

## CSA Agent is Disabled; You Cannot Re-enable It

<b>Problem Summary</b>	CSA agent is disabled on the majority of boxes and cannot be re-enabled in the usual ways.
<b>Error Message</b>	<p>An Application Event error is recorded as follows:</p> <p>Event Type: Information</p> <p>Event Source: CSAgent</p> <p>Event Category: Local Event Mgr</p> <p>Event ID: 256</p> <p>Description: The Agent Rule file hash has been modified. Shims will be disabled, and NO security policies will be enforced.</p>
<b>Possible Cause</b>	This happens when the new standalone agent is installed over the current one.
<b>Recommended Action</b>	<p>To resolve this issue:</p> <ol style="list-style-type: none"> <li>1. Navigate to <b>C:\Program Files\Cisco Systems\CSAgent\cfg\</b></li> <li>2. Delete the <b>agent.state</b> file</li> <li>3. Restart the agent</li> </ol> <p><b>Note:</b> If this problem persists, uninstall the agent and re-install the agent again.</p>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.