Recast

Recast Agents

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A Windows service that runs as the local system. Agents are designed to be installed on every device in a customer's organization. This Recast component is used with Right Click Tools, Insights, and Privileged Access.

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 Recast actions on workgroup computers or on computers in untrusted domains
- Run Recast actions on computers where the user does not have administrator permissions
- Run Recast actions on computers that have more restrictive firewall rules in place
- Collect additional Insights inventory data from devices
- Give users a way to self-elevate credentials using Privileged Access

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

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Deploy Recast Agents

View Recast Agents

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

Recast Agents

Computer Name	Connected	Last Connected	Gateway	Version	Authorized	Actions
DEVICE 101	✓	5/14/2025 7:30 PM	GATEWAY 1	5.9.2505	✓	
DEVICE 102	✓	5/14/2025 7:30 PM	GATEWAY 1	5.9.2505	✓	
DEVICE 103	✓	5/14/2025 7:30 PM	GATEWAY 1	5.9.2505	✓	

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 canmanually 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

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** 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.

Recast Agent Re-enrollment

Automatic Agent Re-enrollment

As of Recast Software Version 5.9.2505, an agent will automatically re-enroll with your Recast Management Server after

it receives a number of 403 forbidden responses.

Disable Automatic Agent Re-enrollment

Disable automatic re-enrollment by adding the following option in the agent's appsettings.json:

```
"AgentOptions": {
 "ForbiddenResponsesBeforeReenroll": 0
}
```

Manual Agent Re-enrollment

You can re-enroll an agent manually or using a Recast Builder action by following the steps in ourRecast Agent not Connecting troubleshooting doc.

Recast Agent Cleanup

Beginning with Recast Software Version 5.9.2505, inactive agents are removed automatically when the number of days of inactivity, meaning the number of days since the agent last connected to an agent gateway, is higher than the **Max Inactive Agent Age** set in the Recast Management Server settings. By default, an inactive agent is removed after 90 days.

You can see which agents are nearing the Max Inactive Agent Age on the Agent Management dashboard.

Agent cleanup can be disabled by setting the Max Inactive Agent Age option to `0` in your RMS settings.

NOTE: When you upgrade your Recast Software to v5.9.2505.2003, the **Last Connected** date for enrolled agents resets to the current date and the number of days to the Max Inactive Agent Age is set at a default 90 days.
