



Recast Agents

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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.

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

Silent Agent Install

Add the **RCTENTERPRISESERVER=https://<FQDN>:<Port>** parameter to your install string, substituting the FQDN and port number for your Recast Management Server.

Example:

```
msiexec.exe /i "Recast Agent.msi" /qn /norestart RCTENTERPRISESERVER="https://RMS.RecastDomain.com:444" /L*V "%temp%\RecastAgentMSI.log"
```

NOTE: The default Recast Management Server port is 444. Inbound and outbound traffic over port 444 (or an alternative port you specify) must be enabled between the Recast Management Server and any device that has a Recast Agent in

order for the Agent to be able to communicate with the server.

Connect Recast Agents to an Agent Gateway

Connect your Recast Agents to a specific Agent Gateway by adding the **AGENTGATEWAY** parameter to your install string.

Example:

```
msiexec.exe /i "Recast Agent.msi" /qn /norestart RCTENTERPRISESERVER="https://RMS.RecastDomain.com:444"  
AGENTGATEWAY="https://agentgateway.dev.recastsoftware.com:444" /L*V "%temp%\RecastAgentMSI.log"
```

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	✓	 

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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.