



RECAST SOFTWARE

Upgrade Endpoint Insights Version

Last Modified on 12.05.24

Upgrading to the latest release of Endpoint Insights gives you access to new reports, performance improvements and bug fixes. You can download the most recent version of Endpoint Insights from the [Recast Portal](#).

We recommend that our Endpoint Insights customers skip v 5.1.2303.1708 and update their systems to subsequent versions.

All Recast software components, including Recast Management Server, Recast Proxies, and Recast Agents, can be installed right over the existing version.

Upgrade Workflow

When upgrading Endpoint Insights with Recast Management Server, install new versions of the applications and components in your Recast deployment in the following order:

1. Recast Management Server

2. Recast Proxy

Where Recast Management Server and Recast Proxy are installed on the same computer, both are updated when you run the Recast Management Server installer.

3. Endpoint Insights

Installing a new version of Endpoint Insights creates an updated Configuration Manager application for Recast Agent, which you can deploy over existing Recast Agent installations.

4. Recast Agents

Install an Update

To upgrade each Recast application or component to Version 5.0:

1. Download a v5.0 installation file from the [Recast Portal](#).
2. Double-click the downloaded installation file.
3. Follow the installer prompts.

You can check that the upgrade is complete under **Programs and Features**.

Uninstall an Update

If ever required, you can revert to a previous version of Endpoint Insights by downloading an archived release and installing it over the more recent software version.

To download an archived release:

1. Log into the [Recast Portal](#).
2. Click the **Resources** tab and select **Archived Releases**.
3. In the **Download** column, click the blue download icon for the software version you want to install.

Systems upgraded to [Recast Software Version 5.x](#) can only be reverted to a 4.x release with a clean install, which will return settings to defaults.