

It appears during the upgrade to Endpoint Agent 32.30.16, some of the systems are pointing to the old agent\_config.json (basically during the upgrade it kept the old config file instead of using the file that was in the zipped folder that you downloaded) file. There are a few ways that you can fix this issue:

## Linux Systems

1. Run the following command on the systems that are having this issue: `/opt/fireeye/bin/xagt -i /path/to/agent_config.json` (this command will import the correct configuration file) This command will force your agent to report to `hexvcs225-hx-agent-2.hex01.helix.apps.fireeye.com`.
2. You can uninstall the agent completely from the system and conduct a fresh install
3. After completing this task you can verify the config file by using the following command: `/opt/fireeye/bin/xagt -x /path/to/filename.txt` open the file and verify that you see the following line in the file:

```
"servers": [
  {
    "server": "hexvcs225-hx-agent-2.hex01.helix.apps.fireeye.com"
  }
]
```

Next verify that the agent is communicating with the correct console server. In order to verify this you can export the logs by using the following command: `/opt/fireeye/bin/xagt -g /path/to/logreport.log` If the agent is checking in correctly you will see:

```
2021-05-12T17:57:03Z 5644,026980372: I [2199] ( DAEMON) t:1 1c0005: tcp.cc:0827: m=TCPConnect hexvcs225-hx-agent-2.hex01.helix.app
s.fireeye.com:443. Attempt: 1
2021-05-12T17:57:03Z 5644,032993732: I [2199] ( DAEMON) t:1 1c0005: tcp.cc:0900: m=TCPConnect 156.40.59.247:40062 -> hexvcs225-hx-
agent-2.hex01.helix.apps.fireeye.com:443 status:0
2021-05-12T17:57:03Z 5644,038745952: I [2199] ( DAEMON) t:1 1c0005: connection.cc:0655: m=SSL handshake complete. Reused:: v=true
```

## Windows Systems

1. Run the following command on the systems that are having this issue: `C:\Program Files (x86)\FireEye\xagt>xagt.exe -i c:\path/to/agent_config.json` (this command will import the correct configuration file) This command will force your agent to report to `hexvcs225-hx-agent-1.hex01.helix.apps.fireeye.com`.
2. You can uninstall the agent completely from the system and conduct a fresh install
3. After completing this task you can verify the config file by using the following command: `C:\Program Files (x86)\FireEye\xagt>xagt.exe -x c:\temp\nameit.txt` open the file and verify that you see the following line in the file:

```
inline_enable : false }, av : { cloud_lookup : false },
{ "server": "hexvcs225-hx-agent-1.hex01.helix.apps.fireeye.com" }
```

Next verify that the agent is communicating with the correct console server. In order to verify this you can export the logs by using the following command: `C:\Program Files (x86)\FireEye\xagt>xagt.exe -g c:\temp\logreport.txt` If the agent is checking in correctly you will see:

```
3534,719000000: I [2600] ( SERVICE) t:2880 1c0005: tcp.cc:0827: m=TCPConnect hexvcs225-hx-agent-1.hex01.helix.apps.fireeye.com:80. Attempt: 1
3534,719000000: I [2600] ( SERVICE) t:2880 1c0005: tcp.cc:0900: m=TCPConnect 10.157.109.140:64424 -> hexvcs225-hx-agent-1.hex01.helix.apps.fireeye.com:80 status:0
3534,766000000: I [2600] ( SERVICE) t:2880 1c0005: poller.cc:0888: m=Poll query time msecs: v=47
```

## MAC Systems

1. Run the following command on the systems that are having this issue: `"/Library/FireEye/xagt/xagt.app/Contents/MacOS/xagt -i /private/tmp/FireEyeAgent/agent_config.json` (this command will import the correct configuration file) This command will force your agent to report to `hexvcs225-hx-agent-2.hex01.helix.apps.fireeye.com`.
2. You can uninstall the agent completely from the system and conduct a fresh install
3. After completing this task you can verify the config file by using the following command: `"/Library/FireEye/xagt/xagt.app/Contents/MacOS/xagt -x /pathto/filename.txt` open the file and verify that you see the following line in the file:

```
"servers": [  
  {  
    "server": "hexvcs225-hx-agent-2.hex01.helix.apps.fireeye.com"  
  }  
]
```

Next verify that the agent is communicating with the correct console server. In order to verify this you can export the logs by using the following command:  
`"/Library/FireEye/xagt/xagt.app/Contents/MacOS/xagt -g /pathto/logreport.log` If the agent is checking in correctly you will see:

```
2021-05-12T17:57:03Z 5644,026980372: I [2199] ( DAEMON) t:1 lc0005: tcp.cc:0827: m=TCPConnect hexvcs225-hx-agent-2.hex01.helix.app  
s.fireeye.com:443. Attempt: 1  
2021-05-12T17:57:03Z 5644,032993732: I [2199] ( DAEMON) t:1 lc0005: tcp.cc:0900: m=TCPConnect 156.40.59.247:40062 -> hexvcs225-hx-  
agent-2.hex01.helix.apps.fireeye.com:443 status:0  
2021-05-12T17:57:03Z 5644,038745952: I [2199] ( DAEMON) t:1 lc0005: connection.cc:0655: m=SSL handshake complete. Reused:: v=true
```