RECAST SOFTWARE

# No Agent Gateway Exists

Last Modified on 07.14.25

## 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.