Recast

Antivirus Exclusions for ConfigMgr Site Servers, Site Systems, and Clients

Last Modified on 12.02.25

Real-time antivirus protection can cause issues on Configuration Manager site servers, site systems, and clients.

The recommendations in this article are meant to help you diagnose causes of potential instability on a device when running antivirus software alongside a supported version of Recast Management Server (RMS), Recast Agent Gateway, Recast Proxy, and/or Recast Agent.

We suggest temporarily applying these exclusions to evaluate a system. If system performance or stability improves as a result, contact your vendor for instructions or an updated antivirus software version.

Folder Exclusions for RMS and Agent Gateway

%SystemRoot%\IIS Temporary Compressed Files

%SystemRoot%\inetpub\temp\IIS Temporary Compressed Files

File Exclusions for RMS and Agent Gateway

%windir%\System32\inetsrv\w3wp.exe (x86 systems)

%windir%\SysWOW64\inetsrv\w3wp.exe (x64 systems)

Process Exclusions

Process exclusions are only needed when aggressive antivirus programs consider Recast executables (.exe) to be high-risk processes.

Process Exclusions for RMS and Agent Gateway

C:\Program Files (x86)\Recast Software\Recast Agent Gateway\Recast.AgentGateway.exe

%windir%\System32\inetsrv\w3wp.exe (x86 systems)

%windir%\SysWOW64\inetsrv\w3wp.exe (x64 systems)

Process Exclusions for Agent Gateway (Kestrel)

C:\Program Files (x86)\Recast Software\Recast Agent Gateway\Recast.AgentGateway.exe

SQL Exclusions

On your SQL server, we recommend following Microsoft's guidance: Configure antivirus software to work with SQL Server – SQL Server | Microsoft Learn

Intrusion Detection and AV Software with Insights

Intrusion detection and AV software, such as CrowdStrike and Carbon Black, will sometimes prevent Insights from

completing its setup. This is due to the EI setup uploading 250+ reports to your Configuration Manager Reporting Point within a short period. To work around the issue, exclude the EI setup or temporarily exclude EI setup during any installation, on both the ConfigMgr site server where the setup is run and on the SQL Server Reporting Service (SSRS) server.