



## Agent

This is a required component to any system or edge device that you would like to be monitored by the xConnect Remote Management Platform.

This agent is responsible for collecting health information (also called telemetry) as well as securely facilitating remote management features.

graph LR A(Edge Devices) --> B(Agent) B --> A B -->|MQTT - Port 1883| C(Gateway) C -->|SSL - Port 443| D(xConnect Cloud Dashboard - Azure); style B fill:#04acec linkStyle default stroke-width:2px,fill:none,stroke:black;

## Download

The latest version of the Agent installation executable is available on our download repository:

[downloads.senecaxconnect.com](https://downloads.senecaxconnect.com)

## Installation

1. Download the latest xConnect Agent from the Downloads Repository
2. Extract zip file
3. Right-click on the setup file and select 'Run as Administrator'
4. Proceed through installer, accepting all prompts
5. Open Windows Service Manager and verify "xConnect Agent Core" service exists and is **Running**

### Note

Step 3 is important! The background services may fail to install if the installer is not ran with elevated privileges!

## Windows Service

The Agent consists of a single background Windows Service, the **xConnect Agent Core**.

The Agent Core service is responsible for the following functions and modules:

### Telemetry Engine

This function is the telemetry collection engine that continuously polls various sensors throughout the system. It is also responsible for transmitting this telemetry to the Secure Gateway.

**Telemetry Collection and Submission occurs every 2 minutes (every even minute).**

## VMS/CMS Integration Module

This module is the telemetry collection engine that continuously polls supported Video Management Systems or Content Management Systems for health and additional meta data of connected IP cameras (VMS). It is also responsible for transmitting this telemetry to the Secure Gateway.

**Telemetry Collection and Submission occurs every 2 minutes (every odd minute).**

## Auto-Updater Module

This module handles touchless over the wire updates of the Agent. An update package can be delivered to the Secure Gateway, and the Agent will automatically download and install this update unattended.

**Checks for updates every 5 minutes**

## Agent Web Interface

This module provides a local (or LAN accessible) web interface for managing and configuring the Agent. Starts Automatically as part of the Agent Core and is accessible from the local machine @ <http://localhost:8885> or on a networked machine @ [http://IP\\_OF\\_SERVER:8885](http://IP_OF_SERVER:8885)

### Note

This web interface is required to enable Cloud support and configuration of the gateway connection!

## Remote Command Module

This module handles remote commands that are securely received through the gateway. It is responsible for executing and tracking status of remotely triggered commands. Commands or scripts that are currently supported are Windows CMD and Windows PowerShell.

## Agent RESTful API

This module provides a mechanism for 3<sup>rd</sup> party applications to ingest or transmit telemetry in and out of the Agent.