Failed to Get Configuration message from Linux Agent

This knowledge base article provides a workaround for the most common cause of the *Failed to get configuration from agent* error with Linux agents, which occurs when there is unexpected or malformatted data returned from the agent. With Linux agents, the issue is most commonly related to file system metrics.

To identify where the issue is occurring, it is best to use the Poll Agent tool, if the system has already been added to Uptime Infrastructure Monitor, or the Agent Scanner, if it has not. The Agent Scanner can be run with the following steps:

1. Click the dropdown button beside your username in the top right corner of the UI and select Support.
2. Click Agent Scanner link (around the middle area of the window).
3. In the new window, enter the hostname, select Uptime Agent and enter port 9998.
4. Check each of the Agent Command boxes.
5. Click the Query button.

It is best to have an IDERA Support Engineer assist in reviewing the output of the Agent Scanner output but if you see a line similar to the following under the df-k function, then the workaround below should resolve it.

```
df: `/root/.gvfs': Permission denied
```

Workaround:

- On the Linux system, browse to the /opt/uptime-agent/bin directory and open the df-k.sh script for editing.
- Update the line that says DFBIN="df -lk" TO DFBIN="df -lk -x fuse.gvfs-fuse-daemon"
- Save and exit the file editor.

If the Linux system was already added to Uptime Infrastructure Monitor, you can click the Rescan Configuration button to properly read in the file systems. Within 10 - 15 minutes you will be able to generate graphs for the recently collected file system metrics.

If you were previously unable to add the Linux system to Uptime Infrastructure Monitor, you should now be able to.