ESET Tech Center

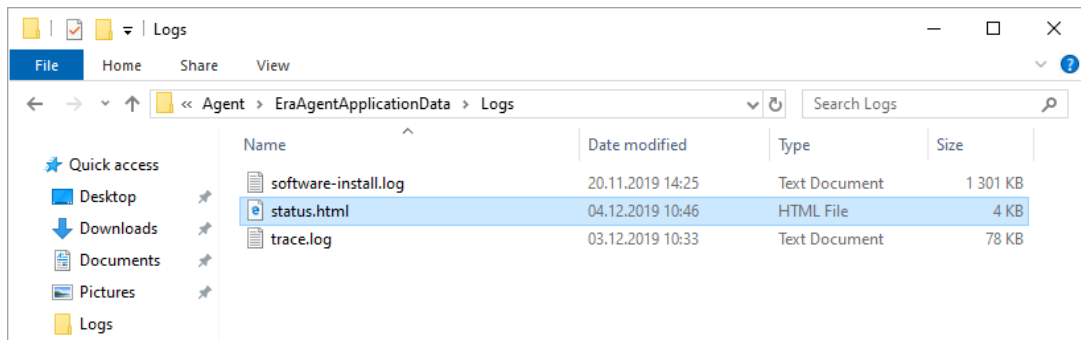## Troubleshooting the ESET Management Agent in ESET PROTECT

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	09:37:35	Device is member of 3 dynamic groups: • Windows computers • Problematic computers • Windows desktops
Last authentication	09:39:20	Enrollment OK
Last replication	09:38:22	OK
Last successful replication	09:38:22	OK • Successful replications: 19942 • All replication attempts: 19942 • Connection: 10.1.xxx.xxx:2222 • Scenario: REGULAR
Peer certificate	12:23:20	OK • Agent peer certificate with subject 'CN=Agent at *, C=US' issued by 'CN=Server Certification Authority, C=US' with serial number '014...' is and will be valid in 30 days
Policies	13:57:20	Applied policies: • Antivirus - Balanced
Product	13:26:26	Product install configuration: • Product type: Agent • Product version: 7.1.717.0 • Product locale: en_US
Replication security	13:26:32	OK • Remote host: 10.1.xxx.xxx • Remote product: Server • 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..., SHA256=c976e7424cf7ab7a3a29bde3012a903a642..., SubjectKeyIdentifier=789f5..., AuthorityKeyIdentifier=1b3...

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	10:44:36	Device is not member of any dynamic group
Last authentication	10:46:15	Enrollment OK
Last replication	10:46:22	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: **Endpoint read failed**, and error details: • 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: fa6e6acb ▓▓▓▓, 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] • All replication attempts: 14

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

Create Certificate

Peer Certificates > Create Certificate

ⓘ Basic	**Description**
⚠ Sign	Another certificate
Summary	**Tags**
	Select tags
	Product ⓘ
	Agent
	Host ⓘ
	*
	ⓘ **Passphrase** ⓘ
	Confirm passphrase
	Show passphrase

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: • Windows computers • Problematic computers • 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: • 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] • 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.

		Error
Peer certificate	10:57:40	• 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) • Peer certificate may be valid but can not be verified on this machine • 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	11:09:07	Device is not member of any dynamic group
Last authentication	11:12:01	Enrollment failed with error: Request: Era.Common.Services.Authentication.RPCEnrollmentRequest 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: Endpoint read failed, and error details:
Last replication	11:11:54	ERROR: InitializeConnection: Initiating replication connection to 'host: "10.1.___.___" port: 2222' failed with: GetAuthenticationSessionToken: Failed to fetch device session token in time • Replication details: [Task: CReplicationConsistencyTask, Scenario: Automatic replication (REGULAR), Connection: 10.1.___.___ 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] • All replication attempts: 3
Peer certificate	11:08:04	Error • Agent peer certificate with subject 'CN=Agent certificate for host *' issued by 'CN=ca3' with serial number '0_____edb01' is invalid now (NodVerifyTrustResult: 42, NVT_NotTrusted, X509ChainStatus: 0x10000, X509CSF_PartialChain) • Peer certificate may be valid but can not be verified on this machine • Check time validity and presence of issuing certification authority
Product	11:08:02	Product install configuration: • Product type: Agent • Product version: 7.1.717.0 • Product locale: en_US
Replication security	11:12:01	OK • Remote host: 10.1.202.___ • Remote product: Server • 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_____, SHA256=c976e_____, SubjectKeyIdentifier=789f5f_____, AuthorityKeyIdentifier=1b35da_____