



Insights Hub

Agent Diagnostic




System Manual
05/2025

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Legal information

Warning notice system

This manual contains notices you have to observe in order to ensure your personal safety, as well as to prevent damage to property. The notices referring to your personal safety are highlighted in the manual by a safety alert symbol, notices referring only to property damage have no safety alert symbol. These notices shown below are graded according to the degree of danger.

 DANGER
indicates that death or severe personal injury will result if proper precautions are not taken.
 WARNING
indicates that death or severe personal injury may result if proper precautions are not taken.
 CAUTION
indicates that minor personal injury can result if proper precautions are not taken.
NOTICE
indicates that property damage can result if proper precautions are not taken.


If more than one degree of danger is present, the warning notice representing the highest degree of danger will be used. A notice warning of injury to persons with a safety alert symbol may also include a warning relating to property damage.

Qualified Personnel

The product/system described in this documentation may be operated only by **personnel qualified** for the specific task in accordance with the relevant documentation, in particular its warning notices and safety instructions. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when working with these products/systems.

Proper use of Siemens products

Note the following:

 WARNING
Siemens products may only be used for the applications described in the catalog and in the relevant technical documentation. If products and components from other manufacturers are used, these must be recommended or approved by Siemens. Proper transport, storage, installation, assembly, commissioning, operation and maintenance are required to ensure that the products operate safely and without any problems. The permissible ambient conditions must be complied with. The information in the relevant documentation must be observed.

Trademarks

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Disclaimer of Liability

We have reviewed the contents of this publication to ensure consistency with the hardware and software described. Since variance cannot be precluded entirely, we cannot guarantee full consistency. However, the information in this publication is reviewed regularly and any necessary corrections are included in subsequent editions.

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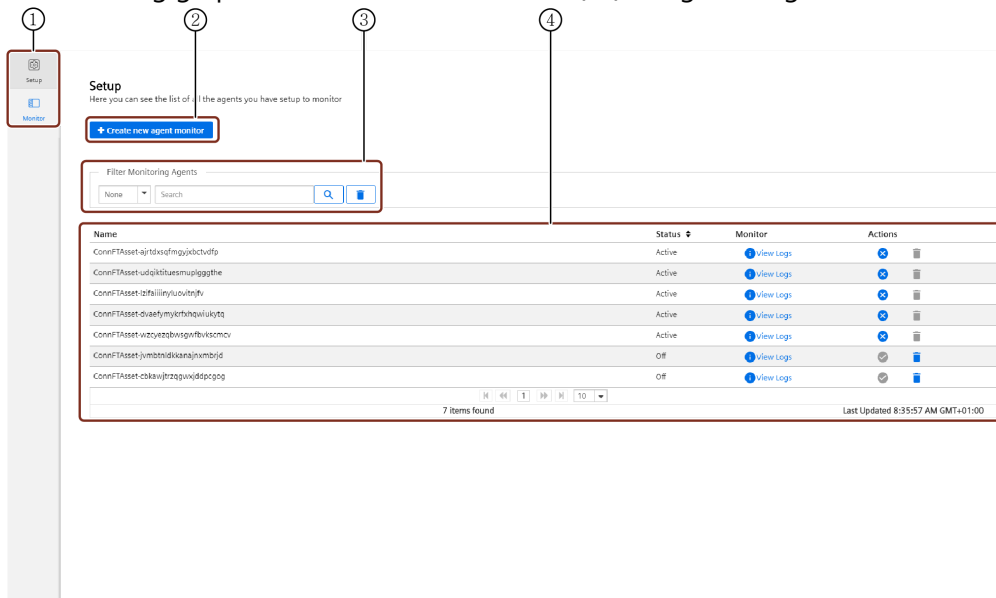
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Introduction

Introduction

Agent Diagnostic provides a user interface for creating agent monitors and insights into already existing agent monitors. It is built on the Diagnostic Feature of MindConnect API. It allows you to activate and deactivate agents and to view their messages. For more information on Diagnostic Feature refer to Developer documentation, section [Diagnosing Exchange Service](#). The following graphic shows the user interface (UI) of Agent Diagnostic:



- ① Navigation pane
- ② Opens a new dialog to create a new agent monitor
- ③ Filter options:
 - "None": lists all existing agent monitors
 - "Agent": lists the monitors of one agent
 - "Status": lists monitors sorted by status
- ④ Agent monitor view area

User rights

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User rights

Agent Diagnostic adopts the user rights from [Settings](#).

The user rights depend on the following user roles:

- Administrator
- Standard user

Right	Role: Administrator	Standard user
Use Agent Diagnostic	✓	✓
Set up a monitoring	✓	
Read monitoring messages	✓	✓
Read diagnostic messages	✓	✓

Setup in "Agent Diagnostic"

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Setup in "Agent Diagnostic"

Creating a new agent monitor


To create a new agent monitor proceed as follows:

1. Click on "Create new agent monitor". A new dialog opens.
2. Click on "Browse" to see all available agents.
3. Select the agent you want to monitor and click "Add".
4. The newly created agent monitor is now listed in the agent monitor view area.



Notice that the diagnostic service allows only five agents per environment with active monitorings in parallel.

Activating an agent monitor

You can either activate the newly created agent immediately within the creation or by clicking on  in the monitor list. The status will then change to "Active". If you deactivate the agent monitor the status will change to "Off".

Monitor in "Agent Diagnostic"



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Monitor in "Agent Diagnostic"

Monitoring active agents

The "Monitor" page lists all available actively monitored agents. To view the message, you can either select a listed agent or use the filter option. The filter option offers the following sorting:

Filter option	Description
"None"	No sorting. The agents are listed by alphabetical order.
"Agent"	Enter an agent name to get all available agent monitors for this agent.
"Message"	Sorts the agent monitors by types of messages.
"Severity"	Sorts the agent monitors by type of severity.
"Time"	On the right-hand side of the "Filter Monitoring Logs" area you can set a time range to filter by time.

Symbol	Description
	Resets the filter.
	Activates the search.



Time limits

Diagnostic activation will be automatically inactive after 1 hour. The diagnostic messages collected after activation will be automatically deleted after 7 calendar days.



Please notice that if you delete a monitoring setup, the diagnostic messages will also be deleted.