Recast

Agent Settings

Last Modified on 2026-10-28

You can configure global Agent settings, as well as exceptions at the context level.
If settings are configured with **Local agent configuration**, they will adhere to the settings defined in the agent.json. See Agent Configuration for all options in the agent.json file.

Refresh the Application Workspace agent to apply the changes made on the **Agents Settings** page.

Workspace Agent
To configure the Workspace Agent on a Windows device, see Agent Configuration.

Launcher section

Modify the behaviour of the Application Workspace Launcher.

Option	Description	agent.json setting
Enable Application Workspace Launcher	If Application Workspace Launcher should be enabled	launcher\enabled
Open Application Workspace Launcher at startup	Defines when Application Workspace Launcher is started: • Enabled – Start when device is connected to the zone or offline is available. (Config setting: Auto) • Only when connected – Start when device is connected to the zone. (Config setting: Connected) • Disabled – Application Workspace Launcher is disabled (Config setting: Disabled) For Windows OS, this option overrides the Windows Startup configuration. This means that even if you disable the Application Workspace Launcher in the Windows Startup list, the launcher will still start automatically when you log in, as long as this setting has a value other than **Disabled**.	launcher\start
Use tiles interface	When enabled, Application Workspace Launcher uses the tile–themed skin.	launcher\tiles
Hide menu header	When enabled, the Side Menu and tabs (**Workspace**, **Contacts**, **Catalog**, **Manage**) are hidden. Only the toolbar without the side menu toggler is displayed.	launcher\minimal
Enable context menu	When enabled, the context menu is available across Application Workspace Launcher.	launcher\contextMenu
Closable Application Workspace Launcher	If disabled, the **X** close button of the Application Workspace Launcher window is disabled and the quit option from the icon's context menu in the system tray is hidden.	launcher\close

User login section

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Modify the behaviour of the user's login process.

Option	Description	agent.json setting
Enable user login	This controls whether the user should be prompted for login	login\enabled
Use Single Sign On	When enabled, the Application Workspace Agent will use the configured identity source to facilitate SSO.	login\sso
Show login dialog after silent login timeout	The timeout in seconds after which the user will be prompted for login credentials if SSO could not be performed.	login\timeout

Icon section

Modify the behaviour of the system/tray icon.

Option	Description	agent.json setting
Enable tray icon	When disabled, the tray icon is hidden from the user.	icon\enabled
Enable quit menu option	When disabled, the quit option from the icon's context menu in the system tray is hidden. The quit option will always be disabled if the launcher is enabled and is not allowed to close.	icon\exit
Time to wait for Windows File Explorer (seconds)	The number of seconds Application Workspace waits for the Windows shell to load in order to display the system tray icon. Note that there is no maximum time limit.	icon\timeout

Refresh section

Modify the behaviour of the agent refresh process.

Option	Description	agent.json setting
Enable manual refresh	When disabled, the refresh option from the icon's context menu in the system tray is hidden.	refresh\manual
Automatic refresh interval	This value represents the time interval between Application Workspace refreshes.	refresh\interval

Events section

Configure how event data is uploaded to server when the Agent triggers the event.

Option	Description	agent.json setting
Collect and store events	When enabled, event data is uploaded from the Agent to the server.	events\enabled
Push events interval	The time interval in seconds when the event data is uploaded from the Agent to the server.	event\interval

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Native icons section

Modify the behaviour of the native icons configured for package entitlements that allow you to display Application Workspace icons on certain locations within the device's operating system.

Option	Description	agent.json setting
Enable native icons	Allow Application Workspace to push native icons configured for package entitlements to the operating system of devices.	nativeIcons\enabled
Only enable native icons for primary user session	When enabled, only the icons from the zone defined in the Agent.json file will be pushed.	nativeIcons\primary

Triggers section

Modify the behaviour of the events configured for package entitlements.

Option	Description	agent.json setting
Enable triggers	Allow Application Workspace to execute events like refresh or login for example.	triggers\enabled
Only enable triggers for primary user session	When enabled, events will be triggered only for the zone defined in the Agent.json file.	triggers\primary

Web Socket section

Option	Description	agent.json setting
Enable Web Socket support	This protocol allows a more efficient way of handling data. This option is mandatory for the push event feature described in the Events section.	webSocket\enabled

Cache section

Modify the behaviour of the Agent caching.

Option	Description	agent.json setting
Enable caching	When an identity is entitled to a package, the package is automatically downloaded and cached on the end-user device. It will remain there even after the session ends, as long as the end-user is entitled to it. When the entitlement is removed, the cache is cleaned depending on how **Clear cache automatically** and **Expire content** are configured.	cache\enabled
Enable offline mode	When enabled, offline mode will be available for devices. When disabled, packages marked offline will not be automatically downloaded and the Application Workspace Launcher won't switch to offline mode.	cache\offline
Clear cache automatically	If enabled, the stale content from the local cache of devices is automatically deleted if one of the following conditions are met: • the content is superseded by a new version. • the content is no longer entitled to a user and the period of time set in the **Expire content** has passed.	cache\autoClean

Option	Description	agent.json setting
Expire content	The period in days after which the local cache of devices is deleted automatically if it meets one of the conditions defined above for the **Clear cache automatically**.	cache\expireContent

Deployment section

Option	Description	agent.json setting
Timeout for zone availability	When the deployment is running and the connectivity to the zone is lost, the Agent will wait for the zone to become available for the set period of time. For the Agent configuration option, see Agent Configuration. The maximum allowed value for the from the UI is 60 minutes. If, for any reason, you need to set a greated value, you can configure the value in the agent.json file. We also suggest in this case hiring a network engineer.	deployment\zoneTimeout

Logging section

Option	Description	agent.json setting
Log level	This element is used to define the level of logging. The following levels are available:: • *None* – Nothing will be logged to the log file • *Critical* – Only critical errors will be logged to the log file. • *Error* – Only errors and critical errors will be logged to the log file. • *Warning* – Only warnings, errors and critical errors will be logged to the log file. • *Info* – Basic information, warnings, errors and critical errors will be logged to the log file. • *Debug* – Detailed information about all actions, including all web activity will be logged to the log file. You can use this information when troubleshooting. Refresh the session to apply the changes.	log/level