Recast
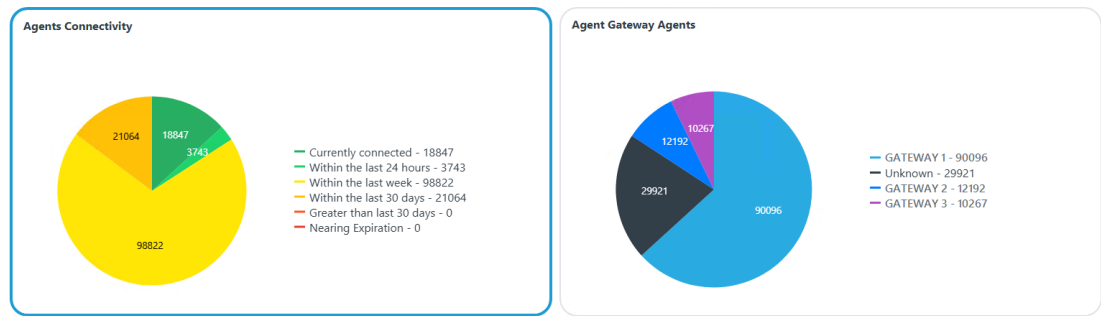
Agent Management Dashboard

Last Modified on 12.22.25

The **Agent Management Web Dashboard** in your Recast Management Server displays information about Recast Agent connections to Agent Gateways.

Agent Management Charts

Agents Connectivity: Displays agents according to when they last connected to an agent gateway

Categories: Currently connected, Within the last 24 hours, Within the last week, Within the last 30 days, Greater than last 30 days, Nearing Expiration.

NOTE: Disconnected agents nearing expiration are those within 7 days of the Max Inactive Agent Age. At expiration, agents are automatically deleted.

Agent Gateway Agents: Displays agents according to the agent gateway to which they are connected or last connected

Click on a segment of the chart or legend to view details in the table below.

Agent Management Tabs

Tabbed views offer additional information about the agents in each category. There are also options to **Export to CSV** and to **Expand to Full Screen**.

Agent details and actions:
- **Gateway** – Displays the agent gateway to which the agent is connected
- **Certificate** – Client certificate used to establish trust between the agent and RMS
- **Connected** – Checked if the agent is connected to an agent gateway
- **Last Connected** – Date and time when the agent last connected to an agent gateway, converted to local time on the client side
- **Version** – Displays the Recast Software version that the agent is running
- **Authorized** – Checked if the agent is available to run actions. You can manually authorize or unauthorize an agent, if

needed.

An authorized agent will not appear as Connected if:
- The agent is not connected to an agent gateway (even if the gateway is connected to RMS)
- The agent is connected to an agent gateway that is not connected to RMS
- A certificate on the client is not functioning properly

- Actions
  - Edit an agent – To edit agent details, click the Edit icon to the right of the agent. Edit whether the agent is authorized and click **Update**.
  - Delete an agent – Remove the agent from the database and revoke the client certificate. To delete an agent, click the Delete icon to the right of the agent to remove and confirm the deletion.

    NOTE: You will need to delete a disconnected agent before you can force it to re-enroll.

    See also Recast Agent Re-enrollment and Recast Agent Cleanup