

# Client Accounts (Status & Visibility)

**Applies to:** Medulla - Agents

**Version:** 5.4.3 or later

**Environment:** On-Premise - Shared SaaS and Private SaaS

**Category:** Support

## Why do some endpoints appear offline even though they are powered on?

- Check the medullaagent and medullanetnotify services on the offline workstations. If the services are indeed "running" but the workstation appears offline on the interface (grayed-out), please contact Support or your Administrator.
- If there are errors in the agent logs (on the device) "C:\Program Files\Medulla\var\log\xmpp-agent-machine.log", report them to Support or your Administrator.

## Why are the inventory reports or reported information incomplete or incorrect?

- Make sure the MAC address of the device that is not reporting its inventory is not already in use. To check if a device is having trouble reporting its inventory, note that it is impossible to deploy to the device—even if it appears online on the interface (blue computer icon)—as the deployment icon for the device in the "Actions" menu will be grayed out.

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