Ensuring that a non-Windows agent is listening

When you install an Uptime Infrastructure Monitor agent, it is added as a service. On operating systems other than Windows, the agent only performs an action when it receives a request from the Uptime Infrastructure Monitor Monitoring Station. At all other times, it listens for requests.

If you suspect that an agent is not listening, follow the steps in this article.

Polling the Agent

If you suspect that an agent has a problem, poll the agent from within the Uptime Infrastructure Monitor web interface to display its output and forward the results to Uptime Technical Support.

To poll an agent:

1. In the GlobalScan or My Infrastructure tab, click the name of the system on which the suspected problem agent is installed.
2. In the Tree panel, click the Info tab and then click Poll Agent.
   If the agent is working properly, output similar to the output below should be displayed:

```
Host: Ginger
Network Hostname: ginger.idera.com
Agent Port: 9998
Using SSL?: false
>>> ver
up.time agent 3.7.2 linux
>>> sysinfo
SYSNAME=ginger
DOMAIN=idera.com
ARCH="Linux ginger 2.4.21-4.ELsmp #1 SMP Fri Oct 7 17:52:56 EDT 2016 i686 i686 i386 GNU/Linux"
OSVER="RedHat 3(Taroon 2.4.21-4.ELsmp i686)"
NUMCPUS=1
MEMSIZE=269768
PAGESIZE=3072
SWAPSIZE=522104
GPGSLO=0
VXVM=""
SDS=""
LVM=""
HOSTID=7f0100
CPU0=" 0 0 0 2995.743 0 Intel(R)Xeon(TM) 8 "
VMWARE=1 VMUUID=564dbd2b25d24511f334879ce61b51e3
>>> sadc_cpu 200612211242,0,1,0,8208,369072,0,0,0,0,0,0.00,0.00,0,0,0,0.00,0,0,0,76,0,0, 0,0,0,0
```

   Otherwise, the following error message will be displayed:
   `ERR: Unable to contact Agent`.