

Agent not responding after IP or hostname change

If Uptime Infrastructure Monitor has difficulty communicating with agents that have had their IP address or hostname changed, follow these steps to debug the issue:

1. Confirm that the Uptime Infrastructure Monitor hostname of the agent matches the new hostname or IP address.
2. Try adding the full domain name to the hostname if it is not already entered.
3. Restart the Uptime Infrastructure Monitor data collector.
4. Confirm that the monitoring station is able to properly resolve the new IP / hostname by running the following commands from the monitoring station:
 - > nslookup <hostname>
 - > ping <IP returned from the above>