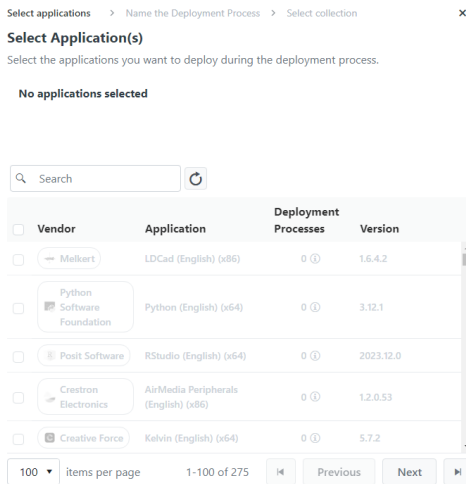


Application List Greyed Out

Last Modified on 01.30.24

If you are attempting to choose applications for a deployment process and the application list is greyed out, it's possible that the Application Manager license hasn't been uploaded to Recast Management Server.



Resolution

Licenses for all your Recast Software products and components are available from the Recast Portal. Downloaded licenses can then be added to the Licenses page in your Recast Management Server.

To add Recast licenses to RMS:

1. Download or copy your Recast Software product and component licenses from the [Recast Portal](#) by clicking on the cloud icon under Actions.

Name	Subscription Type	Version	Description	Upload Date	LicenseTimeframe	Subscription Limits	Actions
Right Click Tools	Right Click Tools	5.3.2311.103	Client install of Enterprise Right Click Tools (stand alone or w/ Recast Management Server).	Nov 1 2023	Aug 2 2021 to 2025-09-02	2 devices	  
Recast Management Server	Right Click Tools	5.3.2311.103	Required for organizations in need of permissions, auditing, or service account support.	Nov 1 2023	Aug 2 2021 to 2025-09-02	2 devices	  
Recast Agent	Right Click Tools	5.3.2311.103	Add workgroup and ConfigMgr Fast Channel support by installing Recast Agent. Requires Recast Management Server.	Nov 1 2023	Aug 2 2021 to 2025-09-02	2 devices	  
Recast Proxy	Right Click Tools	5.3.2311.103	Add multi domain support by installing Recast Proxy. Requires Recast Management Server.	Nov 1 2023	Aug 2 2021 to 2025-09-02	2 devices	  
Recast Agent Gateway	Right Click Tools	5.3.2311.103	On-premises component that securely connects Recast Management Server to Recast Agents. Allows for endpoint management at scale.	Nov 1 2023	Aug 2 2021 to 2025-09-02	2 devices	  
Endpoint Insights	Endpoint Insights	5.3.2311.103	Installs on the site server, creates the reports and Recast Agent application needed for Endpoint Insights.	Nov 1 2023	Jul 30 2021 to 2025-08-30	100 devices	  

2. In your Recast Management Server interface, navigate to **Administration > Licenses**.

3. Click **Upload** and select licenses.

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