

# Computer is not on

Last Modified on 03.19.25

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

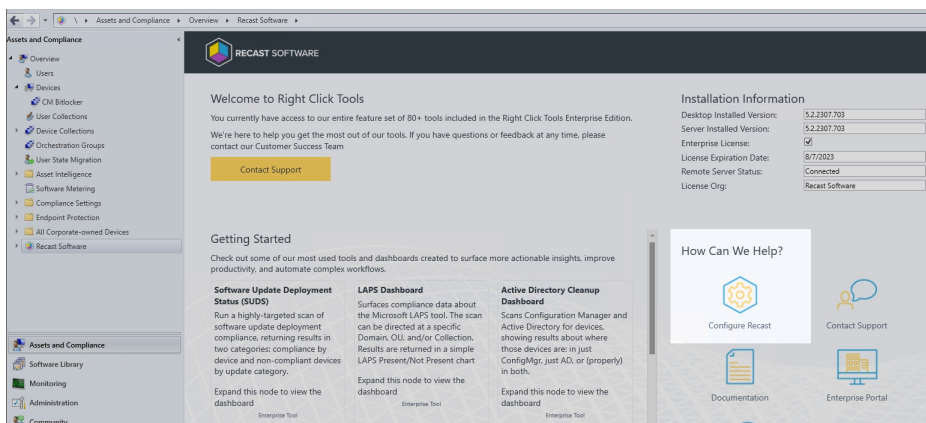
To disable ICMP Echo in Right Click Tools Enterprise with Recast Management Server:

1. In the Recast Management Server interface, navigate to [Settings](#).
2. Disable **PingComputerBeforeRunningTools**.

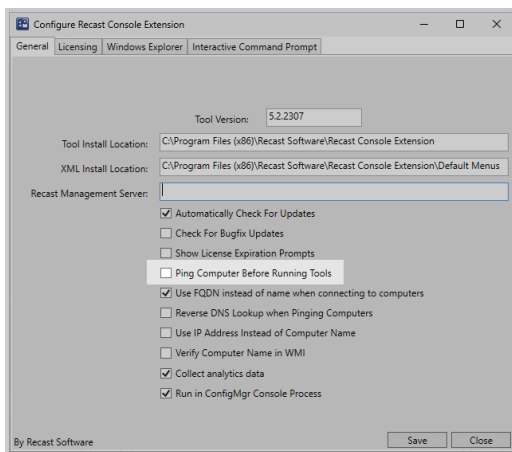
To disable ICMP Echo in Right Click Tools Standalone:

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**.



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