



Recast Agent Gateway Issues

Last Modified on 07.14.25

No Agent Gateway Exists

Indication

- 'No Agent Gateway exists' error

Possible Cause

The Agent Gateway attempting to connect to the Recast Management Server may not be enrolled in RMS.

Resolution

To reset the Agent Gateway:

1. Stop the Recast Management Server application pool within IIS Manager.
2. Delete the Agent Gateway .sqlite files from `C:\Users\Recast Management Server\AppData\Roaming\Recast Software\Recast Agent Gateway`.
3. Restart the Recast Management Server application pool .
4. Refresh the Recast Management Server website.
5. On the **Agent Gateways** page, check that the Agent Gateway is enrolled.