A screenshot of a computer error message

AI-generated content may be incorrect.

Error during remote agent communication  
error during agent communication

This refers to connection to the agent you are trying to establish is not up and running or there is network connectivity issue.

There can be few explanations of this error  
  
Things to check  
  
1. if the agent used in your process, while importing or while doing a connection test is up and running

2. check your network connection

3. give the process / import / connection test to agent a retry sometimes the agent can just be slow to process the request

How to check

1. On the left-hand side listed drop down agent click on your agent   
   1.1 It shown a small cross next to the agent and in the definition will state “the agent is currently offline. Please start the agent
   1. it lists the details of your agent means you agent is up and running but still if error is received you must check the actual agent
2. steps to check the agent is running  
   2.1. windows: Agent is started in services or manually running in CMD using tcscript -a on the RDRS installed path
   1. Linux/Unix: running tcscript -a on the RDRS installed path
   2. Z/os: if having either a direct access using zos or DB2 connect there must be an agent job defined in Mainframe display emulator. Find the job is running or not by giving S.ST and s yourjobname. Here assuming you know the name of the agent job. Give a S on the job and you will be able o see the details of connection.
3. Run the agent

3.1. windows: start the agent in services or go to your RDRS installation path in CMD and give tcscript -a to start the agent manually

3.2. Linux/Unix: run tcscript -a on the RDRS installed path to start the agent . if any error code appears it means either the agent is already running or having other issues to start the agent

3.3. Z/os : If the agent job is known,  
1. login into mainframe emulator

2. give 3.4 – to go to your library of the job

3. give first qualifier.\* or the exact library in Dsname level.. and enter

4. select your library by giving V or E select the Agent job by again giving V or E and ‘sub’ in the command line if no MAXCC code or abend you job is up and running

5. check the job is running but navigating to s.st and s yourjobname (connection should be established)

3.4. z/os : if the agent job is not known

You can go through the below link to setup the direct access for DB2   
section to go through: Input source:DB2

[RDRS Training Modules - Rocket Data Space - Rocket Software Wiki](https://wiki.rocketsoftware.com/pages/viewpage.action?spaceKey=Shadow&title=RDRS+Training+Modules)