# Troubleshooting the ESET Management Agent in ESET PROTECT

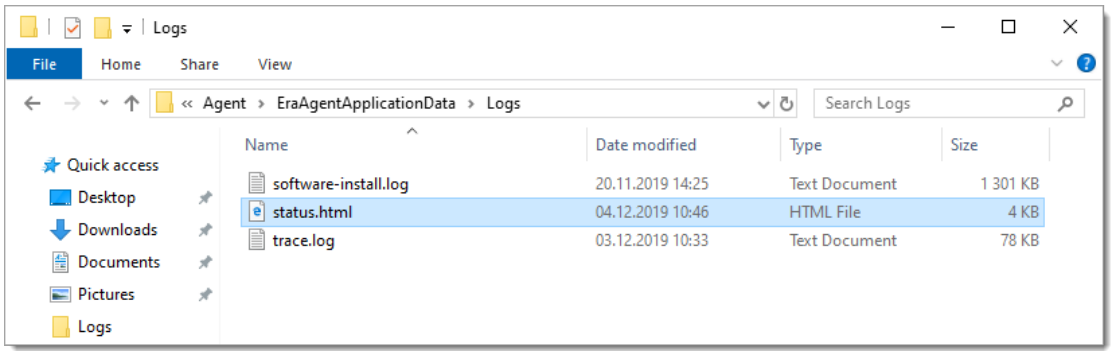
Steef | ESET Nederland - 2021-05-26 - Comments (0) - Diagnostics

## Issue

- You have successfully installed the ESET Management Agent, but it has trouble connecting to the ESET PROTECT Server
- Incorrect hostname in the certificate
- ESET PROTECT Server cannot be reached
- Revoked Certification Authority
- Management Agent installed using an incorrect certificate

## Details

See the list of all Management Agent log files in the documentation. This article shows error statuses from the status.html file.




See the example of a Status log with no issues:

| Scope | Time | Text |
|---|---|---|
| Dynamic groups | [redacted] 09:37:35 | Device is member of 3 dynamic groups:<br>• [redacted] |
| Last authentication | [redacted] 09:39:20 | Enrollment OK |
| Last replication | [redacted] 09:38:22 | OK |
| Last successful replication | [redacted] 09:38:22 | OK<br>• Successful replications: 19942<br>• All replication attempts: 19942<br>• Connection: 10.1[redacted]:2222<br>• Scenario: REGULAR |
| Peer certificate | [redacted] 12:23:20 | OK<br>• Agent peer certificate with subject 'CN=Agent at *, C=US' issued by 'CN=Server Certification Authority, C=US' with serial number '014[redacted]' is and will be valid in 30 days |
| Policies | [redacted] 13:57:20 | Applied policies:<br>• Antivirus - Balanced |
| Product | [redacted] 13:26:26 | Product install configuration:<br>• Product type: Agent<br>• Product version: 7.1.717.0<br>• Product locale: en_US |
| Replication security | [redacted] 13:26:32 | OK<br>• Remote host: 10.1.[redacted]<br>• Remote product: Server<br>• Remote certificate: Subject='CN=Server at *, C=US', Issuer='CN=Server Certification Authority, C=US', NotBefore=2019-Nov-19 23:00:00, NotAfter:2029-Nov-16 23:00:00, Serial=016a1[redacted] SHA256=c976e7424cf7ab7a3a29bde3012a903a642[redacted], SubjectKeyIdentifier=789f5[redacted], AuthorityKeyIdentifier=1b3[redacted] |

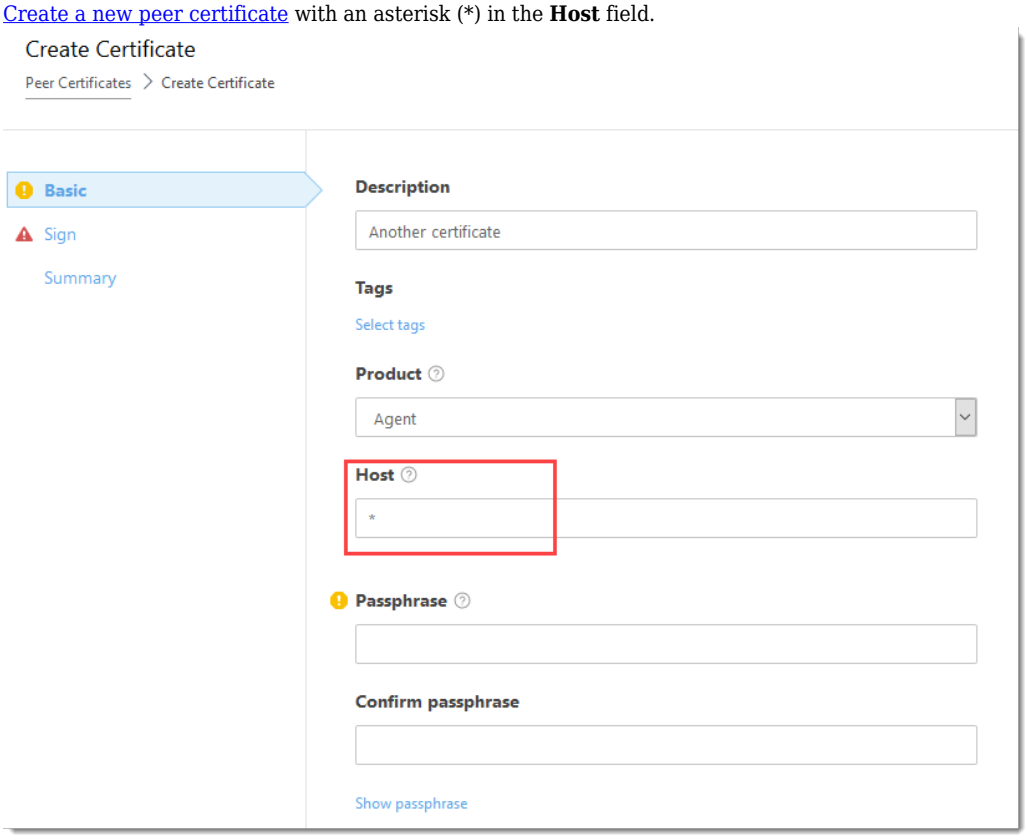
## Solution

## Incorrect hostname in the certificate

If the hostname in your peer certificate is different from the hostname of the ESET PROTECT Server from the address where the Management Agent is connecting to, you get the following error:

| Scope | Time | Text |
|---|---|---|
| Dynamic groups | [redacted] 10:44:36 | Device is not member of any dynamic group |
| Last authentication | [redacted] 10:46:15 | Enrollment OK |
| Last replication | [redacted] 10:46:22 | ERROR: InitializeConnection: Initiating replication connection to 'host: "10.1.[redacted]" port: 2222' failed with: Request: Era.Common.Services.Replication.CheckReplicationConsistencyRequest on connection: host: "10.1[redacted]" port: 2222 with proxy set as: Proxy: Connection: :3128, Credentials: Name: , Password: ******, Enabled:0, EnabledFallback:1, failed with error code: 14, error message: **Endpoint read failed**, and error details:<br>• Replication details: [Task: CReplicationConsistencyTask, Scenario: Automatic replication (REGULAR), Connection: 10.1.[redacted]:2222, Connection established: false, Replication inconsistency detected: false, Server busy state detected: false, Realm change detected: false, Realm uuid: fa6e6acb[redacted], Sent logs: 0, Cached static objects: 0, Cached static object groups: 0, Static objects to save: 0, Static objects to delete: 0, Modified static objects: 0]<br>• All replication attempts: 14 |

1. Create a new peer certificate with an asterisk (*) in the **Host** field.




2. Export the new certificate, then run the repair installation of the Agent (locally) and use the new certificate during installation.

## ESET PROTECT Server cannot be reached

The ESET Management Agent is not able to connect to the ESET PROTECT Server, but it was connected before.

1. Verify the following:
   - The ESET PROTECT Server is up and running.
   - The ESET PROTECT Server is reachable.
   - The network is working correctly.

| Scope | Time | Text |
|---|---|---|
| Dynamic groups | 2019-Dec-04 10:08:23 | Device is member of 3 dynamic groups:<br>• Windows computers<br>• Problematic computers<br>• Windows (desktops) |
| Last authentication | 2019-Dec-04 10:11:13 | Enrollment OK |
| Last replication | 2019-Dec-04 10:11:20 | ERROR: InitializeConnection: Initiating replication connection to 'host: "10.1. " port: 2222' failed with: Request: Era.Common.Services.Replication.CheckReplicationConsistencyRequest on connection: host: "10.1. " port: 2222 with proxy set as: Proxy: Connection: :3128, Credentials: Name: , Password: ******, Enabled:0, EnabledFallback:1, failed with error code: 14, error message: **Connect Failed**, and error details:<br>• Replication details: [Task: CReplicationConsistencyTask, Scenario: Automatic replication (REGULAR), Connection: 10.1. :2222, Connection established: false, Replication inconsistency detected: false, Server busy state detected: false, Realm change detected: false, Realm uuid: -9c61-2410f4181508, Sent logs: 0, Cached static objects: 43, Cached static object groups: 6, Static objects to save: 0, Static objects to delete: 0, Modified static objects: 0]<br>• All replication attempts: 20043 |

## Revoked Certification Authority

The Certification Authority or the Peer certificate was revoked (deleted). Communication with the ESET PROTECT Server cannot be verified.

1. Re-install the ESET Management Agent using a working certificate.

| | | |
|---|---|---|
| Peer certificate | 10:57:40 | Error<br>• Agent peer certificate with subject 'CN=Agent certificate for host *' issued by 'CN=ca2' with serial number '01 ' is invalid now (NodVerifyTrustResult: 42, NVT_NotTrusted, X509ChainStatus: 0x10000, X509CSF_PartialChain)<br>• Peer certificate may be valid but can not be verified on this machine<br>• Check time validity and presence of issuing certification authority |

## The Management Agent was installed using an incorrect certificate

You have installed the ESET Management Agent using an incorrect certificate. The Agent was unable to connect to the ESET PROTECT Server.

1. Re-install the ESET Management Agent using a working certificate and correct host address.

| Scope | Time | Text |
|---|---|---|
| Dynamic groups | [illegible] 11:09:07 | Device is not member of any dynamic group |
| Last authentication | [illegible] 11:12:01 | Enrollment failed with error: Request: Era.Common.Services.Authentication.RPCEnrollmentRequest on connection: host: "10.1[illegible]" port: 2222 with proxy set as: Proxy: Connection: :3128, Credentials: Name: , Password: ******, Enabled:0, EnabledFallback:1, failed with error code: 14, error message: Endpoint read failed, and error details: |
| Last replication | [illegible] 11:11:54 | ERROR: InitializeConnection: Initiating replication connection to 'host: "10.1[illegible]" port: 2222' failed with: GetAuthenticationSessionToken: Failed to fetch device session token in time<br>• Replication details: [Task: CReplicationConsistencyTask, Scenario: Automatic replication (REGULAR), Connection: 10.1.[illegible] Connection established: false, Replication inconsistency detected: false, Server busy state detected: false, Realm change detected: false, Realm uuid: 00000000-0000-0000-0000-000000000000, Sent logs: 0, Cached static objects: 0, Cached static object groups: 0, Static objects to save: 0, Static objects to delete: 0, Modified static objects: 0]<br>• All replication attempts: 3 |
| Peer certificate | [illegible] 11:08:04 | Error<br>• Agent peer certificate with subject 'CN=Agent certificate for host *' issued by 'CN=ca3' with serial number '0[illegible]edb01' is invalid now (NodVerifyTrustResult: 42, NVT_NotTrusted, X509ChainStatus: 0x10000, X509CSF_PartialChain)<br>• Peer certificate may be valid but can not be verified on this machine<br>• Check time validity and presence of issuing certification authority |
| Product | [illegible] 11:08:02 | Product install configuration:<br>• Product type: Agent<br>• Product version: 7.1.717.0<br>• Product locale: en_US |
| Replication security | [illegible] 11:12:01 | OK<br>• Remote host: 10.1.202.[illegible]<br>• Remote product: Server<br>• Remote certificate: Subject='CN=Server at *, C=US', Issuer='CN=Server Certification Authority, C=US', NotBefore=2019-Nov-19 23:00:00, NotAfter:2029-Nov-16 23:00:00, Serial=016a18[illegible] SHA256=c976e[illegible], SubjectKeyIdentifier=789f5f[illegible], AuthorityKeyIdentifier=1b35da[illegible] |