Recast Agent Cleanup

Last Modified on 05.21.25

Beginning with Recast Software Version 5.9.2505, inactive agents are removed automatically when the number of days of inactivity, meaning the number of days since the agent last connected to an agent gateway, is higher than the **Max Inactive Agent Age** set in the Recast Management Server settings. By default, an inactive agent is removed after 90 days.

You can see which agents are nearing the Max Inactive Agent Age on the Agent Management dashboard.

Agent cleanup can be disabled by setting the Max Inactive Agent Age option to 0 in your RMS settings.

NOTE: When you upgrade your Recast Software to v5.9.2505.2003, the **Last Connected** date for enrolled agents resets to the current date and the number of days to the Max Inactive Agent Age is set at a default 90 days.