RECAST SOFTWARE

Configuration Manager Version 2207 Compatibility

Last Modified on 04.15.24

If you've upgraded to version 2207 of Configuration Manager, you may be experiencing compatibility issues with Right Click Tools.

Indications of the problem:

- **Method not found** error when attempting to run a dashboard
- Right Click Tools actions not working when the **Run in ConfigMgr Console Process** option is selected in the Configure Recast RCT application
- Configuration Manager console crashes when right-clicking on devices returned by dashboards

Resolution:

Recast Software Version 5 fixes the indicated problems when using Right Click Tools with Configuration Manager version 2207. You can download Version 5 releases from the Recast Portal.

If not currently planning an upgrade to Version 5, try the **Troubleshooting** & **Work-around steps** below.

Troubleshooting steps:

- Ensure that **Run in ConfigMgr Console Process** is disabled on the **General** tab in the Configure Recast RCT application.
- Add the following text to the **<runtime>** area of the configuration file located at `C:\Program Files (x86)\Microsoft Endpoint Manager\AdminConsole\bin\Microsoft.ConfigurationManagement.exe.config`. The text must be added to the configuration file anywhere the console is installed. Making this change on the Recast Management Server will not resolve the issue locally.

```
<assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
  <dependentAssembly>
    <assemblyIdentity name="System.Threading.Tasks.Extensions" publicKeyToken="cc7b13ffcd2ddd51" culture="neutral" />
    <bindingRedirect oldVersion="0.0.0.0-4.2.0.1" newVersion="4.2.0.1" />
  </dependentAssembly>
</assemblyBinding>
```

```
<runtime>
  <AppContextSwitchOverrides value="Switch.UseLegacyAccessibilityFeatures=false;Switch.UseLegacyAccessibilityFeatures.2=false;Switch.UseLegacyAccessibilityFeatures.3=false;Switch.System.Drawing.DontSupportPngFramesInIcons=false;Switch.
  <assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
    <dependentAssembly>
      <assemblyIdentity name="Newtonsoft.Json" publicKeyToken="30ad4fe6b2a6aeed" culture="neutral" />
      <bindingRedirect oldVersion="0.0.0.0-13.0.0.0" newVersion="13.0.0.0" />
    </dependentAssembly>
  </assemblyBinding>
  <assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
    <dependentAssembly>
      <assemblyIdentity name="System.Threading.Tasks.Extensions" publicKeyToken="cc7b13ffcd2ddd51" culture="neutral" />
      <bindingRedirect oldVersion="0.0.0.0-4.2.0.1" newVersion="4.2.0.1" />
    </dependentAssembly>
  </assemblyBinding>
</runtime>
```

Work-around steps:

- **Export to CSV**: After running a dashboard, click **Export to CSV** in the bottom right corner of your dashboard to export the results in the table which includes your column headers.

- **Use Right Click Tool actions outside of the dashboards** : Right-click directly on a device, user, or collection to access your Right Click Tools menu and launch any action.

- **Combine these two strategies:** Use the **Export to CSV** option from the dashboards then right-click on the desired devices (outside of the dashboards) to perform actions.