

AQUILA EDR Connection Issues - Windows

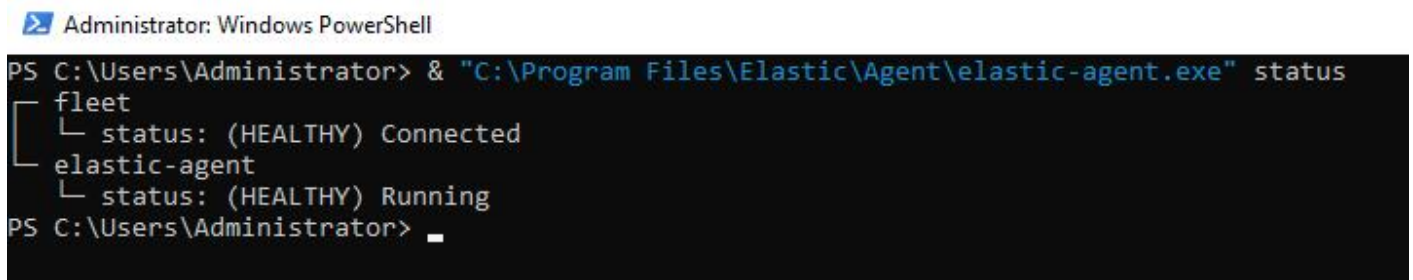
When Elastic Agent installs Endpoint, they connect locally to share status and updates. If this connection fails, Elastic Agent shows as Unhealthy, and Endpoint won't work properly.

How to Check if There's a Problem

1. Check Agent Status

Open PowerShell as Administrator and run:

```
& "C:\Program Files\Elastic\Agent\elastic-agent.exe" status
```



The screenshot shows a Windows PowerShell window titled "Administrator: Windows PowerShell". The command entered is `& "C:\Program Files\Elastic\Agent\elastic-agent.exe" status`. The output shows the status of the fleet and elastic-agent, both of which are (HEALTHY).

```
PS C:\Users\Administrator> & "C:\Program Files\Elastic\Agent\elastic-agent.exe" status
fleet
└─ status: (HEALTHY) Connected
elastic-agent
└─ status: (HEALTHY) Running
PS C:\Users\Administrator>
```

Look for messages like:

- Endpoint has missed check-ins
- localhost:6788 cannot be bound to

2. Check Endpoint Settings

Open this file:

```
C:\Program Files\Elastic\Endpoint\elastic-endpoint.yaml
```

Find the line that says `fleet.agent.id`.

If the value is `00000000-0000-0000-0000-000000000000`, the connection failed.

Check the Logs

Look for these messages in the Endpoint logs:

- Failed to find connection to validate. Is Agent listening on 127.0.0.1:6788?

- Failed to validate connection. Is Agent running as root/admin?
- Unable to make GRPC connection in deadline(60s)

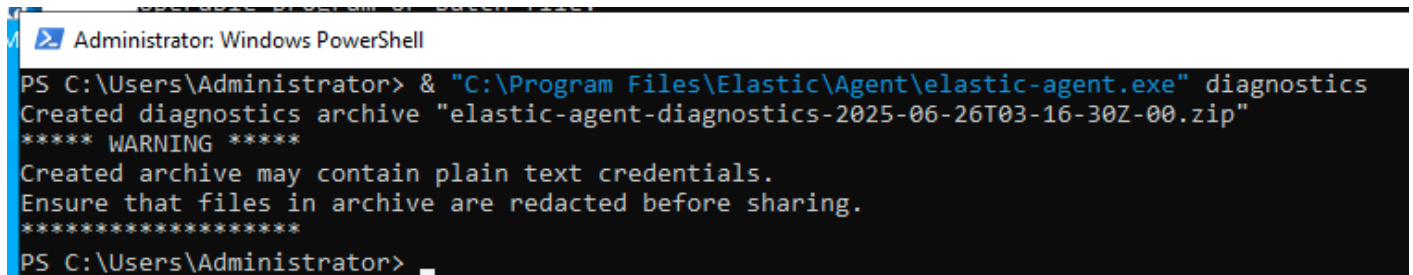
These show a connection problem between Agent and Endpoint.

How to Fix It

1. Run Diagnostics

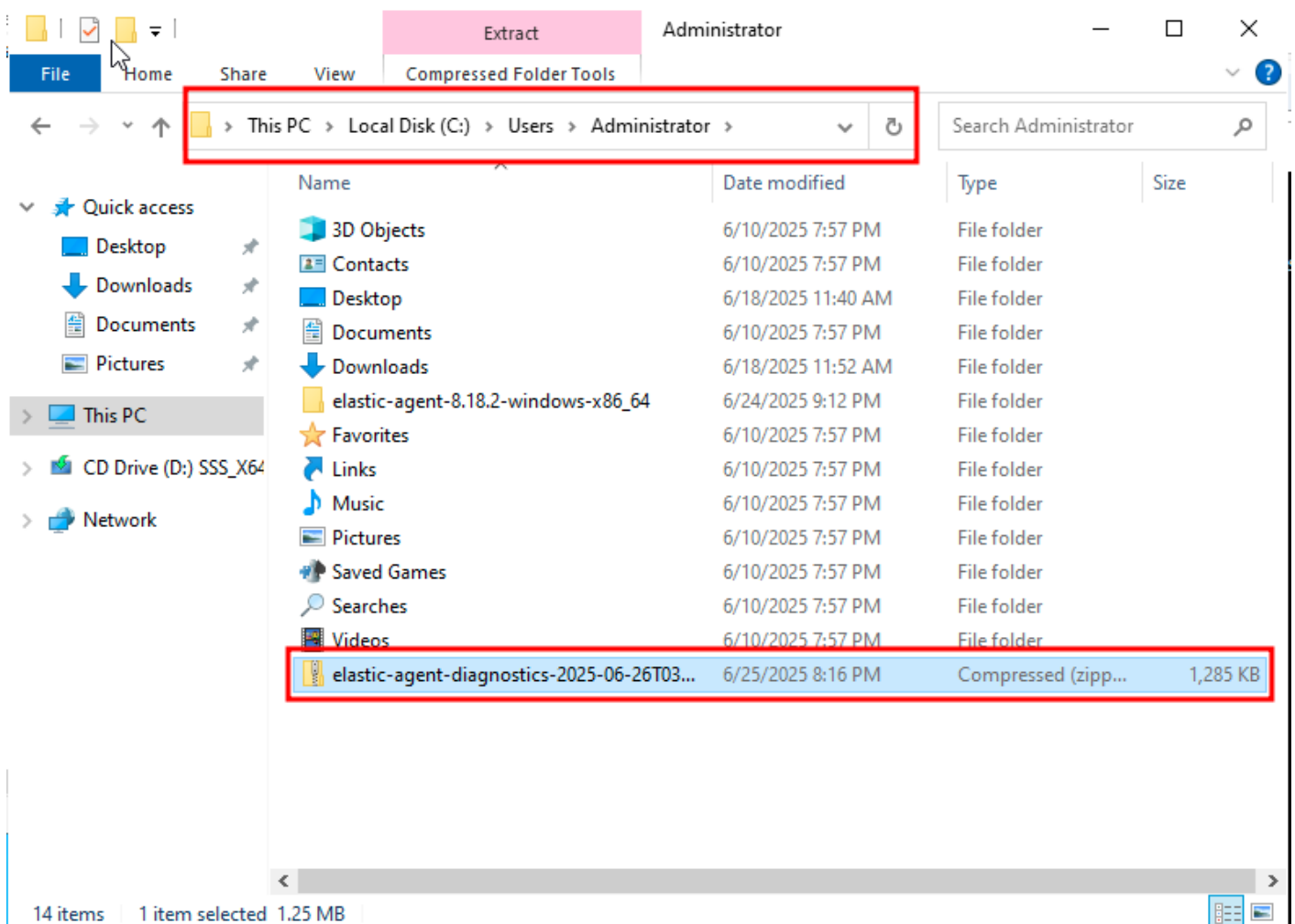
Run this command on PowerShell as Administrator:

```
& "C:\Program Files\Elastic\Agent\elastic-endpoint.exe" diagnostics
```



```
Administrator: Windows PowerShell
PS C:\Users\Administrator> & "C:\Program Files\Elastic\Agent\elastic-agent.exe" diagnostics
Created diagnostics archive "elastic-agent-diagnostics-2025-06-26T03-16-30Z-00.zip"
***** WARNING *****
Created archive may contain plain text credentials.
Ensure that files in archive are redacted before sharing.
*****
PS C:\Users\Administrator>
```

Follow this file path to retrieve the Diagnostics Zip file created.



This will generate a report with possible causes.

2. **Check if Ports Are Used by Something Else**

Run these:

```
netstat -an | findstr :6788
```

```
netstat -an | findstr :6789
```

If another program is using these ports, it could block the connection.

3. **Test if Localhost Works**

Run this:

```
ping -4 localhost
```

It should respond with 127.0.0.1

Reference Link: <https://www.elastic.co/guide/en/security/8.18/ts-management.html>

If you need further assistance, kindly contact our support at support@cytechint.com for prompt assistance and guidance.

Revision #2

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