

# Windows Agent Issue

Medulla / All versions / Public and private SaaS and On-premise / Maintenance

Is your issue related to an interaction between **Medulla and a Windows workstation** (agent not reporting, actions not applied, workstation not visible, etc.)?

To facilitate troubleshooting, Medulla provides a **verification script** that allows you to check network connectivity, the agent's status, and the workstation's configuration.

## Download the script:

[https://dl.medulla-tech.io/nc/windows\\_connection\\_check\\_signed.ps1](https://dl.medulla-tech.io/nc/windows_connection_check_signed.ps1)

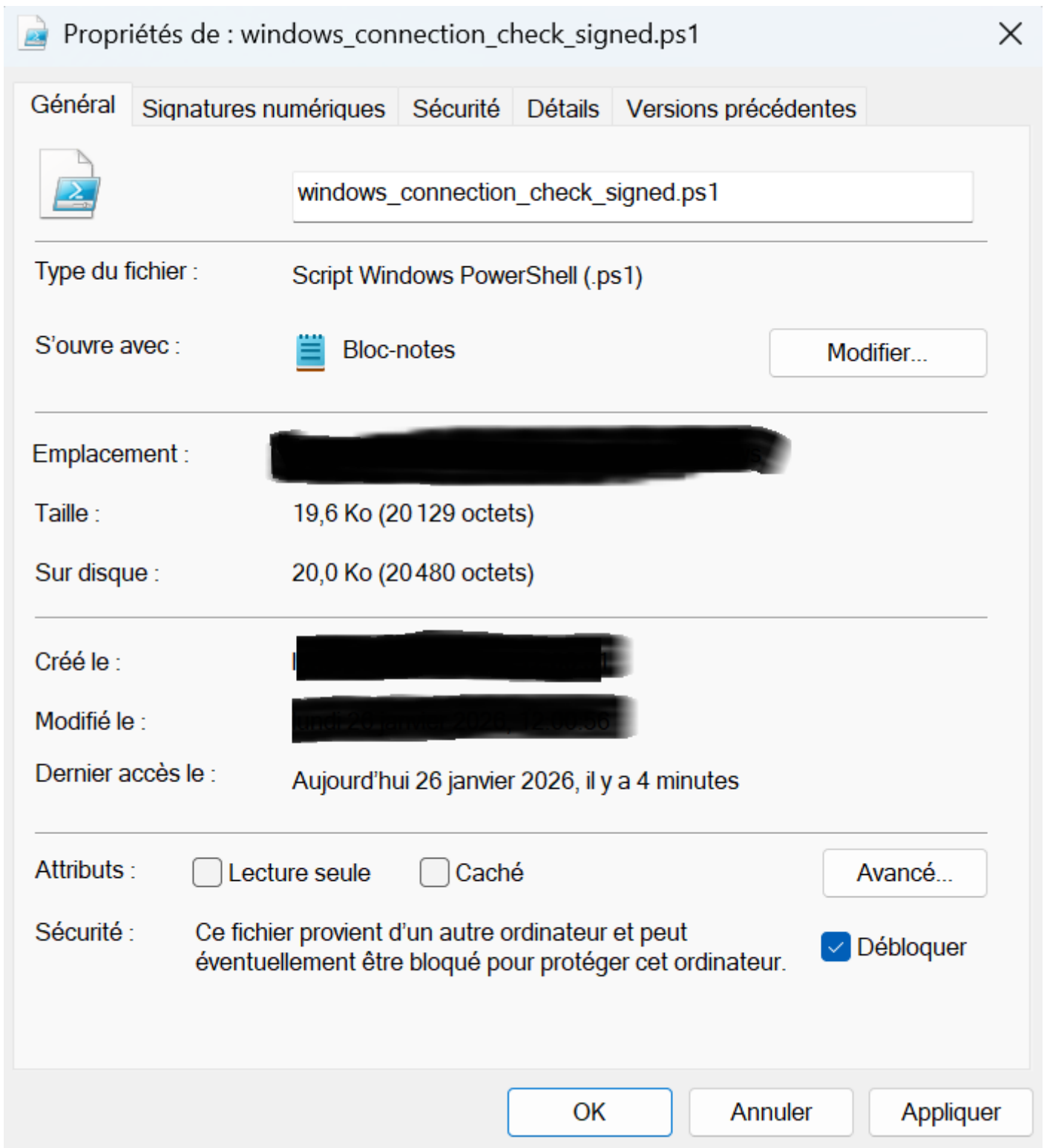
(right-click on the link below, then click "**Save link as...**")

## Test Prerequisites

Before you begin, make sure you have downloaded the script above and prepared the machines.

### On the Windows client machine with the Medulla agent:

- Right-click on the script, click on Properties, check the box to allow the script to run, and confirm.



- Allow PowerShell scripts to run:

```
Set-ExecutionPolicy -Scope CurrentUser -ExecutionPolicy RemoteSigned
```

```
“ # Answer "Yes for all" (Y or T) if prompted
```

For PowerShell v7.5.4:

There is no need to unblock the script. You must run the command shown above.

It will ask if you want to allow the publisher of the script; simply confirm by clicking R or A.

```
PS D:\NATSU\Technique\Support\script\windows> .\windows_connection_check_signed.ps1

Do you want to run software from this untrusted publisher?
File D:\NATSU\Technique\Support\script\windows\windows_connection_check_signed.ps1 is published by CN=NATSU SAS, O=NATSU SAS, L=Paris, C=FR, SERIALNUMBER=933 267 528, OID.2.5.4.15=Private Organization, OID.1.3.6.1.4.1.311.60.2.1.1=Paris, OID.1.3.6.1.4.1.311.60.2.1.2=Île-de-France, OID.1.3.6.1.4.1.311.60.2.1.3=FR and is not trusted on your system. Only run scripts from trusted publishers.
[V] Never run [D] Do not run [R] Run once [A] Always run [?] Help (default is "D"): R
```

## Medulla Server Test <- Windows Client Workstation

Verify direct communication between the server and the client workstations.

**On the Client Workstation (Source):** Run the test **against the server's hostname or IP address**.

```
.\windows_connection_check_signed.ps1 -Target <SERVER_IP> -Mode pulse
```

A log file is created (in the location from which you run the script) and summarizes the tests performed: **LOG\_Test\_Flux.txt**

“ If you encounter permission errors when creating the log file, try placing the script in the user's **Downloads** folder, or grant the **windows\_connection\_check.ps1** script permission to create a file in that location.

## Medulla On-Premise

If you have a Medulla On-Premise server, you can also run a server diagnostic test from the workstation:

**On the Medulla Server (Source):** Run the test against the **workstation's hostname or IP address**.

```
./medulla_connection_check.sh -c client.example.com
```

**Recommendation:** Please attach the **LOG\_Test\_Flux.txt** file when submitting a support request.

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