

Recast Agents

Last Modified on 01.21.25

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.

Agent Uses

- 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
- Collect Endpoint Insights inventory data from devices
- Give users a way to self-elevate credentials with Privilege Manager

NOTE: An [Agent Gateway](#) is required for every 20K Recast Agents deployed.

Recast Agent Prerequisites

If your Recast Management Server is using a self-signed certificate, you must import the certificate into the Trusted Root Certificate Authorities Store on all devices that will have Agents. For instructions on importing a certificate to a local machine, see [Certificate used by Recast Management Server is not trusted](#) .

Deploy Recast Agents

View Recast Agents

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

For each agent, the following details and actions are available:

- **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 - Change agent details, such as the computer name or whether the agent is authorized.
- **Delete** an agent - Remove the agent from the database and revoke the client certificate. Agent uninstallation must be done manually.

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

Authorize a Recast Agent

Installed agents must be authorized before they can be used to [run 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 Recast Agent** window, enable the **Authorized** checkbox and click **Save**.

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.

