Recast

Upgrade Insights Version

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Upgrading to the latest release of Insights gives you access to new reports, performance improvements and bug fixes. You can download the most recent version of Right Click Tools Insights from the Recast Customer Portal.

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

> **Before you upgrade**
>
> We encourage you to run a backup of your Recast Management Server infrastructure prior to installing a new version of Right Click Tools Insights.

Upgrade Workflow

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

4. **Recast Agent**

Install an Update

To upgrade each Recast application or component:

1. Download the installation file from the Recast Customer 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 Right Click Tools 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 Customer Portal.

2. On the Downloads page, select the **Archived Releases** tab.

3. In the **Download** button for the software version you want to install.