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Right Click Tools Missing from ConfigMgr After Install [\[/help/pdfexport/id/617c5c7954894973237b2545\]](/help/pdfexport/id/617c5c7954894973237b2545)

What is happening

After installing the Right Click Tools, they do not appear in the ConfigMgr console.

[\[https://docs.recastsoftware.com/features/Troubleshooting/tools-not-showing/index.html#why-is-this-happening\]](https://docs.recastsoftware.com/features/Troubleshooting/tools-not-showing/index.html#why-is-this-happening) Why is this happening

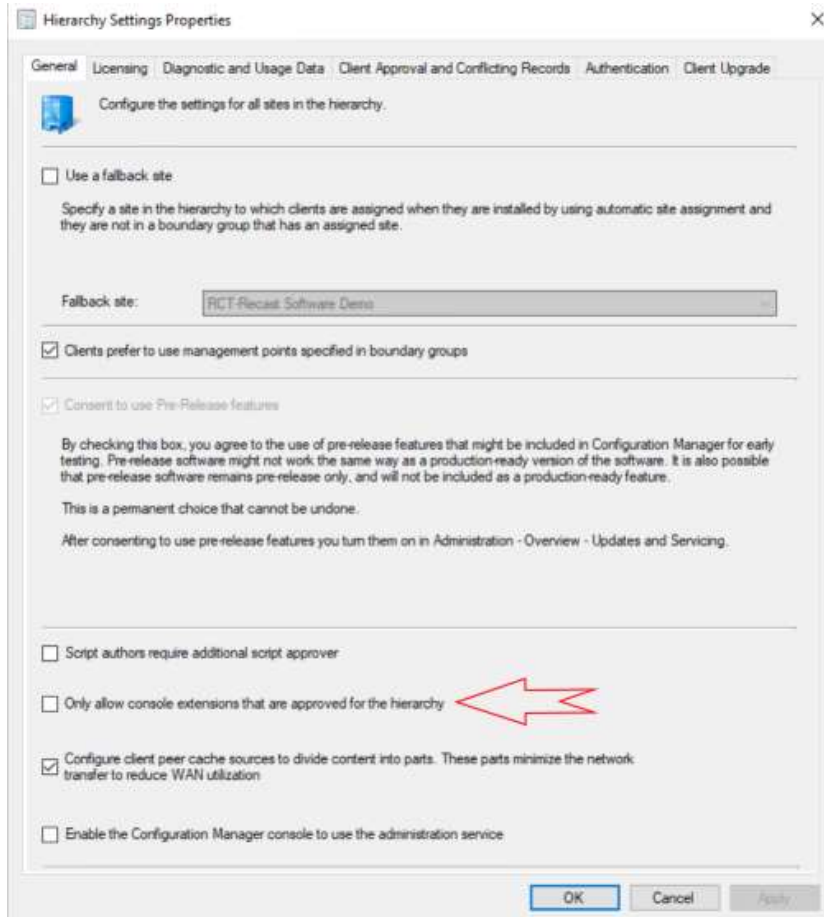
This is happening because Microsoft has changed the way that Console Extensions are allowed to display within the ConfigMgr Console. In the past, any installed extension was allowed to display. That behavior has since changed. Currently legacy console extensions (not from the Community Hub) must be configured to display their extensions.

[\[https://docs.recastsoftware.com/features/Troubleshooting/tools-not-showing/index.html#how-do-i-fix-the-error\]](https://docs.recastsoftware.com/features/Troubleshooting/tools-not-showing/index.html#how-do-i-fix-the-error) How do I fix it

To fix the error, you must go into the ConfigMgr console then to:

Administration -> Site Configuration -> Sites -> then to Hierarchy Settings from the ribbon.

Under the General tab "Only allow console extensions that are approved for the hierarchy" must NOT be selected.



(//dyzz9obi78pm5.cloudfront.net/app/image/id/617c5c7f5e4fd367237b25ed/n/1635540096985.png)

Related Articles

[Installing Right Click Tools Enterprise Standalone \(/help/installing-right-click-tools-enterprise-standalone\)](#)

[Installing Right Click Tools via the Community Hub \(/help/community-hub\)](#)

[Installing Right Click Tools Enterprise with Recast Management Server \(/help/installing-right-click-tools-with-recast-management-server\)](#)

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