Computer is not on

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Likely Cause

The '**Computer is not on**' error usually occurs when Right Click Tools is not able to ping the computer before running an action. By default, Right Click Tools attempts to ping a computer, and verify that it's online, before running an action. Running an action against a computer that is not on, and may take some time before erroring out, can slow down actions against large groups of computers.

Troubleshooting Steps

- Check information on how to configure your environment for ICMP Echo (Ping).
- Configure Right Click Tools to disable this behavior.

Disable ICMP Echo

To disable ICMP Echo in Right Click Tools Enterprise with Recast Management Server

1. In the Recast Management Server interface, navigate to Settings.

2. Disable **PingComputerBeforeRunningTools**.

To disable ICMP Echo in Right Click Tools Standalone

To open the Configure Recast Console Extension application, open the Windows Start menu and select **Configure Recast Console Extension**.

> **TIP**: You can also access the Configure Recast Console Extension application from your Configuration Manager console by navigating to **Assets and Compliance** > **Recast Software** and clicking **Configure Recast** in the 'How Can We Help?' section.

On the **General** tab, disable **Ping Computer Before Running Tools** and click **Save.**

