Insights in Recast Management Server

Last Modified on 2026-10-28

Warranty Information Dashboard

The Insights **Warranty Information** page offers a detailed view of current warranties for devices managed in Microsoft Intune.

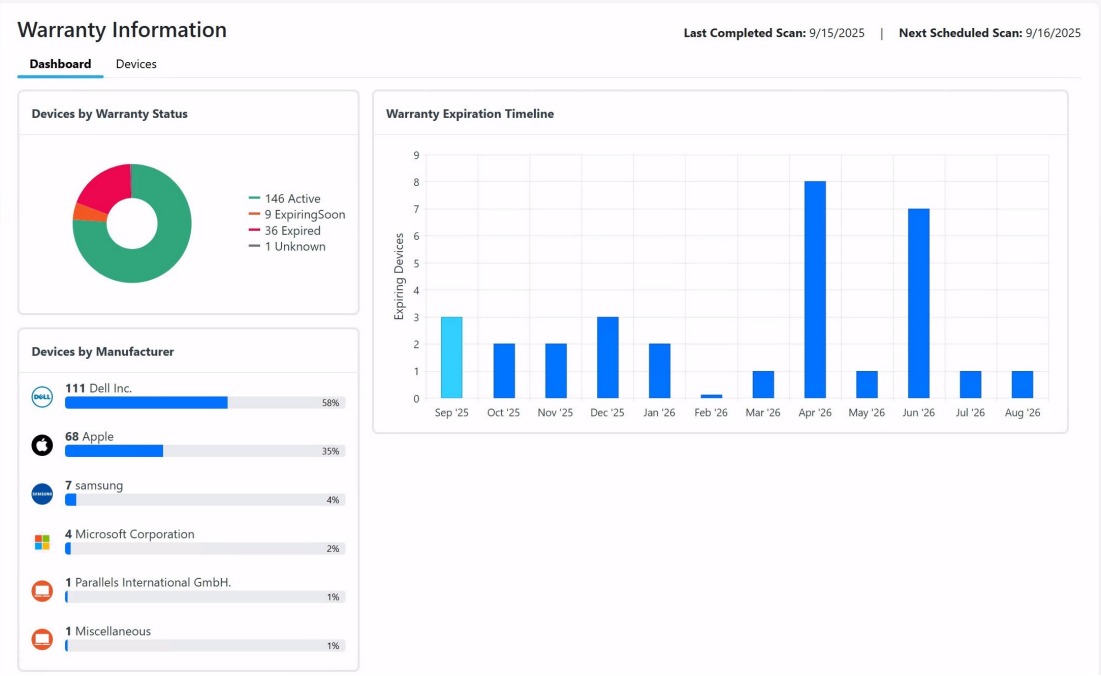
Prerequisites

- Right Click Tools Insights license
- Insights installed with Recast Management Server and Recast Proxy
- Recast Proxy configured for warranty information collection
- Service connection from your Recast Management Server to Entra ID (Azure Active Directory)
- The following Application permission added in the Microsoft Graph API for the application:
  - DeviceManagementManagedDevices.Read.All

To view the Warranty Information dashboard in your Recast Management Server, navigate to **Insights** > **Warranty Information**. The page displays data in both a dashboard view and a devices view.

Dashboard View

The dashboard view displays three charts:



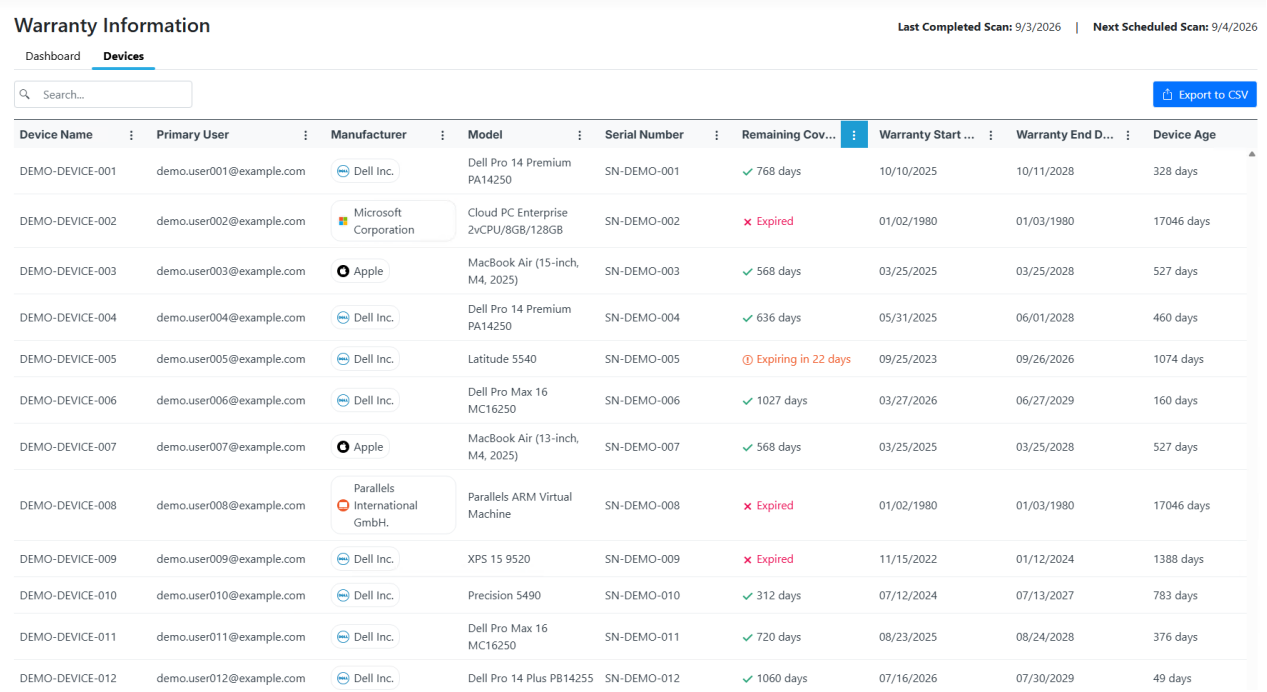
- **Devices by Warranty Status**: Displays the number of devices according to warranty status (Active, Expiring Soon, Expired, Unknown).
  Expiring soon means that the warranty will expire within 120 days. The warranty status may be unknown if the warranty collection process has not yet completed.
- **Devices by Manufacturer**: Shows device information for the top five most frequent vendors in your environment. Click on a vendor for a filtered view of devices from that manufacturer.
- **Warranty Expiration Timeline**: Shows warranty expiration by month over the year to come.

TIP: You can resize the cards or drag-and drop them into a different layout. Refreshing the page returns the cards to their default positions.

Devices View

The **Warranty Information** page's Devices tab shows additional device warranty details. You can sort, filter, add, remove, and resize columns, and search all device warranty information. There is also an option to **Export to CSV** which can export unfiltered and filtered data.

TIP: You can resize, lock, add, and delete columns to customize your Devices view. Click the vertical ellipsis next to a column heading to see options.



Device Name	Primary User	Manufacturer	Model	Serial Number	Remaining Cov...	Warranty Start ...	Warranty End D...	Device Age
DEMO-DEVICE-001	demo.user001@example.com	Dell Inc.	Dell Pro 14 Premium PA14250	SN-DEMO-001	768 days	10/10/2025	10/11/2028	328 days
DEMO-DEVICE-002	demo.user002@example.com	Microsoft Corporation	Cloud PC Enterprise 2vCPU/8GB/128GB	SN-DEMO-002	Expired	01/02/1980	01/03/1980	17046 days
DEMO-DEVICE-003	demo.user003@example.com	Apple	MacBook Air (15-inch, M4, 2025)	SN-DEMO-003	568 days	03/25/2025	03/25/2028	527 days
DEMO-DEVICE-004	demo.user004@example.com	Dell Inc.	Dell Pro 14 Premium PA14250	SN-DEMO-004	636 days	05/31/2025	06/01/2028	460 days
DEMO-DEVICE-005	demo.user005@example.com	Dell Inc.	Latitude 5540	SN-DEMO-005	Expiring in 22 days	09/25/2023	09/26/2026	1074 days
DEMO-DEVICE-006	demo.user006@example.com	Dell Inc.	Dell Pro Max 16 MC16250	SN-DEMO-006	1027 days	03/27/2026	06/27/2029	160 days
DEMO-DEVICE-007	demo.user007@example.com	Apple	MacBook Air (13-inch, M4, 2025)	SN-DEMO-007	568 days	03/25/2025	03/25/2028	527 days
DEMO-DEVICE-008	demo.user008@example.com	Parallels International GmbH.	Parallels ARM Virtual Machine	SN-DEMO-008	Expired	01/02/1980	01/03/1980	17046 days
DEMO-DEVICE-009	demo.user009@example.com	Dell Inc.	XPS 15 9520	SN-DEMO-009	Expired	11/15/2022	01/12/2024	1388 days
DEMO-DEVICE-010	demo.user010@example.com	Dell Inc.	Precision 5490	SN-DEMO-010	312 days	07/12/2024	07/13/2027	783 days
DEMO-DEVICE-011	demo.user011@example.com	Dell Inc.	Dell Pro Max 16 MC16250	SN-DEMO-011	720 days	08/23/2025	08/24/2028	376 days
DEMO-DEVICE-012	demo.user012@example.com	Dell Inc.	Dell Pro 14 Plus PB14255	SN-DEMO-012	1060 days	07/16/2026	07/30/2029	49 days

The Devices tab displays the following warranty information:

- Device Name
- Primary Intune User
- Manufacturer
- Model
- Serial Number
- Remaining Coverage (in days)
- Warranty Start Date
- Warranty End Date
- Device Age

Inventory Class Data for Agent-Based Devices

The Right Click Tools Insights **Device Inventory** page in your Recast Management Server displays information about the inventory classes that are created when you deploy the Recast Agent application for Insights. The data moves directly from the Recast Agent to your Recast Management Server database (via Recast Agent Gateway), meaning that you can access information for devices regardless of whether they are managed via ConfigMgr, Intune, ServiceNow, or other platforms.

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Prerequisites

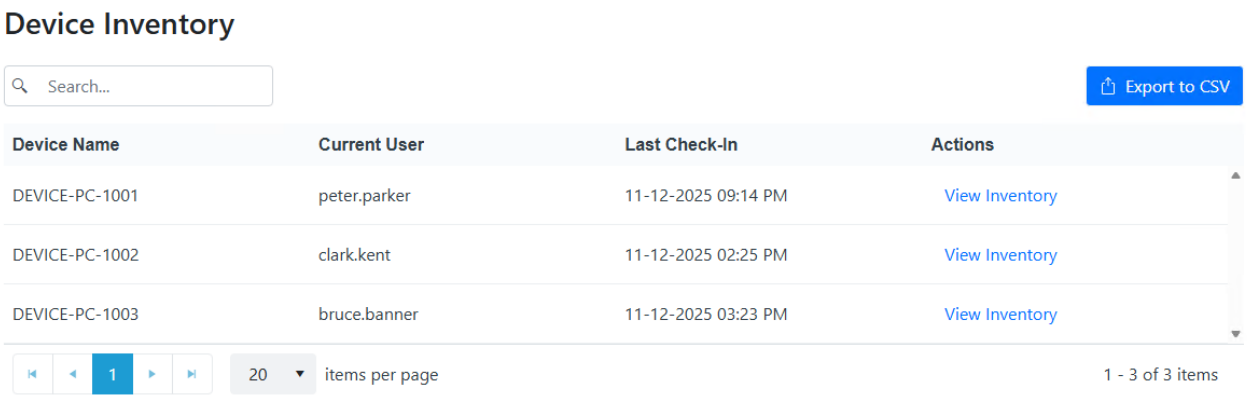
- Right Click Tools Insights license
- Insights installed with Recast Management Server and Recast Proxy
- Recast Agent application deployed to devices for which you want to see inventory class data
- Minimum Recast Software Version: 5.11.2512.1807

You can find the page in your Recast Management Server by navigating to **Insights** > **Device Inventory**. The list of Recast Agents is searchable and can be sorted by Device Name or Current User.

Device Inventory

The **Device Inventory** page displays the following information for all devices that have a Recast Agent:

- Device Name
- Current User – Displays one or more logged on users
- Last Check-In – Date and time that the device last reported information from its inventory classes
- Actions
  - **View Inventory** – Click to view detailed inventory information for a specific device



NOTE: Clicking **Export to CSV** on the **Device Inventory** page will only export Device Name, Current User and Last Check-In data, not the full details for each device.

Rate Limiting for Inventory Requests

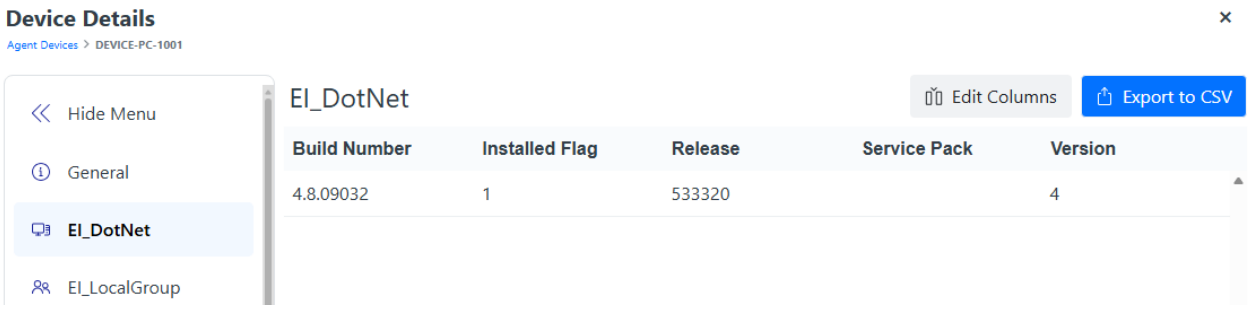
Beginning with Right Click Tools v5.12.2607, rate limiting implemented on the inventory Agent prevents excess SQL server load when a large number of agents attempt to send inventory concurrently. Agents will instead wait and try sending their inventory data when the server is less busy.

Common Scenarios

- A large number of devices come online at 8 am, having missed their last inventory windows, and are all queued up to send.
- After deploying several thousand Agents at the same time, they all attempt to send their initial inventory.

Device Details

The Device Details side panel displays information related to the attributes included in an inventory class. All classes and attributes are listed below.



Edit Columns: Where an inventory class includes more than 6 attributes, you can edit columns to add to or edit the attributes shown. The Device Details side panel currently reverts to displaying the default columns as soon as you switch tabs.

Export to CSV: To more easily view data for 6+ attributes, we recommend selecting and exporting all the columns you want to see.

NOTE: A specific class will only appear if there is information to display.

Classes	Attributes
General	FQDN – Fully Qualified Domain Name SID – Security Identifier SMS ID – ConfigMgr ID Entra ID Intune ID RA (Recast Agent) Certificate Thumbprint
CCM Class	
CCM_LogicalMemoryConfiguration	Name Total Page File Space Total Physical Memory Total Virtual Memory
EI (Endpoint Insights) Classes	
EI_DotNet	Build Number Installed Flag Release Service Pack Version
EI_LocalGroup	Category Local Group Name SID Type User Domain User Name Well Known Group

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Classes	Attributes
EI_LocalUser	Caption Description Disabled Domain Full Name Lockout Name Password Changeable Password Expires SID Well Known User
EI_Monitor	Active Monitor Alt_SN 1 Analog Aspect Ratio Calculated Serial Device ID Digital EDID Ver EI_Monitor Name Horizontal Resolution Lic_To Low Power Manufactured Date Manufacturer ID Max Diag Max Horiz Max Inch Diag Max Inch Vert Max Vert Model Pn PID Power On Resolution Acronym Serial Number Standby Suspend Swapped Serials Version Vertical Resolution

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Classes	Attributes
EI_Monitor_CRes	Cloned Color Basis Current_Horiz Res Current_Vert Res EI_Monitor Name Flags Horiz Pos MIR Flags Pixel Format Pixel Rate PNPID Primary Rotation Scaling Serial_Number Stride Vert Pos Video Output Video Standard
EI_NIC	MAC Address Name Power Wake Active Power Wake Device Instance Name Power Wake Enable Wake On Magic Packet Only Active Wake On Magic Packet Only Enable
EI_ODBCDrivers	API Level Bit Type Connected Functions CP Timeout Driver Driver Name Driver ODBC Ver File Usage Setup SQL Level Usage Count User Name
EI_Powershell	PowerShell Version PS Compatible Version Reg Key Runtime Version
EI_Proxy	Auto Config Proxy EI Last Run Date Migrate Proxy Proxy Enable Proxy Override Proxy Server User Domain User Name

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Classes	Attributes
EI_Share	Caption Name Path Type
EI_UserARP	Architecture Display Name Install Date Product Id Publisher User Domain User Name Version
EI_UserDrive	Compressed Description Detection Method Device ID Drive Type File System Free Space Media Type Name Provider Name Size User Domain User Name Volume Name Volume Serial Number
EI_UserPrinter	Comment Device Id Driver Name Is Default Printer Is Network Printer Location Port Name Server Name Share Name User Domain User Name
EI_Volume	Boot Volume Capacity Caption Device ID Drive Letter Drive Type Free Space Label Serial Number System Volume
EI_WIRE_SKU ♦	Instance Name System SKU

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Classes	Attributes
EI_WIRE_SN ♦	Serial Number Tag
♦ EI_WIRE classes display warranty attributes if Insights is configured to collect warranty information.	
RI (Recast Insights) Classes	
RI_InstalledSoftware (Software inventory from Add/Remove Programs)	DisplayName DisplayVersion Publisher InstallDate (String value stored in the Registry) Architecture (x64/WOW3264) UninstallString ProductId (if MSI installer) Path ModifyPath InstallSource UpgradeCode (if MSI installer) Language SystemComponent (Flag that controls display in Add/Remove Programs) NOTE: This inventory class is also available in WMI as the `RI_InstalledSoftware` class in the `RecastSoftware\RecastAgent_Computer` namespace.
RI_WindowsUpdates	Updates that show installed or needed by the Windows update agent. Updates can be from a WSUS or direct from Windows Update. Title Support Url Update ID Revision Number KB Article IDs Is Installed Reboot Required
RI_UpdateHistory	Shows a history of Windows Update installation attempts on the device. Essentially the same list as the one found in Settings > Windows Update > Update History. Title Install Date Result (In Progress/Succeeded) Update Operation Update Server Selection Client Application ID Error Code Update ID Revision Number
RI_WindowsDefenderUpdateHistory	Similar to the Update History, Windows Defender updates are listed separately and disabled by default. Enable this option by modifying your Policy settings in RMS.
RI_WindowsUpdateAgentStatus	Shows details about the status and health of the Windows Update Agent. Useful for knowing when the last scan from the Windows Update Agent occurred, if update data appears out of date or incomplete.

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Classes	Attributes
NOTES: • All Windows update scans perform offline scans for updates and only use the update metadata already cached on your device. • Windows Update classes are also accessible in WMI on devices with the Recast Agent installed. They can be found in the namespace `ROOT\RecastSoftware\RecastAgent_Computer` along with other existing Insights classes. Example: `Get-WmiObject -Namespace ROOT\RecastSoftware\RecastAgent_Computer -Class RI_WindowsUpdates`	
SMS (ConfigMgr) Classes	
SMS_Firmware	Secure Boot UEFI
SMS_Processor	Address Width Brand ID CPU Hash CPU Key Data Width Device ID Family Is 64 Bit Is Hyperthread Capable Is Mobile Is Trusted Execution Capable Is Virtualization Capable Manufacturer Max Clock Speed Name Norm Speed Number Of Cores Number Of Logical Processors P Cache Processor Id Processor Type Revision Socket Designation Status System Name Version
SMS_TPM	Information Is Applicable Is Ready
Win 32 Classes	

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Classes	Attributes
Win 32_BIOS	BIOS Version Build Number Description Manufacturer Name Release Date Serial Number SMBIOSBIOS Version Software Element ID Software Element State Target Operating System Version
Win32_ComputerSystem	Current Time Zone Description Domain Domain Role Manufacturer Model Name Number Of Processors Roles Status System Type User Name
Win32_EncryptableVolume	Device ID Drive Letter Persistent Volume ID Protection Status
Win32_NetworkAdapterConfiguration	Default IP Gateway DHCP Enabled DHCP Server DNSD omain DNS Host Name Index IP Address IP Enabled IP Subnet MAC Address Service Name

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Classes	Attributes
Win32_OperatingSystem	Boot Device Build Number Caption Country Code CSD Version Description Install Date Last Boot Up Time Locale Manufacturer Name Operating System SKU Organization OS Language OS Product Suite Product Type Registered User Serial Number System Directory Total Swap Space Size Total Virtual Memory Size Total Visible Memory Size Version Windows Directory
Win32_SystemEnclosure	Chassis Types Manufacturer Model Serial Number SMBIOS Asset Tag Tag
Win32_Tpm	Is Activated_Initial Value Is Enabled_Initial Value Is Owned_Initial Value Manufacturer Id Manufacturer Version Manufacturer Version Info Physical Presence Version Info Spec Version

Other inventory classes you'd like to see in RMS?
Let us know in the Recast Ideas Portal!

View and Edit Collected Inventory Classes

The Right Click Tools Insights **Settings** page displays the Default inventory policy, which includes all the classes of inventory data collected for Agent-based devices. The complete list of inventory classes and properties is also available here in the Recast Help Center.

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Minimum Right Click Tools Version: 5.12.2609; 5.13.2610 to import user-defined classes

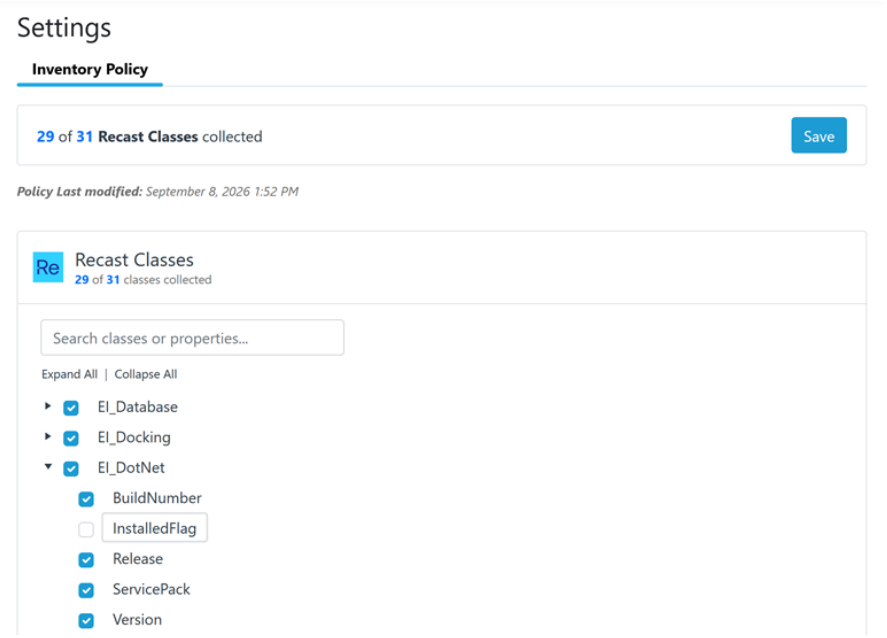
Enable or Disable Collection of Specific Inventory Classes

By default, Insights collects inventory data for all available Recast classes. Insights administrators can choose to customize the information collected by enabling or disabling individual inventory classes or properties. This means you can collect just the details you're interested in and avoid a deluge of data.

To enable/disable an inventory class or attribute:

1. In your Recast Management Server or Recast Cloud, navigate to **Insights** > **Settings**.

2. On the **Inventory Policy** tab, select or deselect classes. You can also expand a section, or all sections, to enable or disable specific properties.



Import a User-Defined Inventory Class

You can add a user-defined inventory class to the Default inventory policy to collect custom inventory data alongside the available Recast inventory classes.

NOTE: For self-hosted instances, there is no limit on custom class counts. For cloud instances, there is a limit of five classes.

To import a user-defined inventory class:

1. In your Recast Management Server or Recast Cloud, navigate to **Insights** > **Settings**.

2. On the **Inventory Policy** tab, click **Import Inventory Class**.

3. Enter a device name and click **Browse** to view the available WMI classes.

4. Choose the classes and/or individual properties you want Insights to collect. Click **Add**.

NOTE: The **Inventory Policy** tab displays your Imported Classes below the collected Recast Classes.

Insights will collect the Imported Classes for all the devices in your environment on which the class exists.

Recast

Grant Inventory Read Only Role

As an Insights administrator, you can choose to grant others an Inventory Read Only role which lets them see the full policy but not change it.

To grant an Insights Inventory Read Only role to someone with a Default role:

1. On the Permissions page, click **Permissions** to the right of the Default role.

2. In the **Role Permissions** window that opens, expand the **InsightsSettings** section and enable 'ViewInventoryPolicy'.