Recast

Right Click Tools Greyed Out

Last Modified on 2026-10-29

There are a few different reasons your Right Click Tools might be greyed out and unavailable.

> **ConfigMgr 2609 Issue Fixed**
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> Right Click Tools v5.13.2610 (released October 28, 2026) resolves an issue where customers and Community users who upgraded to Configuration Manager version 2609 saw Right Click Tools menu items greyed out in context menus when using the console extension.

Troubleshooting Steps

Here are some troubleshooting steps and workarounds to follow depending on your version of Right Click Tools.

RCT Enterprise and Community

- **Configuration Manager version 2609**: Run actions via the Right Click Tools browser extension rather than the console extension.
- **Configuration Manager version 2509**: Run Recast Software's Update-ConfigMgrConsoleBindingRedirects.ps1 script. After running the script, all Right Click Tools upgrades should function correctly.

Enterprise Edition

Right Click Tools with Recast Management Server

- **Check license validity**: Confirm that your Enterprise license remains valid by checking the License Timeframe in the Recast Customer Portal.
- **Check license status**: Verify that you have downloaded your newest license file from the Recast Customer Portal and that your license has been uploaded to the Recast Management Server. For more information on checking your license status, see View Recast Software License Details.
- **Check permissions**: Verify that the user logging into the Configuration Manager console has been added as a user or part of a group, and that the user or group has been assigned a role with the appropriate permissions in the Recast Management Server. For details on checking permissions, adding users and assigning roles in the Recast Management Server interface, see Configure Right Click Tools with Recast Management Server.

Right Click Tools Standalone

- **Check license validity**: Confirm that your Enterprise license remains valid by checking the License Timeframe in the Recast Customer Portal.
- **Check license status**: Verify that you have downloaded your newest license file from the Recast Customer Portal and that your license has been added in the Configure Recast Console Extension application. If the problem persists, copy the license file directly to `C:\ProgramData\Recast Software\Licenses` and restart the console. For more information on checking your license status, see View Right Click Tools Standalone License Details.

Community Edition

- **Check license validity**: Verify that you have a file named `RecastRCTFree.license` in the **Licenses** folder located at `C:\ProgramData\Recast Software\Licenses`. This file provides licensing information to enable the Community Version of the tools. If the file is corrupt, remove it and reinstall Right Click Tools to return the license file to the appropriate folder. If the file is missing, reinstall Right Click Tools.

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