

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

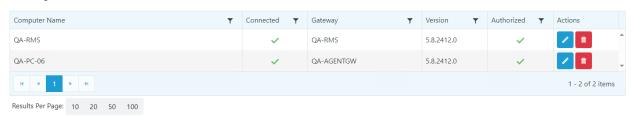
- Run actions against devices in a different domain
- Run actions on workgroup computers or on computers in untrusted domains
- Run actions on computers where the user does not have administrator permissions
- Run actions on computers that have more restrictive firewall rules in place

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

View Recast Agents

The Recast Management Server Agents page lists all Recast Agents installed in your environment.

Recast Agents



Agent details and actions:

- Connected Checked if the agent is connected to an agent gateway
- Gateway Displays the agent gateway to which the agent is 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.

NOTE: If an authorized agent doesn't appear to be **Connected**, your Recast Management Server may not currently be able to connect to it, or a certificate on the client may not be functioning properly.

- Actions
 - Edit an agent To edit agent details, click the Edit icon to the right of the agent. Edit the computer name or whether the agent is authorized and click **Update**.
 - Delete an agent Remove the agent from the database and revoke the client certificate. Agent uninstallation must be done manually. To delete an agent, click the Delete icon to the right of the agent you want to remove and confirm the deletion.

Authorize a Recast Agent

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 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.

