

Probable Cause

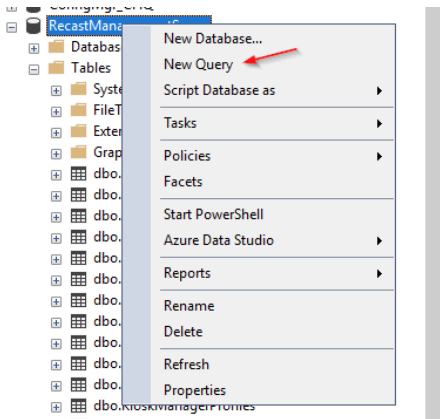
Agent or proxy approval settings were set to manual prior to deploying agents.

Resolution

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

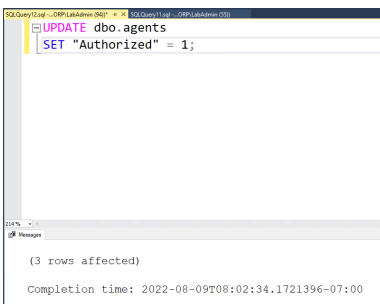
To authorize all Recast Agents:

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 | Version | Authorized |
|---------------|--------------------------|---------|-------------------------------------|
| CLIENT1 | <input type="checkbox"/> | | <input checked="" type="checkbox"/> |
| CLIENT2 | <input type="checkbox"/> | | <input checked="" type="checkbox"/> |

Video Walkthrough