**Example 2: Problem & How to Create a Ticket**

**You install new agents and find that the agent is not checking in (shows up grey/disconnected).**

**You verify the basics, agent is installed and running and the machine has an internet connection.**

**We go to the Knowledge base and find the following post:**

<http://community.kaseya.com/kb/w/wiki/kaseya-agent-troubleshooting-check-in-problems.aspx>

**It states the following as causes:**

There are four possible causes:   
1) Agent service (agentmon.exe) has failed or is no longer running  
2) Agent is unable to connect to Kaseya server on agent check-in port (5721 by default)  
3) Agent licence count has been exceeded on the server  
4) A new Agent is unable to auto-create an account on the server

**And the following resolution possibilities:**

First check the agent log file (c:/program files/kaseya/agent/kaserror.log) to see if the reason for failure has been logged.  
  
To identify and troubleshoot each of the above scenarios: -  
  
1) Check that "agentmon.exe" is running in task manager  
- if agentmon.exe isn't running, click start -> programs -> Kaseya -> agent. If the process still does not appear in task manager, check the system event logs to see if the process failed to load correctly. If you cannot get it to load, uninstall and reinstall the agent.  
  
2) Check that you can connect to the Kserver on the agent check-in port: -  
- right click on the Agent systray icon and select "Set Account", make a note of the server address  
- from a command prompt type "telnet <server address> 5721", you should see a blank screen if the connection is successful  
- if you see a message such as "Could not open connection to the host, on port 5721: Connect failed" then a network issue is preventing communication  
- use [this KB article](http://portalgc.knowledgebase.net/articleRedirect.aspx?aid=270133|) to diagnose further if you have a connectivity issue  
  
3) Check System tab > Licence Manager to ensure installed agents count does not exceed licence count  
- if count has been exceeded then no agents will be able to check in until you delete sufficient licences to bring the count within the licence limit  
  
4) If this is the reason for failure, it should be reported in the agent log  
- go to System tab > Check-in Policy and check that the group the agent is trying to check into is enabled for auto-creation. If this is not enabled, new agents will be unable to check-in and create an account for themselves  
- if the group is enabled for auto-create but you still get this problem, try installing a package pointing to a different group to see if the problem is group-specific  
- if auto-create does not work for any groups, use the test utility in [this KB article](http://portalgc.knowledgebase.net/articleRedirect.aspx?aid=280006|)to check localhost connectivity on the Kserver  
- as a workaround, create the account manually using Agent tab > Create to allow the new agent to check in.

**You verify all of the possibilities do not correct the error and it is still not checking in. In the post it states the following steps to perform if we are unable to correct the issue.**

If none of these steps resolve the problem, please raise a support ticket and include the following information: -  
  
1) zip file containing the following files from the agent install directory (c:/program files/kaseya/agent): -  
- kaserror.log  
- kasagent.log  
- kaseyad.ini  
- output from network connectivity test and localhost curltest utilies  
2) screenshot of System tab > License Manager showing agent license count  
3) screenshot showing System tab > Check-in Policy for the group in question

**When filling a ticket we want to make sure we include all relevant information.**

**In this case we would include the machine name, best way to connect to the machine in question. If a meeting is required to work on the machine we would mention that in the ticket.**

**Mention all steps that were followed including any screenshots of outputs and results.**

**In this case the KB article has recommended files to include with the ticket submissions so we would go ahead and include those files.**

**Remember that there is no such thing as too much information, and the more information that is supplied at the beginning of the process means, the faster your ticket can be worked and resolved.**