RECAST SOFTWARE

EI Setup Logs

Last Modified on 08.18.25

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.