

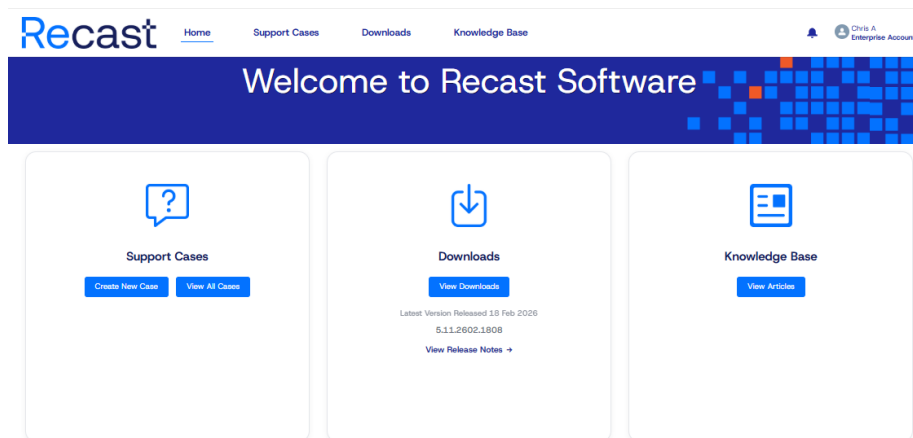
## Recast Customer Portal Overview

Last Modified on 05.08.26

All Right Click Tools Enterprise and Application Workspace customers have access to the Recast Customer Portal at <https://customerportal.recastsoftware.com>.

The Customer Portal is a centralized location for:

- Submitting, monitoring, and responding to support cases
- Downloading Right Click Tools Enterprise software, components, and licenses
- Accessing customer-only knowledge base articles
- Adding and removing users from your Recast account



NOTE: Recast customers who only have Application Workspace can request Customer Portal access from their Customer Success Manager.

## Support Cases

Options:

- **Create New Case** – Provide details about the issue, upload a file, and click Submit to request assistance from Recast Support
- **View All Cases**
  - See all open cases
  - See all support cases regardless of status (New, Closed, Closed by Customer)

## Downloads

The homepage **Downloads** card displays details about the latest Right Click Tools release and a link to the Recast Help Center release notes. Click **View Downloads** for Recast licenses and Right Click Tools Enterprise versions.

NOTE: Currently, Application Workspace customers can download new releases at [Application Workspace downloads](#).

### Recast Licenses

To download a file that contains all your Recast licenses, click **Download Licenses**.

### Right Click Tools and Recast Components

The **Enterprise Product Downloads** tab displays the latest Right Click Tools release. Previous releases are available on the **Archived Versions** tab.

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To download the newest version of Right Click Tools Enterprise, Edition, Right Click Tools Insights, Recast Agent, Recast Agent Gateway, Recast Management Server, or Recast Proxy, click **Download** to the right of the row.

**NOTE:** To install or update Right Click Tools Patching or Privileged Access, download the Recast Management Server version.

Name	Subscription Ty.	Version	Description	Upload Date	License Timeframe	Download
Right Click Tools Enterprise Edition	Right Click Tools	5.11.2602...	This console extension integrates context-specific tools, dashboards, and reports. Used with all Right Click Tools Enterprise implementations. Add the Recast Management Server component to access all Right Click Tools features.	Feb 18, 2026	Feb 02, 2026 to Feb 0...	<a href="#">Download</a>
Recast Agent	Right Click Tools	5.11.2602...	This Windows service runs as the local system. Agents installed on devices in your environment securely connect to Recast Management Server via Recast Agent Gateway. Used with Right Click Tools Enterprise, Insights, and Privileged Access.	Feb 18, 2026	Feb 02, 2026 to Feb 0...	<a href="#">Download</a>
Recast Agent Gateway	Right Click Tools	5.11.2602...	Securely connects Recast Management Server to Recast Agents. One Agent Gateway is required for every 20K Agents. The first is automatically deployed when RMS is installed. Used with Right Click Tools Enterprise, Insights, and Privileged Access.	Feb 18, 2026	Feb 02, 2026 to Feb 0...	<a href="#">Download</a>
Recast Management Server	Right Click Tools	5.11.2602...	This central hub for Recast Software products installs on a server of your choice. Required to access Privileged Access and Patching, and for full functionality in Right Click Tools and Insights.	Feb 18, 2026	Feb 02, 2026 to Feb 0...	<a href="#">Download</a>
Recast Proxy	Right Click Tools	5.11.2602...	This Windows service installs as part of Recast Management Server, allowing RMS to initiate actions that require a service account. Proxies can be added separately for other domains. Used with Right Click Tools Enterprise, Insights, Privileged Access, and Patching.	Feb 18, 2026	Feb 02, 2026 to Feb 0...	<a href="#">Download</a>

## Knowledge Base

Search customer-focused how-to articles, troubleshooting docs, best practices, and FAQs.

## Account Settings and User Management

To view or edit your own Recast account settings or those of all account members (if assigned an Admin profile), click on your name in the top right corner of the portal homepage. Choose **Settings** or **Account Management** from the drop-down menu.

On the **Settings** page:

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You can edit your language, locale, and time zone.

Additionally, if you are assigned an Admin profile:

On the **Account Management** > **Add Member** tab, you can enter a new user's details and assign them a profile with specific permissions

- Admin: Full portal access with permission to add, edit, and remove members from your organization
- Power User: Full portal access without permission to add, edit, and remove members

On the **Account Management** > **Members** tab, you can deactivate a Customer Portal member, edit details for existing members, reset a member's password, and manage their portal permissions.

**NOTE:** Deactivating a member will only remove access to the Customer Portal at [customerportal.recastsoftware.com](https://customerportal.recastsoftware.com). This action will not remove access to [portal.recastsoftware.com](https://portal.recastsoftware.com).

	Full Name	Profile	Email	Title	Active	
1	Chris A	Customer Community Plus Admin	chrisa@example.com		<input checked="" type="checkbox"/>	
2	Aisha N	Customer Community Power User	aishan@example.com		<input checked="" type="checkbox"/>	<ul style="list-style-type: none"><li>Deactivate</li><li>Edit Member</li><li>Reset Password</li><li>Manage Permissions</li></ul>

## Recast Resources

The **Customer Portal** homepage links you to additional Recast resources:

- [Recast Help Center documentation](#)
- [Recast Ideas Portal](#) to submit or upvote feature requests
- [Recast Academy courses](#)
- [Recast webinars](#)
- [Product Roadmap](#)
- [Recast Management Server Review program](#) to have Recast's own SysAdmins review your RMS configuration.