

Your Question ▾

Article 00032

Problem or Question:

How To Correct the Check Point LEA Authenticated Mode Error: Connection To New Server Is currently Stopping.

Quick Info ▾

Found In:

Net Report Version 3.0

Article Last Updated:

Wednesday, August 25, 2004

Product Information ▾

The Information in this article applies to:

Product:

Net Report

Version:

3.0

[Device or Interface]:

Net Report Management Console

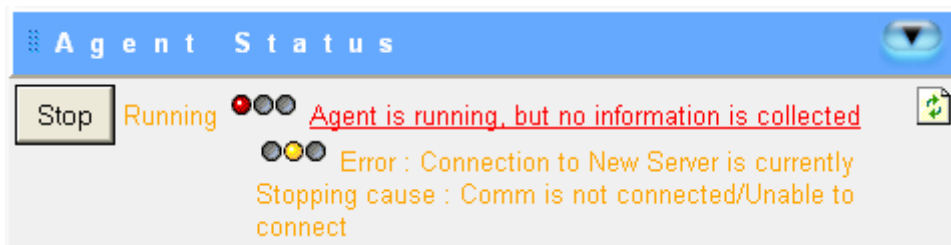
Symptoms ▾

Problem Type:

Check Point (Real Time) Agent Status problem. Agent is running, however no information is collected. The Connection to the new server is stopping.

Error Message:

"Agent is running, but no information is collected. Error: Connection to New Server is currently Stopping. Cause: Comm is not connected/Unable to connect"



Net Report Answer ▶

Cause:

Comm is not connected/Unable to connect.

Resolution or Work Around:

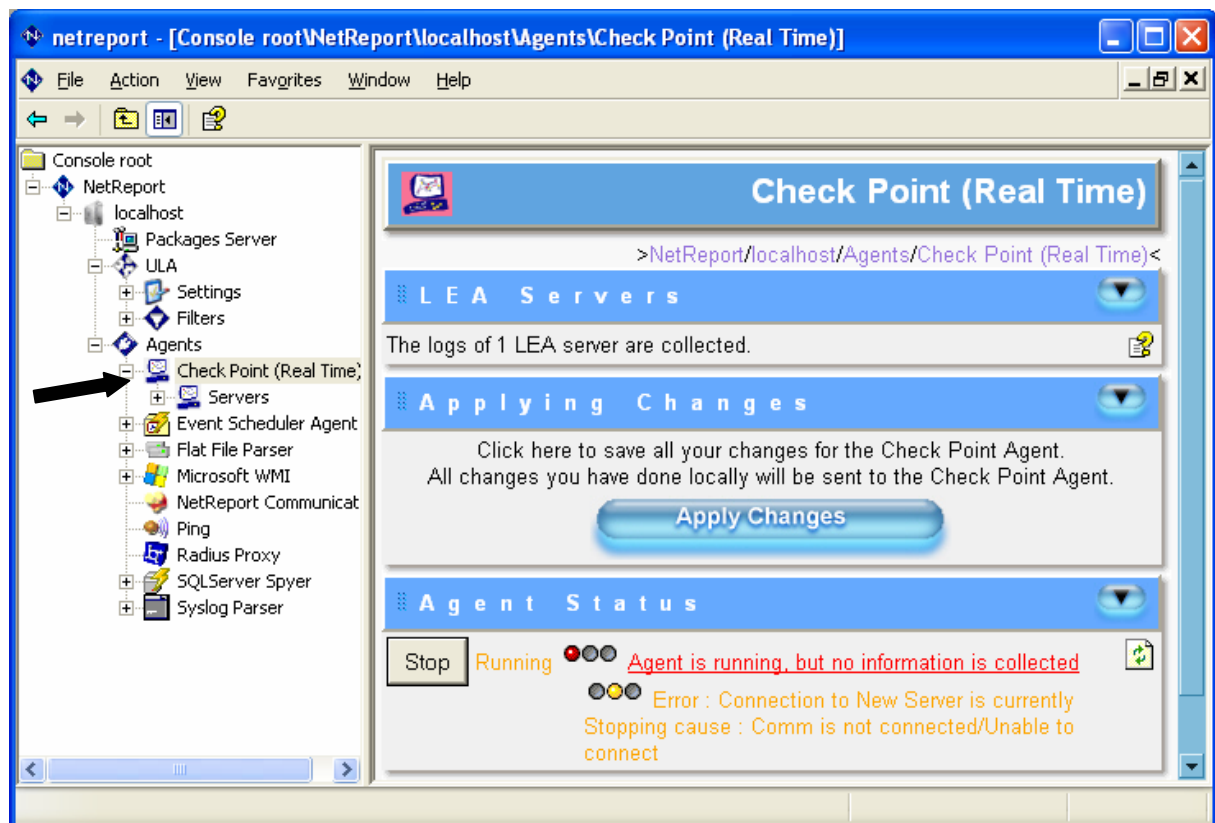
To resolve the problem, please follow the steps below:

Step 1: Locating the Check Point (Real Time) Agent

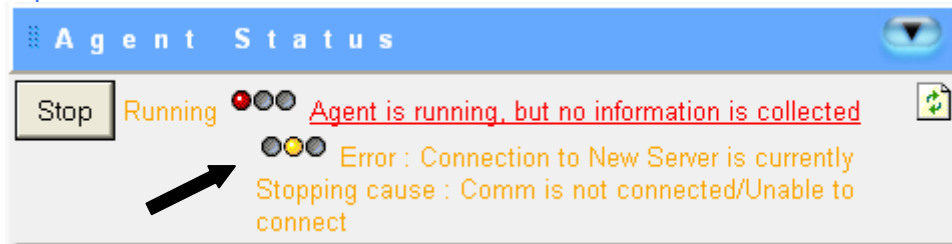
To locate the **Check Point (Real Time) Agent** and the associated error, please follow the steps below.

Steps

1. Select **Start > All Programs > Net Report > Management Console** to launch the **Net Report Management Console**. The **Net Report Login** dialog box appears.
2. Enter your **Login** and **Password**. The **Net Report Management Console** appears.
3. Select **Console root > NetReport > localhost > ULA > Agents > Check Point (Real Time)** in the left **Console root** pane. The **Check Point (Real Time)** screen appears in the central pane.



4. Note the **Agent Status** error at the base of the **Check Point (Real Time)** screen in the central pane.

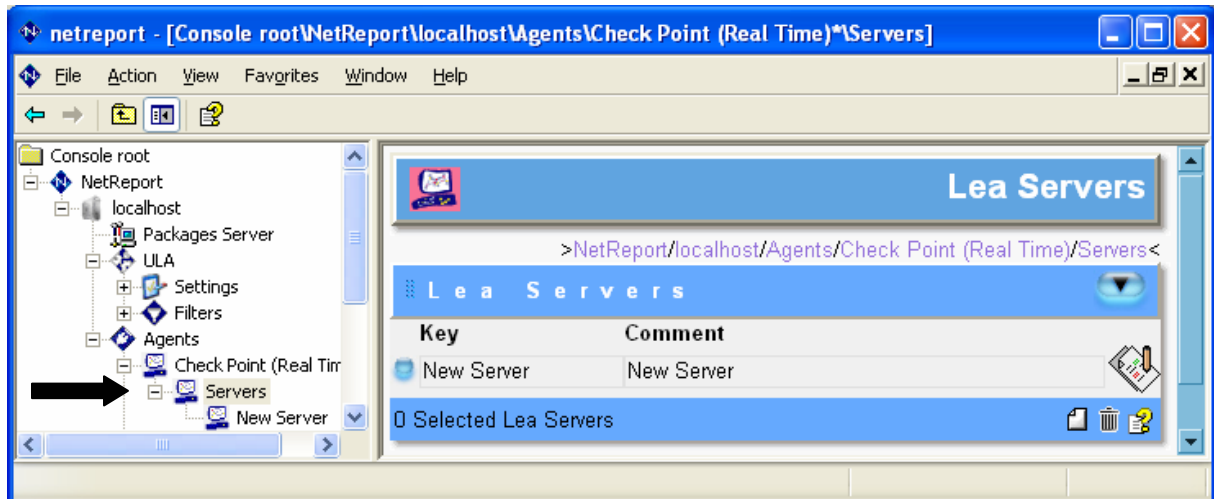



Step 2: Resolving The Error

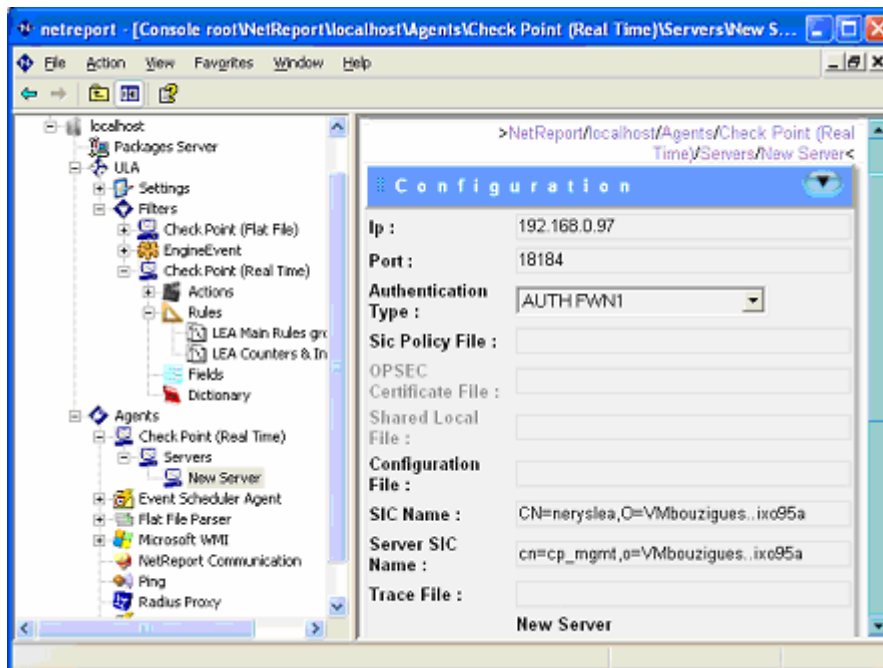
To resolve the error, please follow the steps below in the Net Report Management Console:

Steps

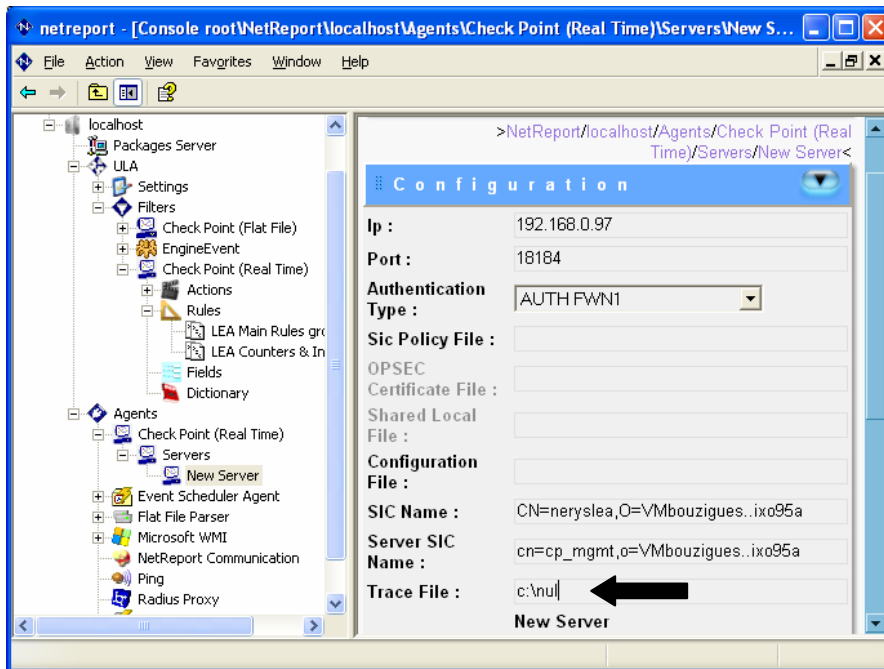
1. Select **NetReport > localhost > ULA > Agents > Check Point (Real Time) > Servers** in the left **Console root** pane. The **LEA Servers** screen appears in the central pane.



2. Click the **modify server** icon  to the right of the **New Server** row (or the equivalent name you have given it). The **Server LEA 'New Server'** screen appears in the central pane.



3. Enter `c:\nul` in the **Trace File** field.



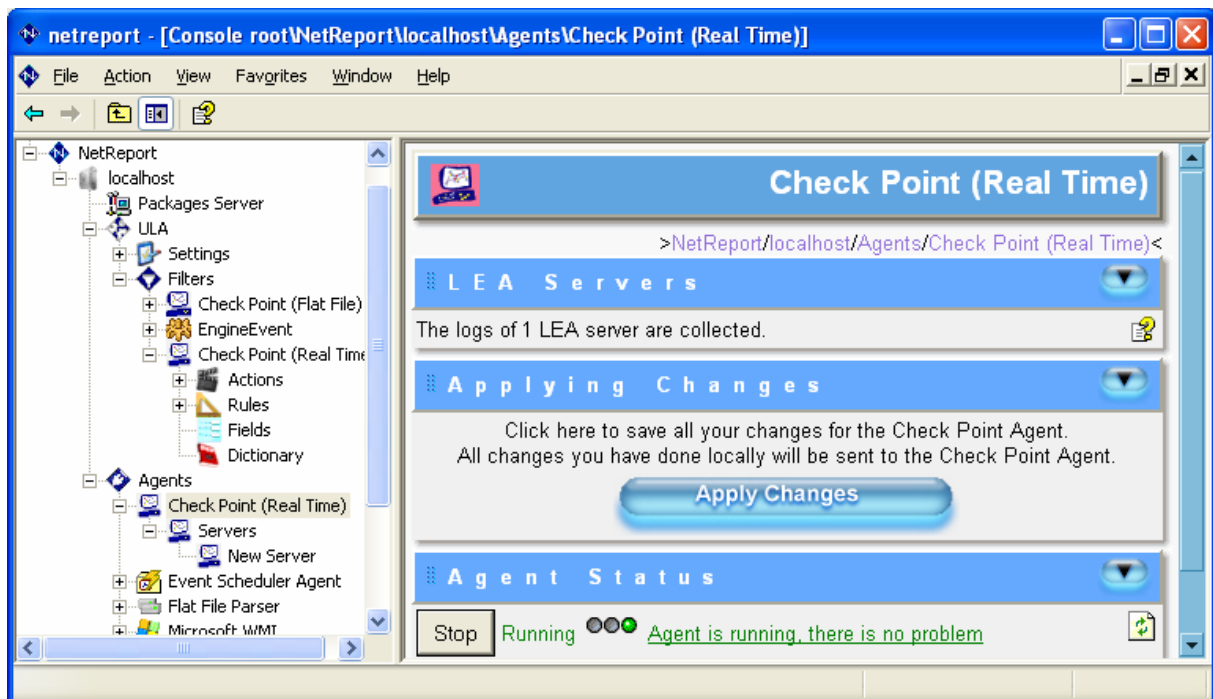
Applying Your Changes and Refreshing The Agent Status

To apply the changes you made and refresh the **Agent Status**, please follow the steps below:

Steps

1. Select **Console root > NetReport > ULA > Agents > Check Point (Real Time)** in the left **Console root** pane. The **Check Point (Real Time)** screen appears in the central pane.
2. Click **Apply Changes** in the **Applying Changes** drop-down section.
3. Click the **Refresh** button  in the **Agent Status** drop-down section.

The **Running** status appears in the **Agent Status** drop-down section with the **Agent is running, there is no problem** message.



Status: the problem has been successfully resolved!

Status:

This behavior is by design.

See Also:

How To Configure Check Point FireWall -1, VPN-1 and NG at:
http://www.netreport.fr/support/sup_knowledgebase.asp