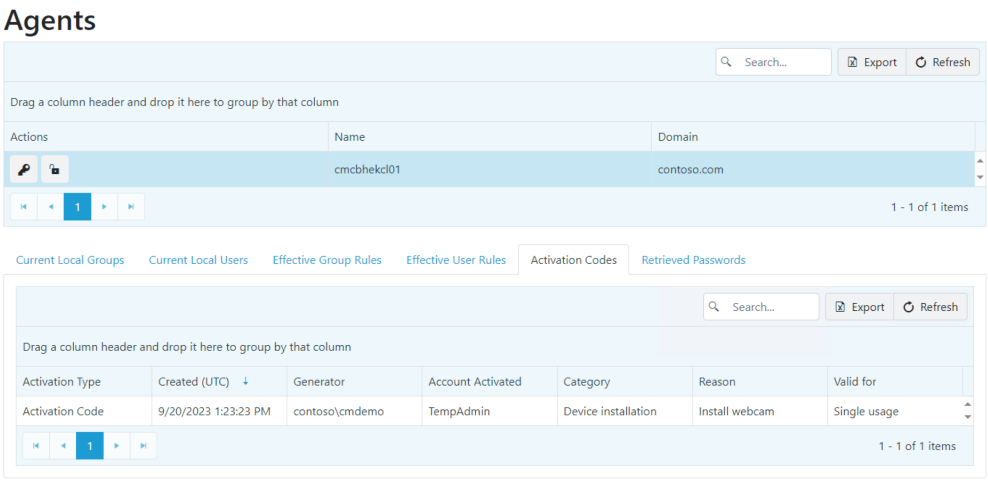
Agents for Privileged Access

Last Modified on 2026-07-22

View Recast Agents

The Privilege Manager **Agents** page shows all agents that are following group rules you've configured. From the **Agents** page, you can retrieve a password or generate an activation code.

TIP: Click on an agent to display tabbed views of its groups, users, rules, activation codes, and retrieved passwords.



Retrieve a Temporary Password

You can retrieve a local account password directly from your Configuration Manager console or from the Recast Management Server interface. Once a password is retrieved, its details are available on the Privileged Access Retrieved Passwords report.

Retrieve a Local Account Password in Configuration Manager

To retrieve a local account password in Configuration Manager:

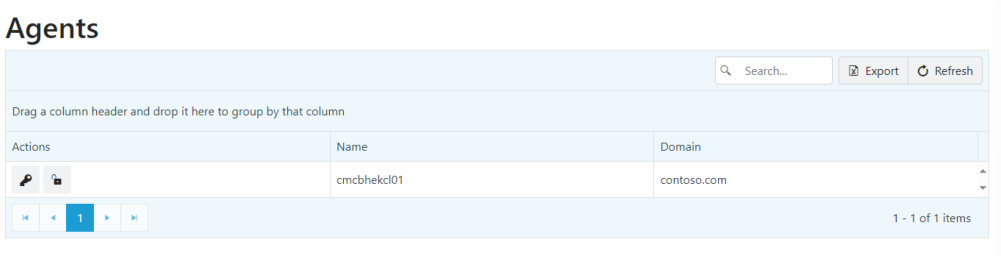
1. In your Configuration Manager console, right-click on one or more devices.
2. Select **Privileged Access** > **Retrieve Local Account Password**.
3. In the window that opens, select the local user **Account** for which you want to see the password.
4. Click **Retrieve**.

   The password appears and can be copied.
5. Click to **Regenerate** the password on the client, if desired.

Retrieve a Local Account Password in Recast Management Server

To retrieve a local account password in RMS:

1. On the Privileged Access **Agents** page, click the Key icon to the left of the agent.



2. In the side panel that opens, select the local user **Account** for which you want to see the password.

3. Click **Retrieve**.

   The password appears and can be copied.

4. Click to **Regenerate** the password on the client, if desired.

Generate an Activation Code

If you are acting in a Service Desk (or similar) role, you can generate an activation code using Privileged Access to temporarily elevate permissions for specified end users on target devices. The activation code can be used to run actions with a specific local user account. An activation code can be used even where the device is not connected to the Internet or if the device cannot reach the Agent Gateway. Once the activation code is generated, its details are included on the Privileged Access Activation Codes report.

You can generate an activation code directly from your Configuration Manager console or from the Recast Management Server interface.

Generate an Activation Code in Configuration Manager

To generate an activation code in Configuration Manager:

1. In your Configuration Manager console, right-click on one or more devices.

2. Select **Privileged Access** > **Create Activation Code**.

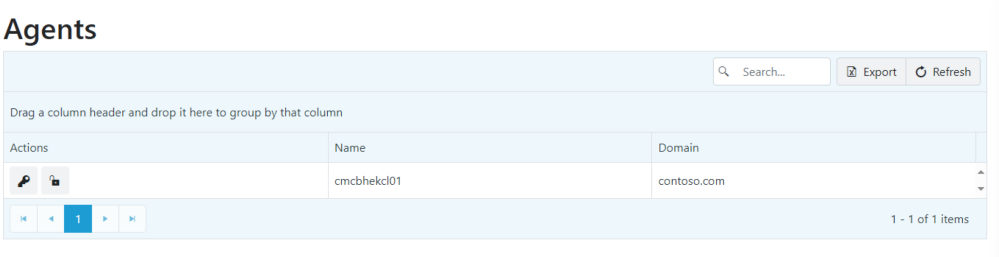
3. In the **Create Activation Code** window that opens, choose activation code settings and click **Generate**.

   The activation code will appear and can be copied to selected devices.

Generate an Activation Code in Recast Management Server

To generate an activation code in RMS:

1. On the Privileged Access **Agents** page, click the Lock icon to the left of the agent.



2. In the **Generate Activation Code** panel that opens, choose activation code settings and click **Generate**.

The activation code will appear and can be copied to selected devices.

Activation Code Options

- **Activation Code Expires**: Select the amount of time the user has to apply the activation code. This time period begins as soon as the activation code is generated. The default is 1 hour.
- **Activation Code Valid for**: Select the amount of time that the activation code will elevate permissions on the target device. By default, permissions will remain elevated for 1 hour. You can also choose to activate the code for **Single usage**.
- **Temporary Account Name**: Select the temporary account that the user is able to access using the activation code.
- **Category (in RMS only)**: If the **Require reason category in temporary elevation** setting has been enabled by the Privileged Access administrator in the Client Settings, you are required to select a pre-defined reason category to describe why permissions are being elevated.
- **Reason**: Enter a reason permissions are being elevated.

Refresh Agent Settings

You can manually trigger an update of settings for a specified Recast Agent. This allows you to skip the wait for settings to refresh automatically, which could take up to an hour.

To manually trigger a settings refresh on the **Agents** page, click the Refresh Settings icon.

