

The Support Tools Server fails to connect to the Node Agent

Problem Summary	When trying to connect to Node Agents, the following message displays: “Attempt to sendcommand to system: 'ARIPG1A' failed. The specified host could not be contacted by the servicetool. System reported: The requested name is valid, but no data of the requested type was found.”
Error Message	None.
Possible Cause	
Recommended Action	<ol style="list-style-type: none"> 1. Ensure that the Server and Agent services are defined and running. 2. Check that the communications port defined is the same on the Server and Agent. 3. Check that the IPSEC policy is enabled, *AND* that the IPSEC PSKey is the exact same on the Server and the Node Agent. 4. Check that the Support Server is Windows Server 2003 and not Windows XP. You can install the Support Tools server on Windows XP with SP2. However, the Support Tools Node Agent (installed on an Unified ICM node running window 2003) defaults to installing with IPsec enabled. Yet, since the Support Tools does not support IPsec on Windows XP, the Support Tools server cannot then connect to the agent(s). <p>The workaround for the non-support of IPsec on Windows XP is to do either of the following: Install the Support tools on a Windows Server 2003 server. Disable IPsec on the Support Tools node agents.</p> <ol style="list-style-type: none"> 1. Check that the communication port defined in the registry is the same as is defined in the IPSEC policy.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.