

Unable to contact agent

When attempting to add a new element to Uptime Infrastructure Monitor, this error indicates that the monitoring station was unable to contact the target agent using the IP address, Port and SSL information you have entered.

This condition can generally be resolved by verifying the following points:

- Is there an agent installed on the target server?
- Is there a firewall between the monitoring station and agent that is blocking the agent port? Note that the default port is 9998.
- Does the target server have a local firewall (e.g. iptables or windows firewall) that may need to be updated?