



## Troubleshooting: Windows Agent



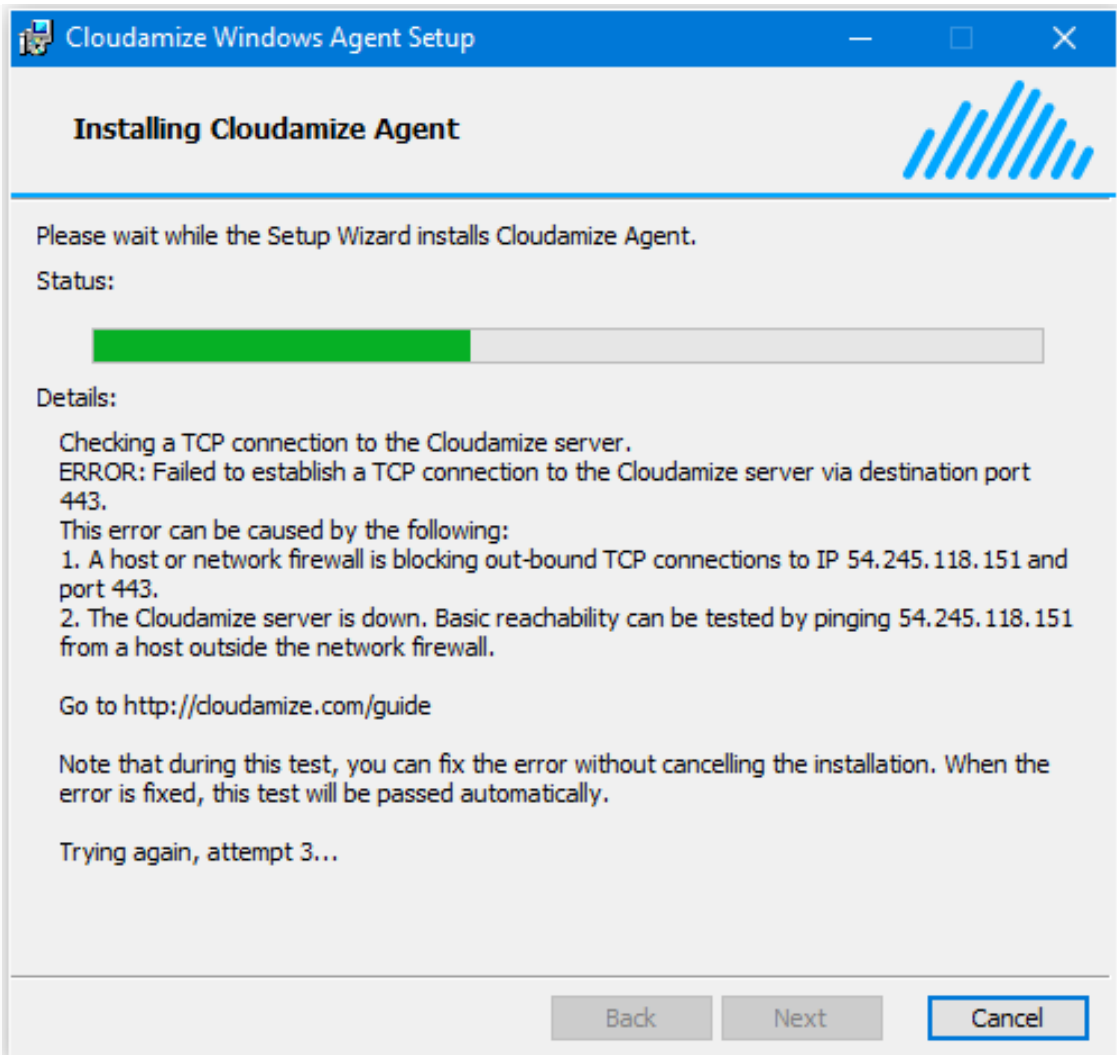
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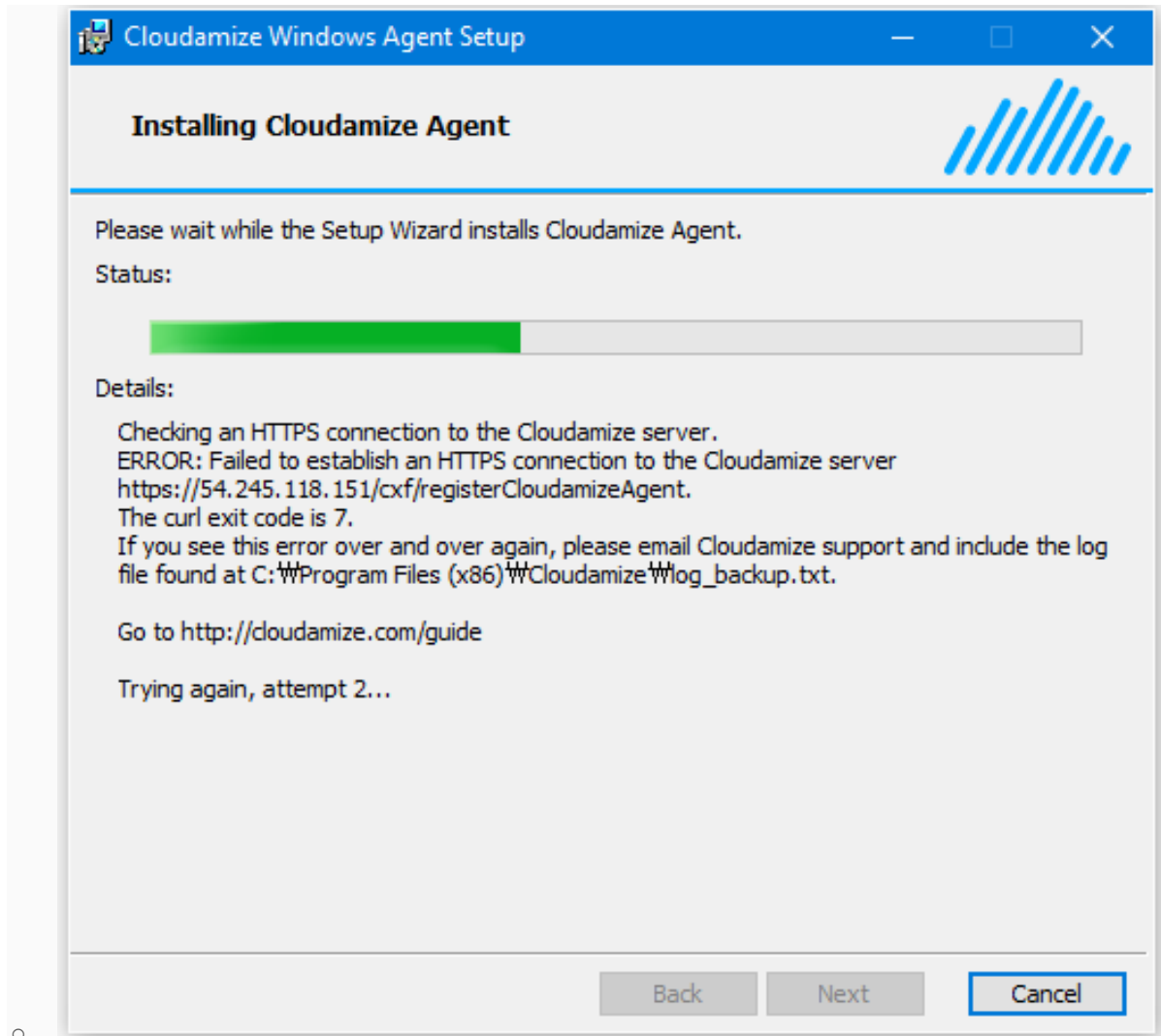
## TCP or HTTPS Connection Failure To Cloudamize Server

When you encounter the following error messages, you need to check network connections to our Cloudamize server manually.

- **TCP** connection failure



- **HTTPS** connection failure



## Diagnosis of Network Connection

- **Ping test**

- Run Command Prompt: Ctrl + R and type in cmd
- Run ping command

```
ping 104.197.11.97
```

- If a connection with this command fails (e.g., output: Request timed out.), please check the list below.
  - A host firewall is blocking the out-bound **ICMP** connection to 104.197.11.97
  - A network firewall (e.g., firewall in a gateway host or a router) is blocking it.
  - A firewall on Cloudamize server is blocking the in-bound **ICMP** connection from the host.
  - Cloudamize server is down.

- **TCP connection test**

- Run telnet command. Telnet is not installed by default in some windows version. In that case, please follow the instructions shown in [http://technet.microsoft.com/en-us/library/cc771275\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/cc771275(v=ws.10).aspx)

```
telnet 104.197.11.97 443
```

- If a connection with this command fails (e.g., output: Connecting To 104.197.11.97...Could not open connection to the host, on port 443: Connect failed), please check the list below.
  - A host firewall is blocking the out-bound **TCP** connection to 104.197.11.97 and **port 443**.
  - A network firewall (e.g., firewall in a gateway host or a router) is blocking it.
  - A firewall on Cloudamize server is blocking the in-bound **TCP** connection from the host.
  - Cloudamize server is down.
- **HTTPS** connection test
  - Test with a web browser.
    - Go to <https://104.197.11.97/cxf/test>
    - If you see a certificate error (e.g., Chrome: "Your connection is not private"), it means that HTTPS connection was successful.
      - To retrieve an actually web page from that URL, click "Advanced" and then click "Proceed to 104.197.11.97 (unsafe)"
      - The web page will show "Server is up and running!".
    - If you see a page error (e.g., Chrome: "This webpage is not available"), the HTTPS connection failure occurred. please check the list below.
      - A host firewall is blocking the out-bound **HTTPS** connection to 104.197.11.97 and port 443.
      - A network firewall (e.g., firewall in a gateway host or a router) is blocking it.
      - A firewall on Cloudamize server is blocking the in-bound **HTTPS** connection from the host.
      - Cloudamize server is down
  - Test with curl program
    - - To do this, note that you should not cancel the Cloudamize Agent Installation.
      - Run Command Prompt as administrator: Right clicking on Command Prompt and selecting "Run as administrator".
      - Go to the following directory
        - 32 bit machine: cd C:\Program Files
        - 64 bit machine: cd C:\Program Files (x86)
      - Take ownership of Cloudamize directory where **curl.exe** exists, grant directory security permission, and go to Cloudamize directory.

```
takeown /F Cloudamize /R /D y  
  
icacls Cloudamize /grant administrators:F  
/T  
  
cd Cloudamize
```

- Run curl command

```
curl -k https://104.197.11.97/cxf/test
```

- The output of the command should be as follows
  - Server is up and running!
- If not, the HTTPS connection failed. An example output of the command with connection errors is as follows.
  - curl: (7) Failed to connect to 54.245.118.152 port 443: Timed out
- If this command fails, please check the list mentioned above in "Test with a web browser".

If you still have a connection problem, please send us symptoms of connection tests and go through "Test with curl program" subsection in HTTPS connection test and attach log\_backup.txt file in C:\Program Files\Cloudamize or C:\Program Files(x86)\Cloudamize. Email address: [helpdesk@cloudamize.com](mailto:helpdesk@cloudamize.com).

## Incorrect Security Permission

### Incorrect security permission on the MSI file

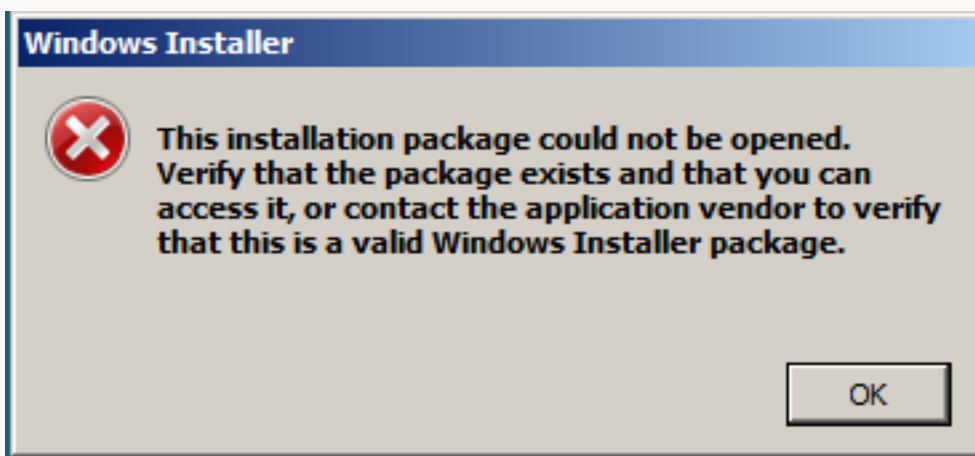
- **Case 1: The user that executes the msi file does not have any permission to execute it.**

Check the permission on the msi file: Right-click on the msi file and click properties. Go to Security tab and check the user has permission in Group and user names. If the permissions are not set correctly, the following error message will be generated when trying to install the msi file.

**Subcase 1) Command-line installation: access to the msi file will be denied.**

```
CA: Command Prompt
c:\Temp\msiTest>CloudamizeAgent.msi
Access is denied.
c:\Temp\msiTest>_
```

Subcase 2) Double-click the msi file or run `msiexec -i CloudamizeAgent.msi`

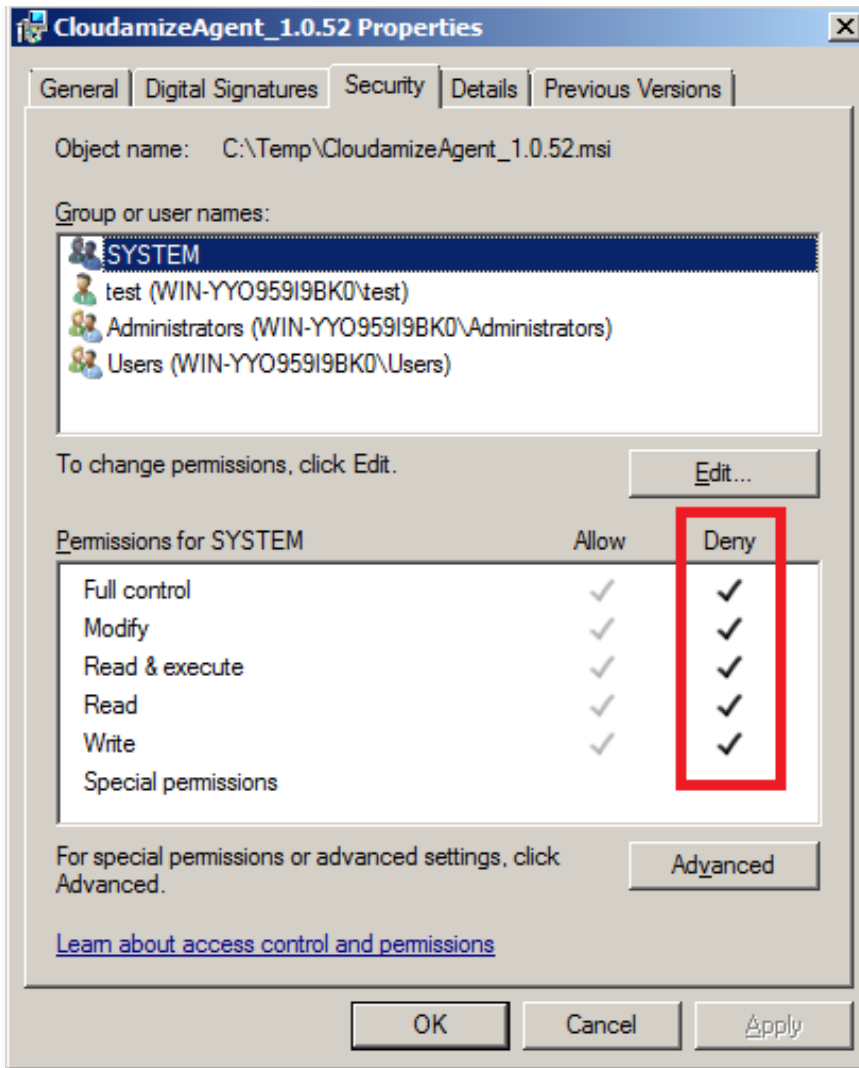


**Solution:** Add the user account to Group and user names in Security tab.

- **Case 2: The permission to the system account is denied.**

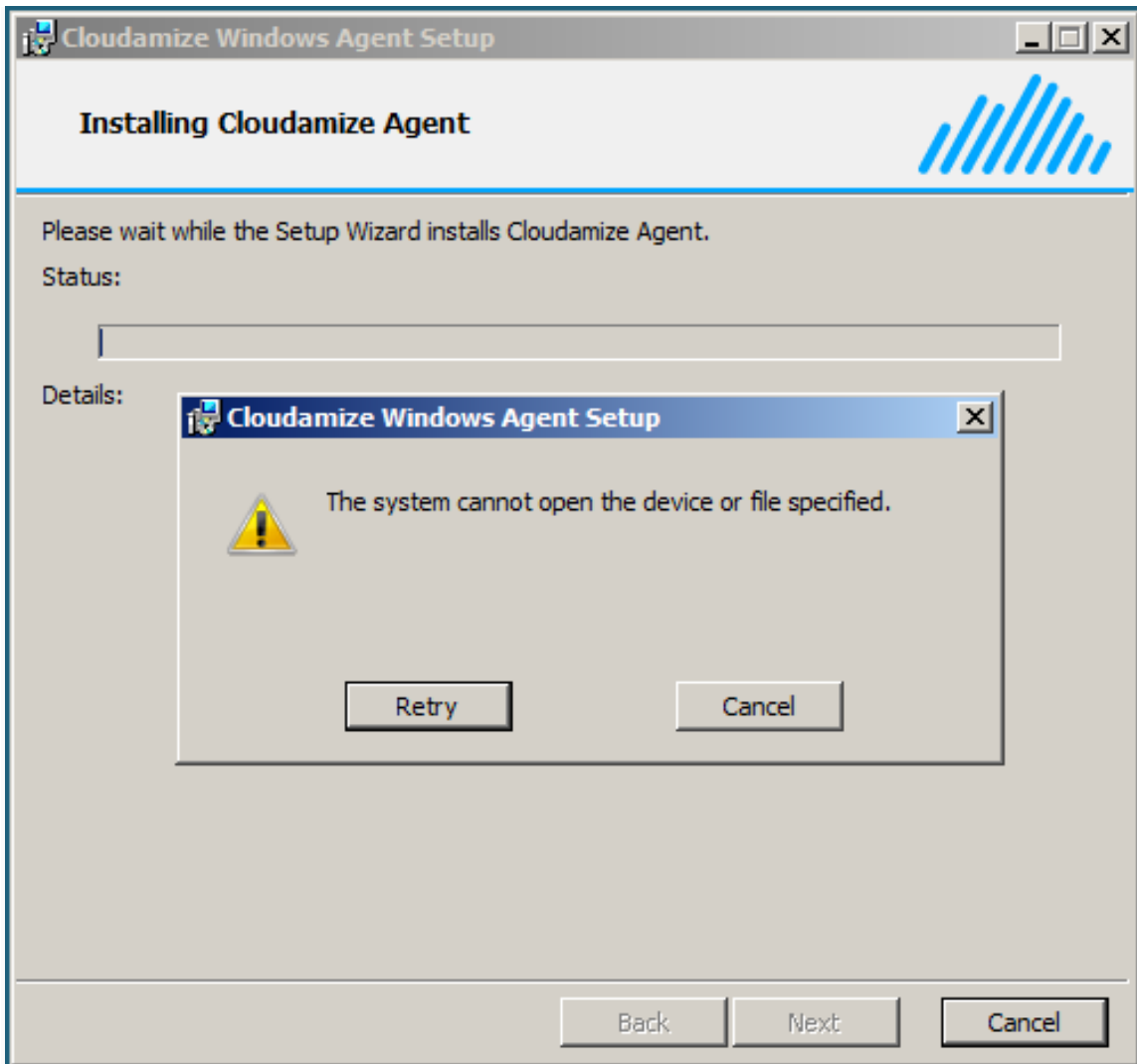
Check that the system account is denied in the Security tab. If it is denied, the Windows Installer will generate the following error.

**Security tab with the system account denied**

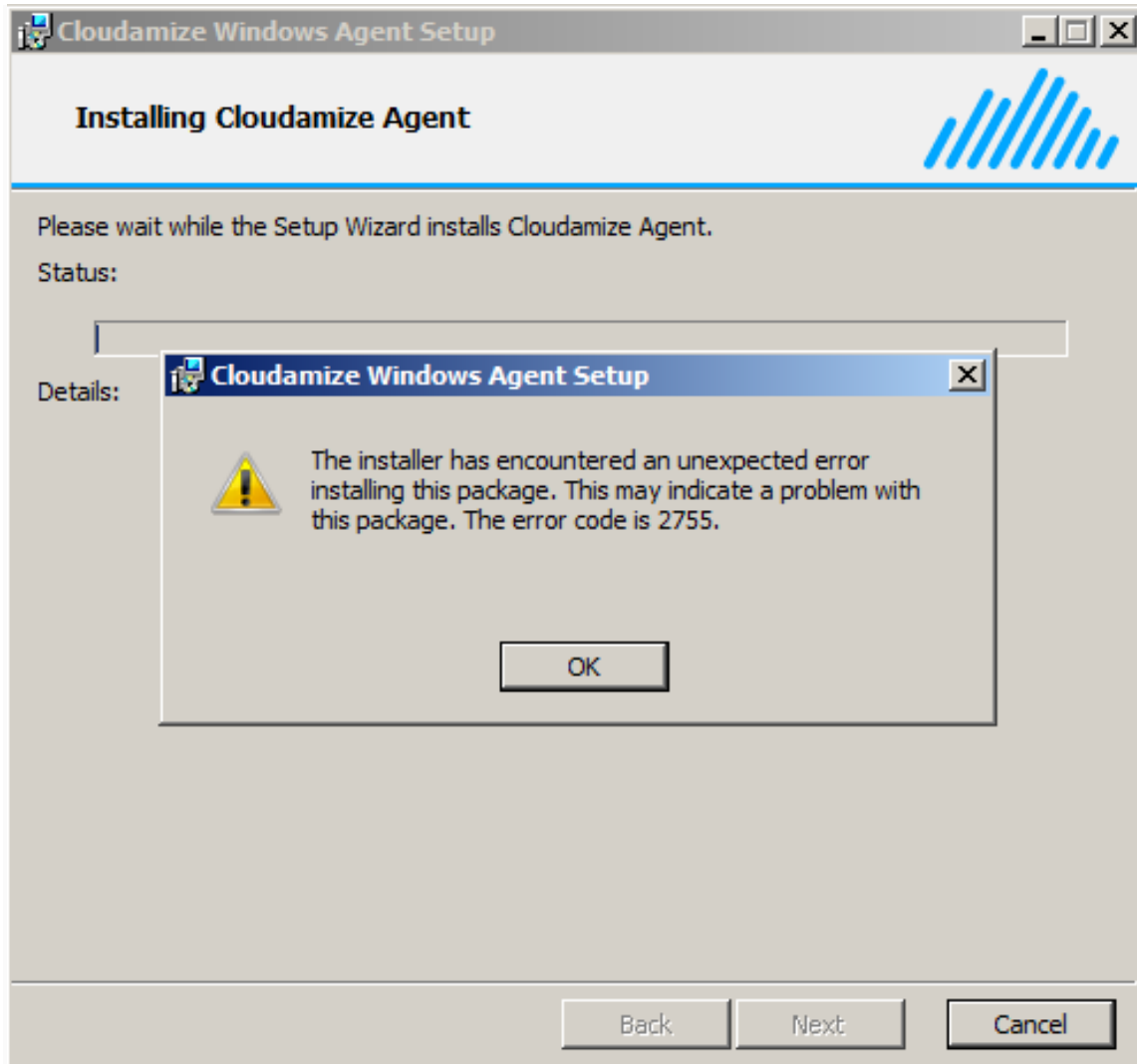


Windows Installer error message





Windows Installer error message when clicking the Cancel button.

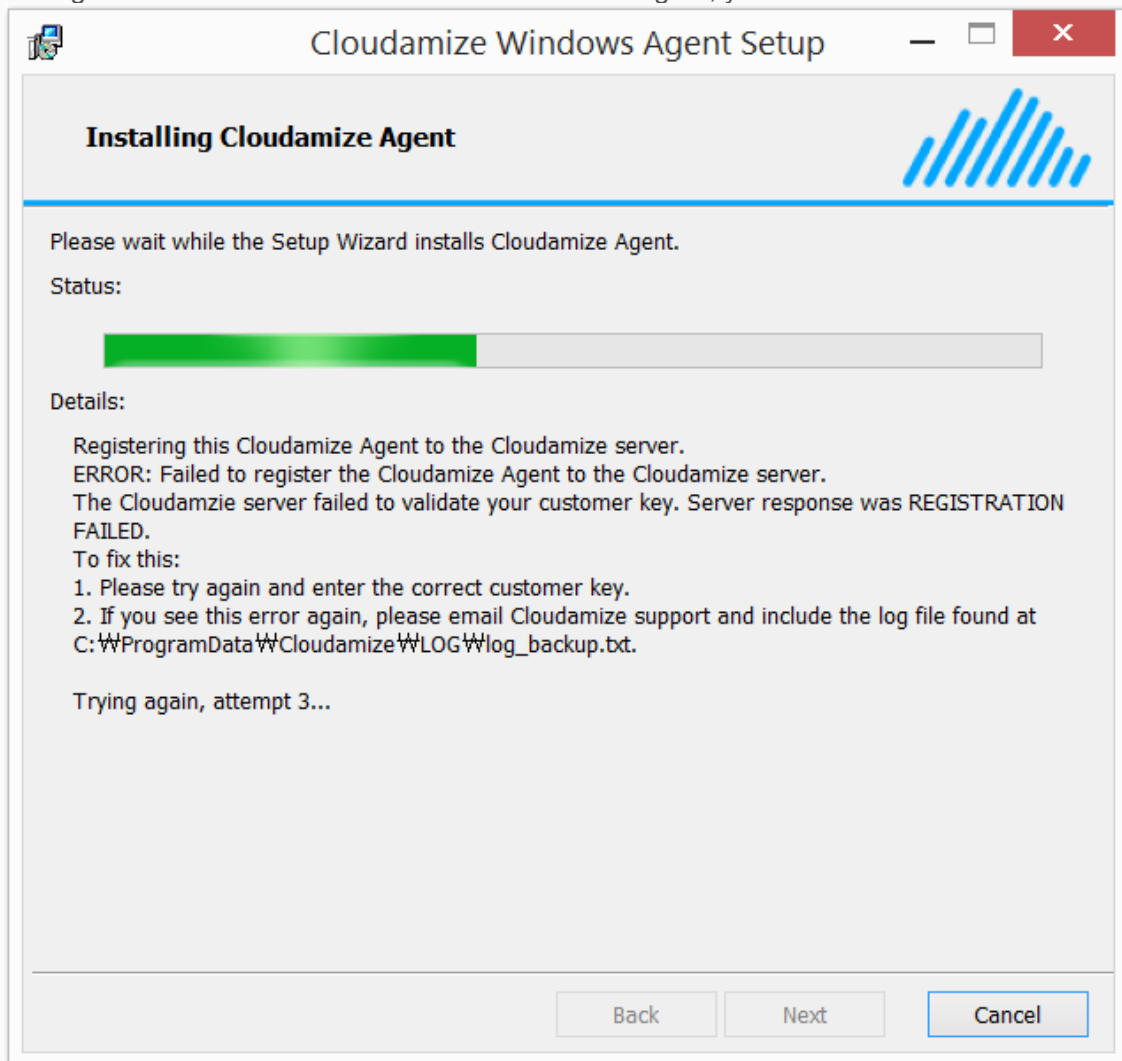


**Solution:** Give Full control permission to the system account on the msi file.

## Invalid Customer Key

Problem:

- During the installation of the Clouamize Windows Agent, you see this error:



Solution:

- Please check that you entered the correct customer key that was provided to you on the Cloudamize website registration page:

## Agent Installation



Linux



Windows

### Windows GUI Installation Instructions

1. Download the Cloudamize Windows Installer and run it as administrator. [Download](#)
2. When asked to enter the API key for your account enter the following:

- If you are still not able to connect after going through these steps, please contact [helpdesk@cloudamize.com](mailto:helpdesk@cloudamize.com) for further assistance.

## Debugging Failed Agent Installation

If the windows agent fails to install, the following steps can be taken to debug the problem.

1. Download the files below, namely, AgentUtility.exe and AgentUtility.exe.config. Place these files in the same directory
2. Open a command prompt with administrative privilege and change to the directory where AgentUtility.exe and AgentUtility.exe.config are located.
3. Execute the command: AgentUtility.exe /c
4. Execute the command: AgentUtility.exe /u
  1. These commands above should stop all installations and uninstall the agent (if installed). Please be sure that there are no other processes being installed, as this will stop those installations as well.
5. Execute the command: `msiexec /i CloudamizeAgent.msi customerkey=YOUR_KEY /qn /! *vx msi_log.txt`
  1. This will run msiexec with logging enabled.

Note that this command should return immediately without any message. Once it returns, the installation process proceeds in the background. It normally takes several minutes to complete the installation

- The installation command above will make two log files. msi\_log.txt
- and if the installation makes any progress, it will also make a Cloudamize log file:

- C:\Program Files (x86)\Cloudamize\log\_backup.txt (64bit)  
or
- C:\Program Files\Cloudamize\log\_backup.txt (32bit)

Please send these log files to Cloudamize.  
Also, note that

- Windows 2003 requires at least service pack 2
- To test if the installation succeeded run  
AgentUtility.exe /i  
This will return a text message as to whether the installation is successful
- The above msixec command runs in quite mode, to allow dialog boxes to pop-up and give error messages, use  
msixec /i CloudamizeAgent.msi customerkey=**YOUR\_KEY** /!\*vx msi\_log.txt
- Note, AgentUtility.exe /c and AgentUtility.exe /u must be both executed if the installation is reattempted. Killing processing with the task manager will likely cause a failed installation, as the process must be stopped in a specific order.
- Even if AgentUtility.exe /i returns that the agent is installed. Please check the Cloudamize web interface to confirm that the agent is communicating with the Cloudamize servers.

[AgentUtility.exe](#)

[AgentUtility.exe.config](#)

## Manual Cancellation of Cloudamize Windows Agent Installation

When running the Cloudamize agent MSI file, Windows Installer processes (msiexec.exe) are created. To manually cancel the agent installation, do the following steps.

1. Manually kill the msiexec.exe process where its command line includes "/i <MSI file>" information.
  1. To check the command line of the process,
    1. Case 1: Run Task Manager. Right click on Name column. Click "Select columns". Select "Command line".
    2. Case 2: Run Task Manager. Click "View" menu and click "Select columns". Select "Command Line".
    3. Case 3: Download Process Explorer (**Error! Hyperlink reference not valid.** and run it to see the command line.
  2. To kill a process,
    1. Run Task Manager. Click Processes (or Details). Find the process in Name (or Image Name) column. Click the process. Click "End task" button in the right lower corner.
2. Manually kill all other msiexec.exe processes.

Note that if you follow the second instruction first, the Cloudamize agent will be installed incorrectly. So be careful to keep the correct order above.

## **Command-Line Installation and Application Warning/Error Log**

When the Cloudamize Windows Agent MSI file is installed by the command-line with silent mode, how to determine whether the installation was successful or failed? With successful installation, Programs and Features in Control Panel will show Cloudamize Windows Agent entry. If not, please check Application Warning or Error messages in Event Viewer.

To see the warning/error messages generated by Cloudamize Windows Agent Installation, please filter the messages using "Cloudamize Windows Installation" event source (click Filter Current Log to select this event source in Event sources). The following screenshot shows all Application Warning/Error messages belonging only to Cloudamize Agent Installation event source.

Event View

File Action View Help

← → | 📁 📅 ? 📅

Event Viewer (Local)

- ▶ Custom Views
- ▲ Windows Logs
  - 📄 Application
  - 📄 Security
  - 📄 Setup
  - 📄 System
  - 📄 Forwarded Events
- ▶ Applications and Services
- 📅 Subscriptions

Application		Number of events: 7,047	
Filtered: Log: Application; Source: Cloudam			
Level	Date and Time	Source	Category
❗ Error	6/24/2015 3:18:44 PM	Cloudam	
❗ Error	6/24/2015 3:02:32 PM	Cloudam	
⚠ Warning	6/24/2015 2:52:08 PM	Cloudam	
⚠ Warning	6/24/2015 2:49:21 PM	Cloudam	
⚠ Warning	6/24/2015 2:34:57 PM	Cloudam	
⚠ Warning	6/24/2015 2:31:40 PM	Cloudam	
⚠ Warning	6/22/2015 3:36:22 PM	Cloudam	

< [Progress Bar]

Here is one of warning messages.

**Application** Number of events: 8,986

Level	Date and Time
 Warning	4/22/2015 2:38:25 PM



### Event 0, Cloudamize Agent Installation


General Details

Checking a TCP connection to the Cloudamize server.  
ERROR: Failed to establish a TCP connection to the Cloudamize server via d  
This error can be caused by the following:  
1. A host or network firewall is blocking out-bound TCP connections to IP 5.  
2. The Cloudamize server is down. Basic reachability can be tested by pingi  
  
The TCP connection has been tested 5 times.  
You can fix the error without cancelling the installation. When the error is fi  
To cancel the installation if necessary:  
1. Manually kill msiserver.exe process where its command line includes custo  
2. Manually kill all other msiserver.exe processes  
Note that if you follow the second instruction first, the Cloudamize Agent w

Here is one of error messages.



**Application** Number of events: 8,993 (!) New events available

Level	Date and Time
 Error	4/22/2015 12:32:59 PM

Event 0, Cloudamize Agent Installation

General Details

Checking a TCP connection to the Cloudamize server.  
ERROR: Failed to establish a TCP connection to the Cloudamize server via d  
This error can be caused by the following:  
1. A host or network firewall is blocking out-bound TCP connections to IP 54  
2. The Cloudamize server is down. Basic reachability can be tested by pingir  
  
The TCP connection has been tested 5 times.  
The installation will be cancelled shortly.  
Please fix the error and try again.

When you find a warning or error message in Event Viewer, please follow the instructions to fix the installation problem.

## Invalid File or Wrong Installation Path

Problem:

- During the installation of the Cloudamize Windows Agent, you see this error:



### Solution:

- If you are installing from the command line please check that the command line does not include an extra "." in front of the installer filename:

```
msiexec /i <Name of the downloaded .msi>  
customerkey=xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx /qn
```

- If you are experiencing the same problem please re-download the installer and go through the installation steps.
- If you are still seeing the same error message, or you are not able to see your machines in the list of available machines on the Cloudamize webpage:
  - Please contact [helpdesk@cloudamize.com](mailto:helpdesk@cloudamize.com) for further assistance.
  - Please run the following command and send the installation log file ( `install_log.txt` ) to [helpdesk@cloudamize.com](mailto:helpdesk@cloudamize.com).

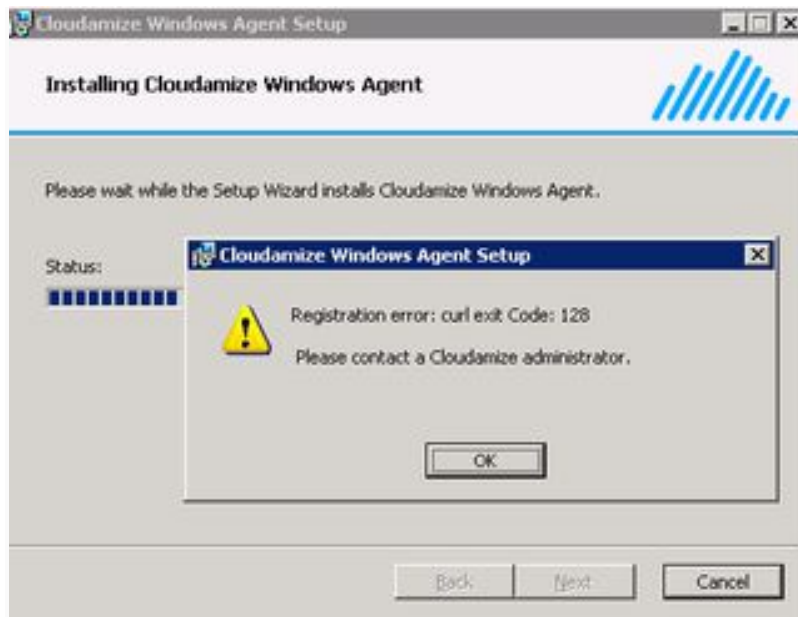
```
msiexec /i Cloudamize-Windows-Agent.msi  
customerkey=xxxxxxxx /qn /lvx* install_log.txt
```

## Curl not Working Properly

### Problem:

- During the installation of the Cloudamize Windows Agent, you see this of these errors:

- Registration error: curl exit Code: xx



- AND the curl error exit code is bigger than 89
  - Curl exit error codes: <http://curl.haxx.se/libcurl/c/libcurl-errors.html>

## Solution:

- The curl version that the agent is attempting to use might not be compatible with your operating system version:
- 1. To test this scenario, please re-install the Cloudamize Agent previously used steps.
  2. When getting the error above, please leave that installation window open, and open a command line prompt.
  3. Test that the curl version that is shipped with the Cloudamize Agent is compatible with your operating system environment.

```
"C:\Program Files (x86)\Cloudamize\curl.exe" -v104.197.11.97:443
```

- If you are unable to connect or the Curl executable is not able to run, please provide us at [helpdesk@cloudamize.com](mailto:helpdesk@cloudamize.com), with the following operating system level information along with the Curl exit code to better help troubleshoot your particular issue:

Operating System Characteristics

Helper Command

Operating System Characteristics	Helper Command
OS version	<pre>C:\&gt;ver Microsoft Windows [Version x.x.x]</pre>
.NET version	<pre>C:\&gt;dir %windir%\Microsoft.NET\Framework\   find "v"</pre>
Architecture	<pre>C:\&gt;echo %processor_architecture%</pre>

- In case you need help with the previous steps or have any question, please contact [helpdesk@cloudamize.com](mailto:helpdesk@cloudamize.com) for further assistance.

## Installation succeeds but machines don't appear in configuration webpage

### Problem:

- The Cloudamize Windows Agent installation succeeded, but you are not able to see the machines on the Cloudamize configuration webpage.

### Solution:

- Please check that the Cloudamize Agent Components are running:
  - Run the following command to list the running services on your machine:

```
command:  
net start
```

output:

These Windows services are started:

.....

CloudamizeAgent

CloudamizeWatchdog

.....

- If you do not see these services in your list of started services, then please start these services manually:

command:

```
net start CloudamizeAgent
```

```
net start CloudamizeWatchdog
```

output:

The CloudamizeAgent service is starting.

The CloudamizeAgent service was started successfully.

The CloudamizeWatchdog service is starting.

The CloudamizeWatchdog service was started successfully.

- If you are still not able to see your machines in the list of available machines on the Cloudamize webpage:
  - Check that your machine is still permitted to send outbound traffic to Cloudamize servers on port 443:

Using Curl:

```
curl.exe -v104.197.11.97:443
```

- **Note:** Curl is not installed by default in some windows version, please follow these steps here to install curl on your machine:
- <http://curl.haxx.se/download.html>

Using Telnet:

```
telnet 104.197.11.97 443
```

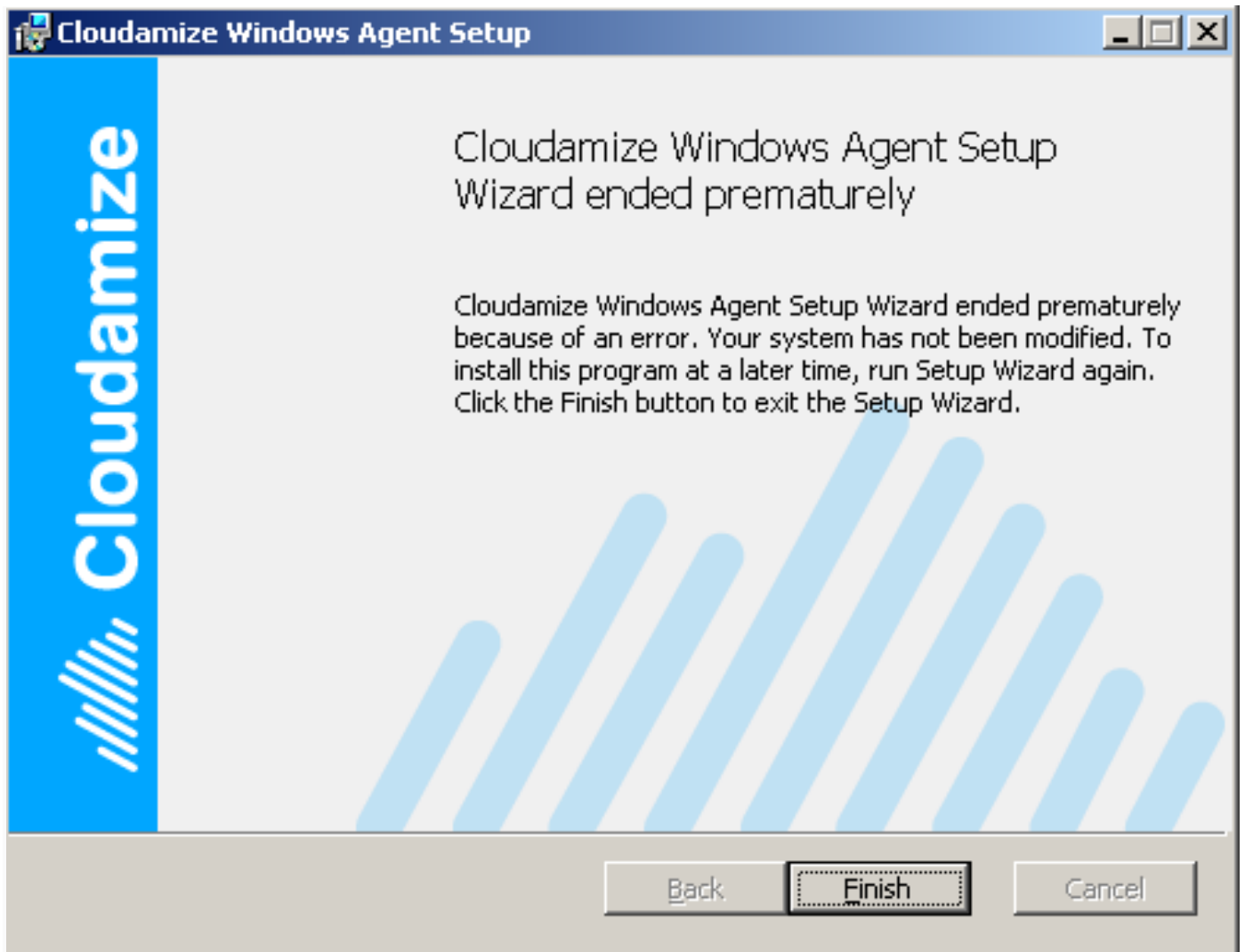
- **Note:** Telnet is not installed by default in some windows version, please follow these steps here to install telnet on your machine:
- [http://technet.microsoft.com/en-us/library/cc771275\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/cc771275(v=ws.10).aspx)
- If unable to connect please check that your network firewall allows outbound traffic on 443 to 104.197.11.97

- If you are still not able to see your machines in the list of available machines on the Cloudamize webpage:
  - Please contact [helpdesk@cloudamize.com](mailto:helpdesk@cloudamize.com) for further assistance.
  - Please send the Cloudamize agent log file (**log\_backup.txt**) [helpdesk@cloudamize.com](mailto:helpdesk@cloudamize.com):
    - Depending on your setup and operating system version the possible locations are:
      - C:\ProgramData\Cloudamize\LOG\log\_backup.txt
      - C:\Documents and Settings\All Users\Application Data\Cloudamize\LOG\log\_backup.txt

## Windows Server 2003 32-bit OS without Service Pack 2

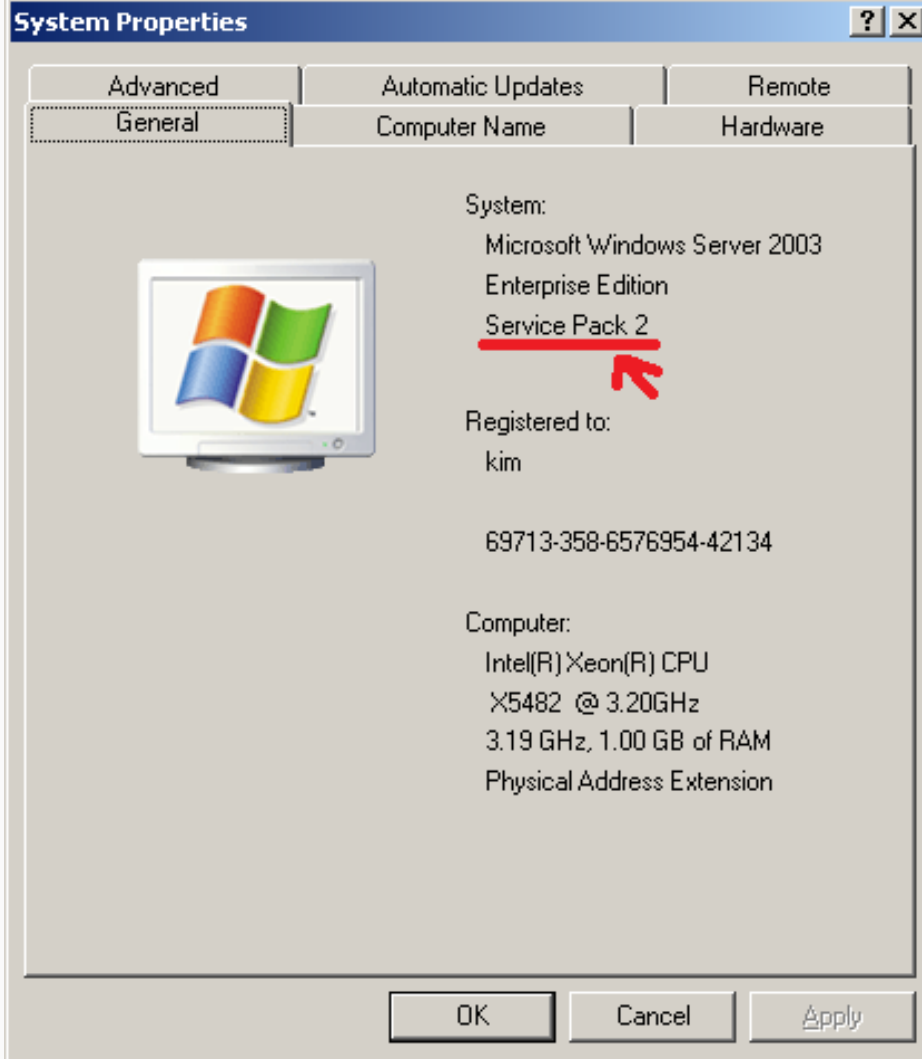
### Symptom

If Windows Server 2003 Service Pack 2 (32-bit x86) is not installed on your computer system, the following message will appear during the agent installation.

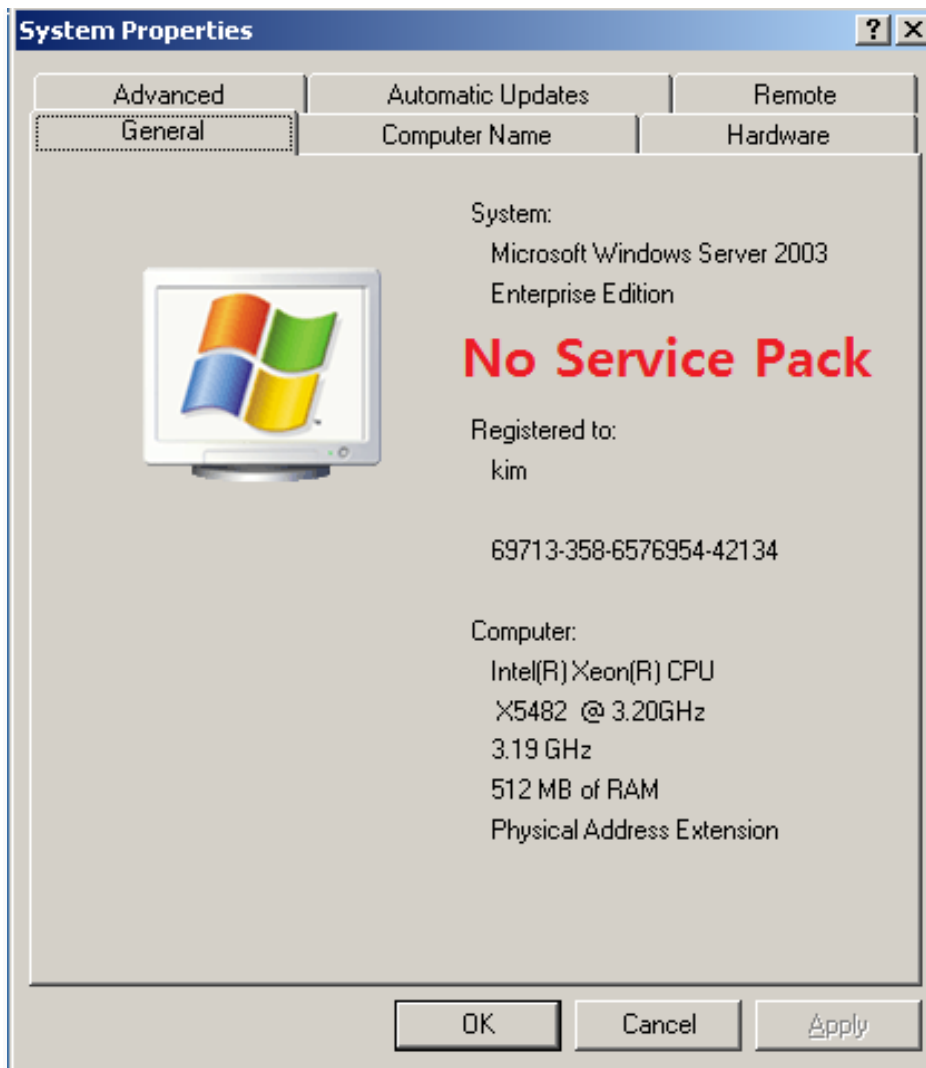


## How to check Service Pack 2 is installed or not

Go to Control Panel, select System, and click General tab.







## Download guide

Link to download Windows Server 2003 Service Pack 2 (32-bit x86): <https://www.microsoft.com/en-us/download/details.aspx?id=41>

If the link is broken, a good search term in a search engine is “Windows Server 2003 Service Pack 2 (32-bit x86)” and download the Service Pack 2 file, WindowsServer2003-KB914961-SP2-x86-ENU.exe, and install it. Once the installation of the Service Pack 2 is done, please try to install the Cloudamize Windows Agent again.

## Still installation failure

Please run Command Prompt as *Administrator*, type in the following command, and send us msi\_log.txt file.

```
msiexec /i <downloaded MSI file> CUSTOMERKEY="your key" /qn /l!*vx msi_log.txt
```

