Tools Grayed Out

There are a few different reasons your Right Click Tools might be grayed out and unavailable. Here are some troubleshooting steps to follow depending on your version of Right Click Tools.

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 Portal.

- **Check license status**: Verify that you have downloaded your newest license file from the Recast 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 Portal.

- **Check license status**: Verify that you have downloaded your newest license file from the Recast 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.