CONNECT

Troubleshooting MiniAgent Cloud Connections

KEY2ACT

MiniAgent Cloud Connections

The MiniAgent must connect to two destinations at the same time using the same Network Interface.

What is the Network Interface?
You may see this referred to as the NIC, Network Adapter or Ethernet port.

This is the Network Interface, aka Ethernet port or NIC.

How do you tell if there is a connection to a network?
There must be a link to a network device, usually a switch. This is visible by the presence of a link light. The link light is the Green LED on the Ethernet port.
When the Green LED is illuminated. A link has been established.
When the Green LED is blinking, communication is occurring.

The Yellow LED indicates a 100 Mb network speed has been established. Some older networks may not provide 100 Mb speed. That is Ok. 10 Mb works also.

Green LED.

Yellow LED.

KEY2ACT

MiniAgent Cloud Connections

What if the Green and Yellow LEDs on the Ethernet port do not illuminate?

Green LED.

Yellow LED.

The MiniAgent may not have power connected.
Look for the Power LED. It is on the other end. It is the red one. If the Red LED is not illuminated the MiniAgent does not have power. Check the power supply. Replace if needed.

If the Red LED is illuminated but the Green LED on the Ethernet port is not, the network cable may be defective, try replacing the cable.

Red LED.

KEY2ACT

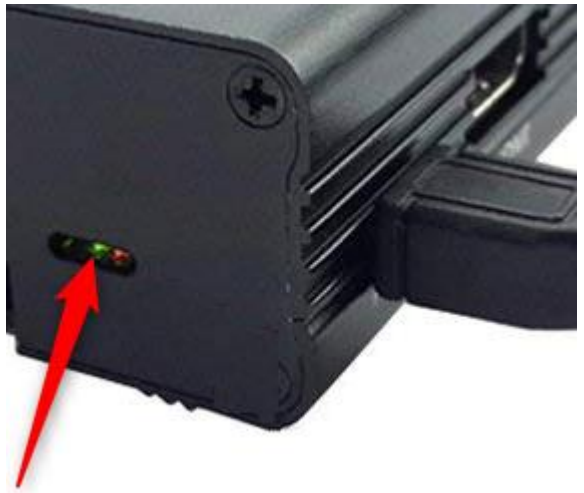
MiniAgent Cloud Connections

What if the Green LED on the Ethernet port and the Red LED on the back are illuminated but still no connection.

Lets look at the Green LED on the back, visible through the same slot in the case as the Red LED on the back.

This Green LED should blink when the SD card is being accessed. During normal operation this should blink at least once every 3-4 seconds. Depending on the activity (such as boot or logging) it may blink much more than this. If the Green LED isn't blinking at all, try cycling power. If it still doesn't blink, but the Red LED is lit, that indicates the SD card isn't being read properly.

1. Important! R**emove power first!**
2. **Remove** and re-insert the micro SD card. If this doesn't help, the SD card may be bad and the MiniAgent should be returned.



KEY2ACT

MiniAgent Cloud Connections

Still no connection?

Let’s explore for information.

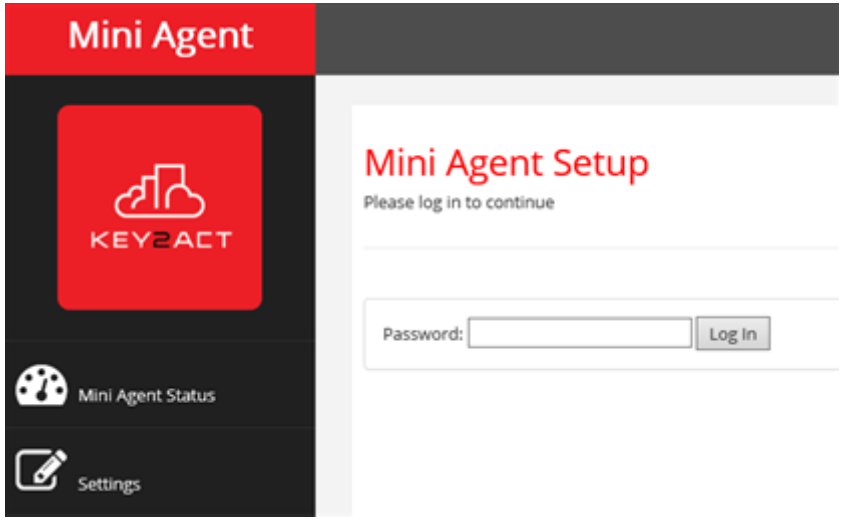
First we must connect to the MinAgent’s WiFi network.

Start up your PC’s WiFi adapter and look for a WiFi SSID whose name starts with K2A. Connect to that SSID.

The password is c0nnecT7.

Once you are connected, open your browser and enter the address of 192.168.7.1:57000

The password in this window is also c0nnecT7, login.



KEY2ACT

MiniAgent Cloud Connections

Once you are logged in, the Mini Agent Status window will open.

DO NOT use the 'Restore to Factory Defaults' from the Web Setup screen.

If the Mini Agent has been updated to the latest version and the Factory reset is performed, the Mini Agent will not come back.

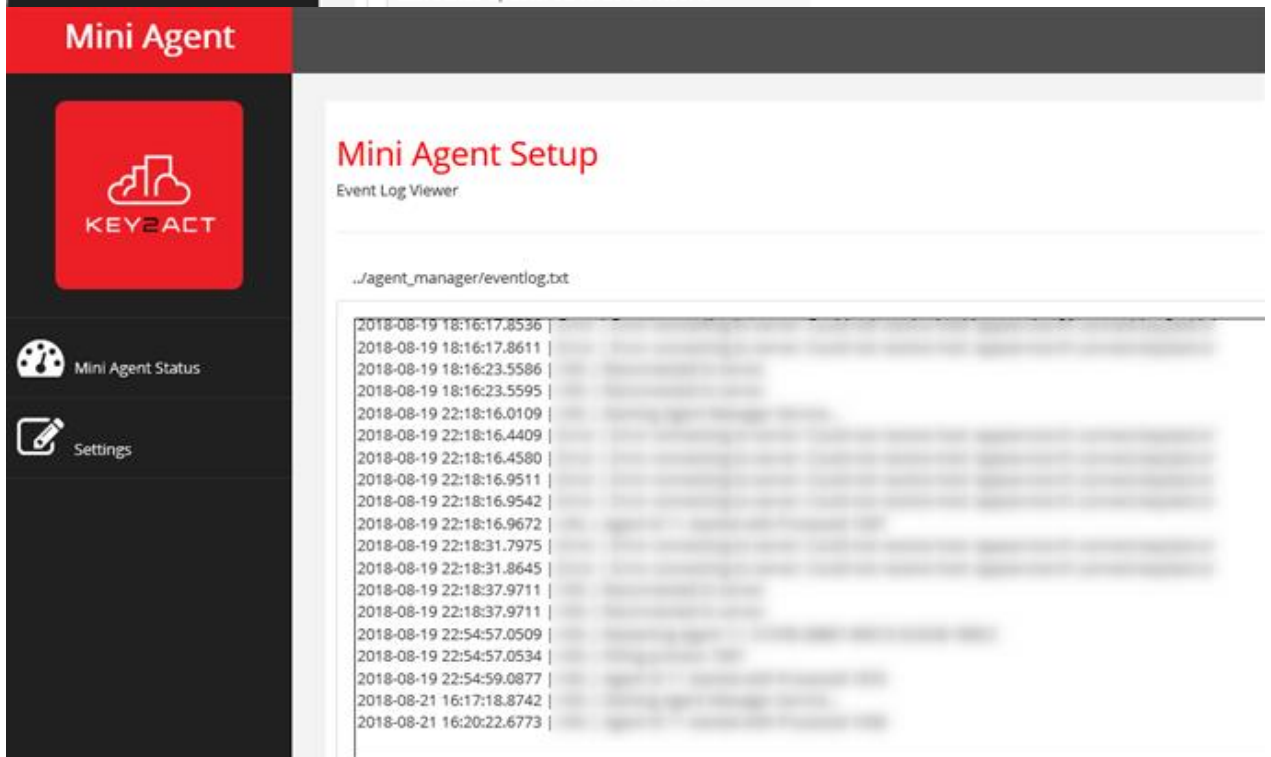
Scroll to the bottom of the page and double click on eventlog.txt

The Mini Agent Setup Event Log Viewer will open.

Scroll to the bottom. The most recent events are displayed there. Collect a screen capture of this information to pass on the Connect Support.

If you see repeated and continuous recent items such as;
Error connecting to server:
This indicates that the ports and or URLS to the Key2Act servers may not be open through the network. Contact the IT department and ask about the ports and Urls identified in web page URL below;

https://docs.key2act.io/k2adocs/connect2018/connect-user-guide/connect-remote-connectivity



KEY2ACT

MiniAgent Cloud Connections

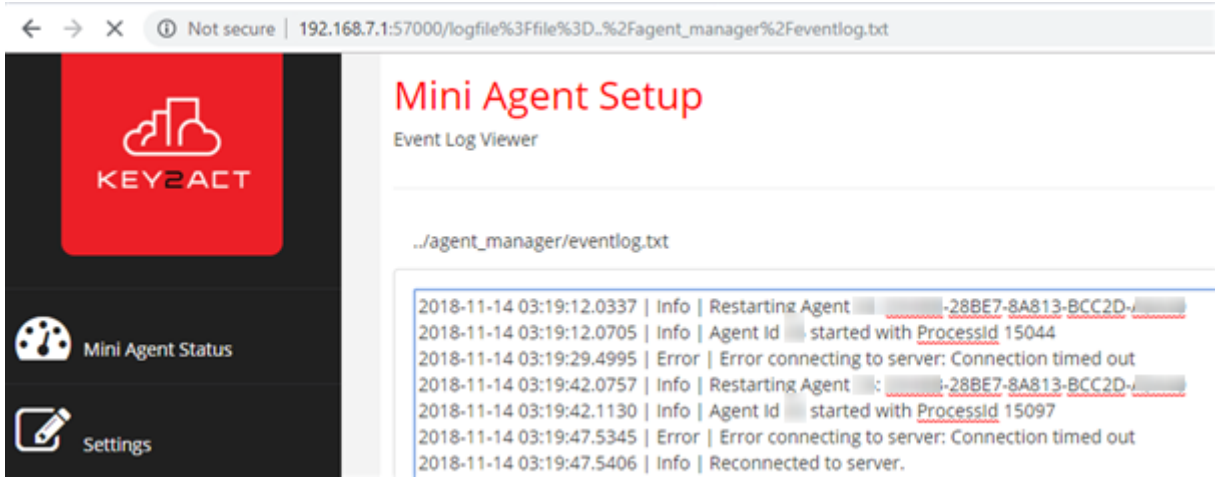
Note:
During the update process there may be point in time where the Status page event log does not display correctly. A failure to completely update is usually caused by a need to reboot or an inability to connect one or more cloud server(s). There are 2 URLs that may be used to collect the MiniAgent status during that time period.

The first URL event log contains a restarting message that provides the Agent ID number, the Agent serial number, and a started confirmation. This information is provided only if the MiniAgent successfully licensed. If it could not connect to the licensing server this log may be blank or produce different information.

http://192.168.7.1:57000/logfile%3Ffile%3D..%2Fagent_manager%2Feventlog.txt (Note that there is an underscore "_" between *agent* and *manager*.)

The text below is an example of the information from the first event log:
2018-11-26 07:54:04.2069 | Info | Restarting Agent 99: ZZZ99-28BE7-8A813-BCC2D- A9Z99
2018-11-26 07:54:04.2410 | Info | Agent Id 99 started with ProcessId 1697

This URL event log is the one normally displayed from the MiniAgent Status page.



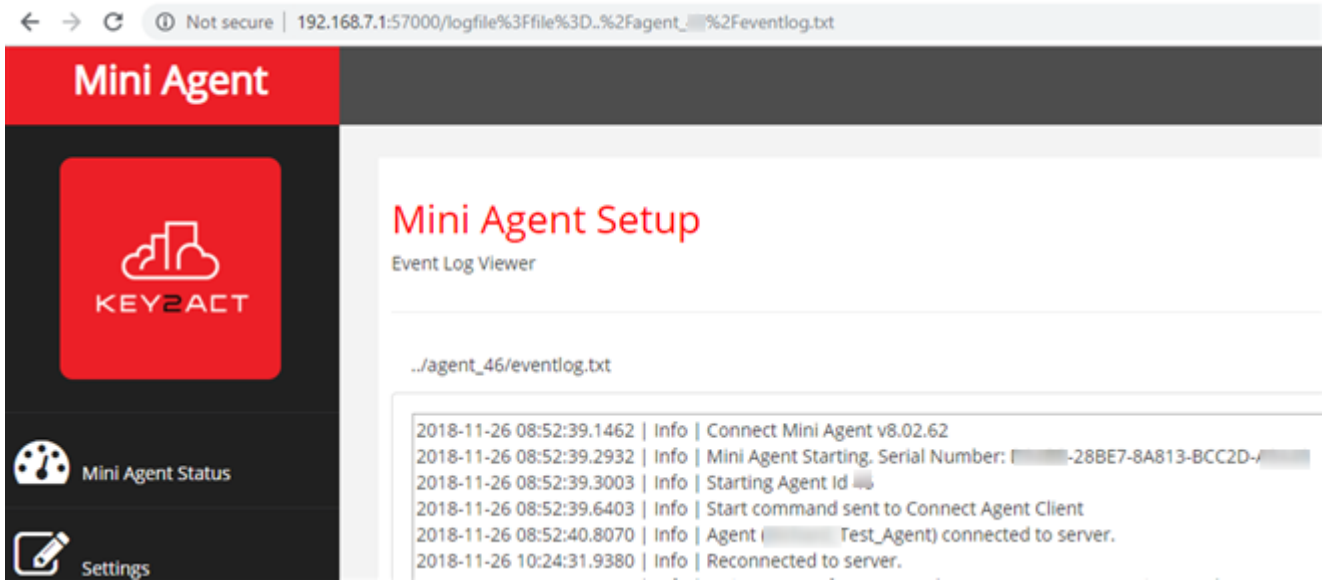
MiniAgent Cloud Connections

The second URL requires the Agent ID number. This number is provided in the previous URL message string. The second URL is identical to the first, however you will replace *manager* with the agent ID number provided in the first URL message text. In the previous example, the Agent Id number is 99. So in my example below, I replaced the word *manager* with the number *99*. The correct number in your case will be the Agent ID number of your Agent.

http://192.168.7.1:57000/logfile%3Ffile%3D..%2Fagent_99%2Feventlog.txt (Note that there is an underscore "_" between *agent* and Agent ID *number*.)

The text below is an example of the information from the second event log:
2018-11-26 07:54:07.3617 | Info | Connect Mini Agent v8.02.62
2018-11-26 07:54:07.5067 | Info | Mini Agent Starting. Serial Number: ZZZ99-28BE7-8A813-BCC2D-A9Z99
2018-11-26 07:54:07.5142 | Info | Starting Agent Id 99
2018-11-26 07:54:07.8632 | Info | Start command sent to Connect Agent Client
2018-11-26 07:54:09.4509 | Info | Agent (Test_Agent) connected to server.

This URL event log is the one normally displayed in Connect on the MiniAgent Properties page, Event Log side tab. Also from the Home page right click on the agent and select Agent Event Log.



KEY2ACT

THANK YOU

KEY2ACT