Recast Agents for Right Click Tools

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A Recast Agent is a Windows service that runs as the local system. Agents are designed to be installed on every device within an organization. After deploying Recast Agents, they can be used to run Right Click Tools actions or for Fast Channel Support.

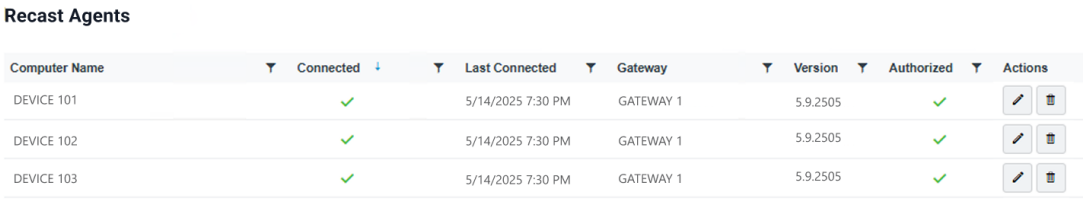
Agent Uses in Right Click Tools

- Run actions against devices in a different domain
- Run actions on workgroup computers or on computers in untrusted domains
- Run actions on computers where the user does not have administrator permissions
- Run actions on computers that have more restrictive firewall rules in place

NOTE: An Agent Gateway is required for every 20K Recast Agents deployed.

View Recast Agents

The **Recast Agents** page lists all agents installed in your environment.



Agent details and actions:

- **Connected** – Checked if the agent is connected to an agent gateway
- **Last Connected** – Date and time when the agent last connected to an agent gateway, converted to local time on the client side
- **Gateway** – Displays the agent gateway to which the agent is connected or was last connected
- **Version** – Displays the Recast Software version that the agent is running
- **Authorized** – Checked if the agent is available to run actions. You can manually authorize or unauthorize an agent, if needed.

  An authorized agent will not show as Connected if:
  - The agent is not connected to an agent gateway (even if the gateway is connected to RMS)
  - The agent is connected to an agent gateway that is not connected to RMS
  - A certificate on the client is not functioning properly
- **Actions**
  - Edit an agent – To edit agent details, click the Edit icon to the right of the agent. Edit agent authorization, if needed, and click Update.
  - Delete an agent – Remove the agent from the database and revoke the client certificate. To delete an agent, click the Delete icon to the right of the agent you want to remove and confirm the deletion.

    NOTE: You will need to delete a disconnected agent before you can force it to re-enroll.

Authorize a Recast Agent

Recast

Installed agents must be authorized before they can be used torun actions. The Recast Management Server will automatically approve any agents that connect from the same domain as the Recast Management Server. Agents connecting from a different domain (or from a workgroup computer) must be approved manually, unless you've edited the default setting to approve all agents automatically.

Approve an Agent Manually

To approve an agent manually in RMS:

1. On the **Recast Agents** page, click the Edit icon to the right of the agent you want to authorize.

2. In the **Edit** window, enable the **Authorized** checkbox and click **Update**.

Approve All Agents Automatically

You can choose to have your Recast Management Server automatically authorize all agents regardless of the domain where they're installed.

To approve all agents automatically:

1. In your Recast Management Server, navigate to **Administration** > **Settings**.

2. Under **Recast Management Server**, click the **Edit** icon to the right of **Recast Agent Approval.**

3. In the **Change Setting** window, choose **Automatically Approve All Agents** from the **Value** drop-down.

Configure Actions to Run with a Recast Agent

A Recast Agent is a service running on a computer that acts as a Right Click Tools client. When the Agent service is running, Right Click Tools actions can run under the system account, which means that Local Admin is not required to run actions. Agents can be very helpful in running Right Click Tools actions against untrusted domains or on workgroup computers.

Prerequisites

- Recast Agent installed

Authorize the Agent

The Recast Management Server will automatically approve any agents that connect from the same domain as the Recast Management Server. If a Recast Agent connects from a different domain (or from a workgroup computer) it must be manually approved.

To approve the agent manually:

1. Open the Recast Management Server interface or Configure Recast Management Server application.

2. Navigate to **Agents**.

   On the **Recast Agents** page, your new agent should be visible with **Authorized** disabled.

3. Click the **Edit** icon to the right of the agent you want to authorize.

4. In the window that opens, click **Authorized** and **Save**.

Once edited and saved, the agent will appear as **Authorized** in the **Recast Agents** table.

Check the Route Order

To make all actions run using the Recast Agent, make sure that the Recast Agent route appears at the top of the table on the **Routes** page. Then any device with the Agent installed will run through the Recast Management Server to the Agent computer and will be run as the system account.

Click **Save** to finalize any changes.

