

Kaagazz Discover Administrator Troubleshooting Guide

Windows Server and Agent Diagnostics

For administrators and technical support staff diagnosing registration, connectivity, service and drive-browsing problems after following the Quick Installation Guide.

Start with the symptom

Observed result	Meaning	Next action
TCP test fails	The Agent cannot reach the Server port.	Check address, routing, VM network, Server service, listener and firewall.
TCP test succeeds	The network path is open.	Check Agent settings, registration and logs.
HTTP 404 at the base URL	The Server answered but the root is not a webpage.	Treat connectivity as successful.
HTTP 204 in the log	No Agent command is pending.	Normal; issue a Server browse command.
PROCESS COMMAND COMPLETE	The Agent processed the request.	Check Server response storage and UI refresh if results are absent.

Core diagnostic commands

Run on the Agent

```
Get-Service "Kaagazz Discover Agent"
sc.exe qc "Kaagazz Discover Agent"
Get-Content "C:\ProgramData\KaagazzDiscover\Agent\agentsettings.json"
Test-NetConnection <SERVER-IP> -Port 7001
Get-Content "C:\ProgramData\KaagazzDiscover\Agent\agent-service.log" -Tail 100
```

Run on the Server

```
Get-Service "Kaagazz Discover Server"
Get-NetTCPConnection -LocalPort 7001 -State Listen
Get-NetFirewallRule -Enabled True | Where-Object DisplayName -Like "*Kaagazz*"
```

Recovery process when Agent drives do not appear

1. Record the Server IP and Agent IP using ipconfig. Confirm you have not confused the two computers.
2. From the Agent, run Test-NetConnection against the Server address and port 7001. If False, stop and correct the network or Server listener.
3. Read agentsettings.json. Confirm ServerBaseUrl and RegisteredServerAddress point to the Server and IsRegistered is true.
4. Restart Kaagazz Discover Agent and confirm it returns to Running.
5. Read the latest Agent log entries. Confirm SETTINGS LOADED and POLL GET use the correct Server URL.
6. In the Server application, refresh Agents, select the correct Agent and issue a new drive-browse request.
7. If the log shows BrowseFileSystem and PROCESS COMMAND COMPLETE, investigate Server response storage, command status and UI binding instead of reinstalling the Agent.

Restart and log validation

Run on the Agent

Restart-Service "Kaagazz Discover Agent"

A short Waiting for service to stop warning may occur while the worker completes its current poll. Confirm that the service returns to Running. If it remains stuck, collect the current log and service state before forcing termination.

Known issue patterns

Issue	Corrective action
Wrong Server address saved	Correct the mapping to the actual Server IP or DNS name, save it, restart the Agent service and verify the log.
Server IP changed	Assign a reserved or static address or stable DNS name. Update affected Agents and restart them.
Server listens only on localhost	Change the Server host binding to a network interface, restart the Server service and retest.
Firewall blocks port 7001	Add an approved inbound TCP rule and restrict its scope appropriately.
Agent registration record is stale	Confirm that AgentId matches the Server record. Preserve logs before re-registering.
Service stops slowly	Allow the active poll to finish. If stuck, capture evidence before forcing termination.
Browser cannot show a page	Do not use the root webpage as the functional test. Use Test-NetConnection and Agent logs.

Escalation boundary

If PROCESS COMMAND COMPLETE appears for the browse request, the endpoint Agent has completed its work. Escalate the Server-side command response, database record and UI refresh path rather than repeatedly reinstalling the Agent.

Customer handover checklist

- Provide the approved Server address and port.
- Record installed Server and Agent versions.
- Demonstrate service status and drive browsing.
- Explain that HTTP 204 is normal when no command is pending.
- Provide the locations of agentsettings.json and agent-service.log.
- Document firewall rules, service accounts and approved security exceptions.
- Verify service restart, Agent computer restart and automatic reconnection.

Evidence to collect before escalation

Evidence	Record
Server name and IP	_____
Agent name and IP	_____
Port	_____
Agent ID	_____
Service status	_____
TCP test result	_____
Time of failure	_____
Log file attached	Yes / No
Screenshot attached	Yes / No

Do not include passwords, database credentials or confidential customer data in support evidence.