Recast

Logs for Insights

Last Modified on 2026-07-17

When troubleshooting, Recast Support may ask you for information from the logs. This section includes information about where logs are stored, and how to get them to us.

EI Support Tool

The EI Support Tool is a PowerShell script that collects all client side logs associated with Insights into one .zip file. It should be run on any device that has a Recast Agent with Insights installed. The tool makes it easy to provide our Support team with all the information they require for troubleshooting EI issues.

NOTE: This tool is not intended for Recast Management Server or Configuration Manager settings. For those, see our RMS Support Tool.

To run the Insights Support Tool:

1. Download the EI Support Tool PowerShell script: EISupportTool.zip
2. Open PowerShell as an Administrator and navigate to the folder where you've located the script.
   Example: `Set-Location -Path "C:\Users\<YourUserAccount>\<FolderWhereScriptIsLocated>"`
3. Run the following command: `"PowerShell.exe -ExecutionPolicy Bypass -File '.\ei-support-tool.ps1'"`

Send the resulting **EILogs.zip** file to the Support Engineer who requested the logs. You can also send the file to Recast Support, if you're in the process of opening a ticket.

Insights Setup Logs

Here's where to find Insights Setup Logs and how to send them to our Support Team.

Setup Log Location

Since Insights must be installed on your primary site server, the setup logs are located there at **`C:\ProgramData\Recast Software\Logs`**.

Log Name	Description
Endpoint Insights.log	• Provides details about the Insights setup. • Located in either the ConfigMgr Agent log location or %temp%. • Exact log location is displayed on the main installation screen during Insights setup.
%temp%\EI_Uninstall.log	• Provides details about the Insights uninstall. • Located in the %temp% folder for whoever installed Insights. • Exact log location is displayed on the completed screen when uninstalling Insights.

To send Insights Setup logs to Recast Support:

1. In the Logs folder, select all setup logs showing more than 0 KB.
2. Right-click and add the selected logs to a new Compressed (Zipped) File.

3. Send the file to our Support Team.

NOTE: You can also use the EI Support Tool to collect all Insights logs into a single .zip file.

Recast Proxy Logs

For Insights, only the warranty collection service runs on the Recast Management Server. Should Recast Support ask you for Recast Proxy logs to assist with troubleshooting, here's where to find them and how to send them.

Proxy Log Location

`C:\ProgramData\Recast Software\Logs`

Log Name	Description
RecastProxy_xxx.log	Information about when warranty details are submitted to the Recast Warranty service.

To send Recast Proxy logs to Recast Support:

1. In the **Logs** folder, select all Recast Proxy logs showing more than 0 KB.

2. Right-click and add the selected logs to a new Compressed (Zipped) File.

3. Send the file to our Support Team.

NOTE: You can also use the EI Support Tool to collect all Insights logs into a single .zip file.

Recast Agent Logs

A Recast Agent is used to collect inventory data for Right Click Tools Insights.

There are two types of Recast Agent logs for Insights: **Client Installation** and **Client Operation**. Should our Support Team ask you to send Recast Agent logs to assist with troubleshooting Insights, here's where to find them and how to send them to us.

Agent Log Location

`C:\ProgramData\Recast Software\Logs`

Client Installation

If a Recast Agent was installed using the Configuration Manager Application created during Insights setup, the client installation log will be located in the %temp% folder, which is typically found at `C:\Windows\Temp`.

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If you deploy a Recast Agent in another manner, logging is not enabled by default. In this case, use the normal MSI logging switches to enable Recast Agent client setup logging. The recommended settings are `/L*V %temp%\RecastAgentMSI.log`.

Log Name	Description
RecastAgentMSI<version number>.log	Provides details about the MSI installation.

Client Operation

For RecastAgent_Computer.log, RecastAgent_Monitor.log, and RecastAgent_User.log, this will always be the active log.

For RecastAgent_xxx.log, the log file with the highest version number will be the active log for Recast Agent.

Log Name	Description
RecastAgent_Computer.log	• Main Insights inventory log file.
RecastAgent_Monitor.log	• Details about computer monitor inventory, such as how it is connected.
RecastAgent_User.log	• Details about user inventory, such as ARP data for a user.
RecastAgent_xxx.log	• Details about the Recast Agent service itself.

To send Recast Agent logs to Recast Support:

1. In the **Logs** folder, select all Agent logs showing more than 0 KB.

2. Right-click and add the selected logs to a new Compressed (Zipped) File.

3. Send the file to our Support Team.

NOTE: You can also use the EI Support Tool to collect all Insights logs into a single .zip file.