EI Support Tool

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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.