

# Advanced: Agent Migration between Management Consoles



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**Management:** *Jamaica, Kauai, Liberty, Machu Picchu, North Pole, Olympus, Petra, Queensland, Rio, Version S, Tokyo*

**Agents:** *Windows 3.0+ | macOS 3.0+ | Linux 3.4+*

**Minimum User Level:** *Account*

**Select Scope:** *One Site, Account, or Global*

You can move Agents between different Management Console instances. For example, to move Agents from a POC Management Console to a paid Management Console.

## Specifications

- You must have Global or Account permissions for the Agent's current environment and access to the Site token of the target Site.
- You must have a Site Token for a Site on the new Console.
- An Agent tries to connect to the new Management Console for 3 minutes. If the Agent cannot connect, it stays in the original Management Console.
- Local configuration files are kept with the Agent. New management assets are applied after the next keep-alive communication with the new Management Console.
- Resolve all threats on Agents before you migrate them.
- The management does NOT migrate:
  - Endpoints that do not meet the requirements to support migration (unsupported version or OS).
  - Endpoints with unresolved threats.
  - Endpoints in a Full Disk Scan.

To see the status of a Full Disk Scan, open **Sentinels > Endpoints**, and show the **Full Disk Scan** column.

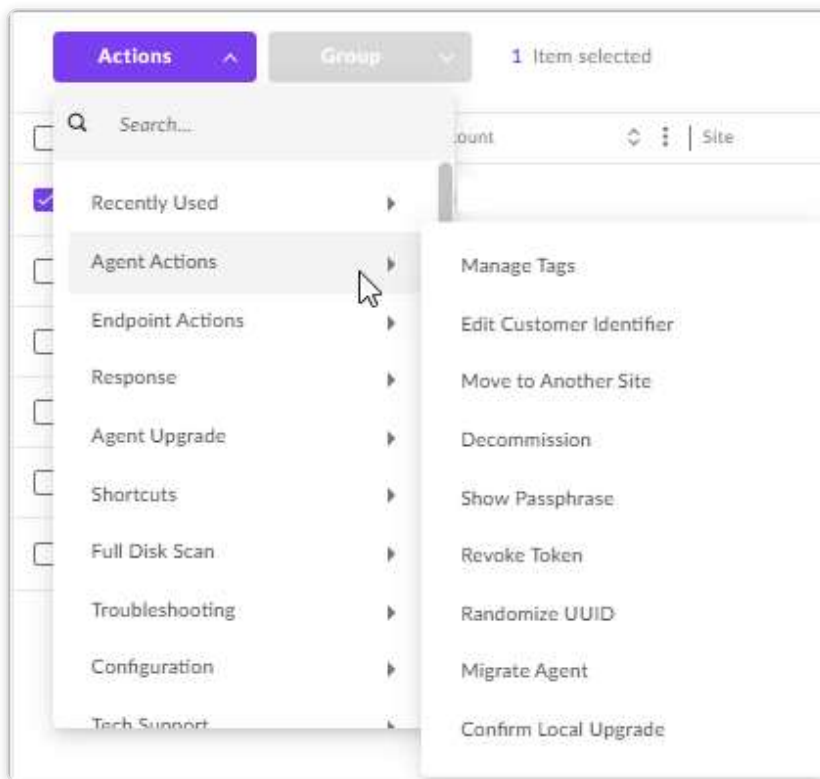
***To migrate Agents:***

1. In the source Management Console, go to **Sentinels > Endpoints**.
2. Select endpoints.

From the Management Console, you can select one or more endpoints for the action, or you can select all of a Group or saved filter set, or all results if they show on a single page. From version Tokyo GA you can run these actions on filter results that include a filter with a CSV file, even if the filter is not saved.

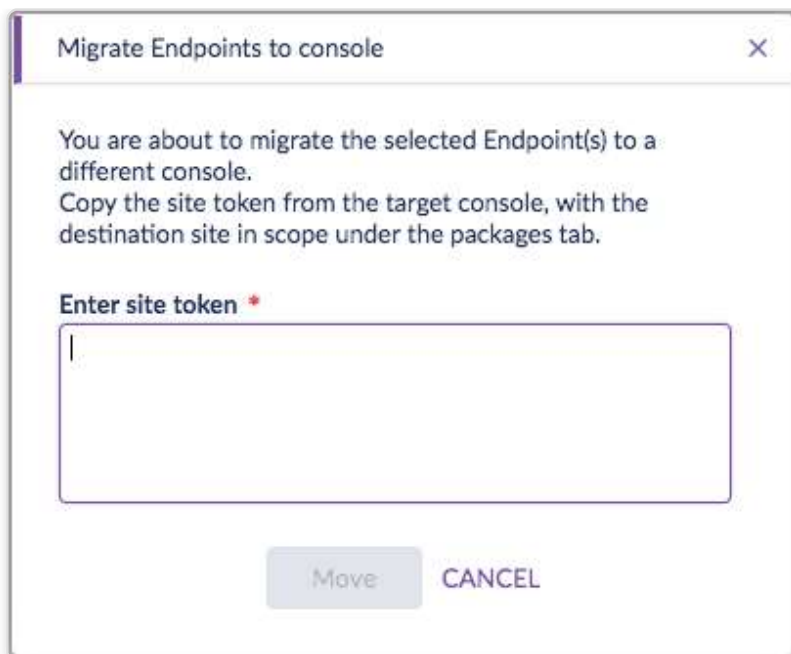
If you select an endpoint that cannot be migrated, the endpoint is skipped, but the migration runs on supported endpoints.

3. Click **Actions > Agent Actions > Migrate Agent**.



4. A window opens with instructions. Copy the Site token for the target Site from the **Sentinels > Packages** page and paste it in the window.

You must be in the Site scope to see the Site Token.



5. Click **Move**.

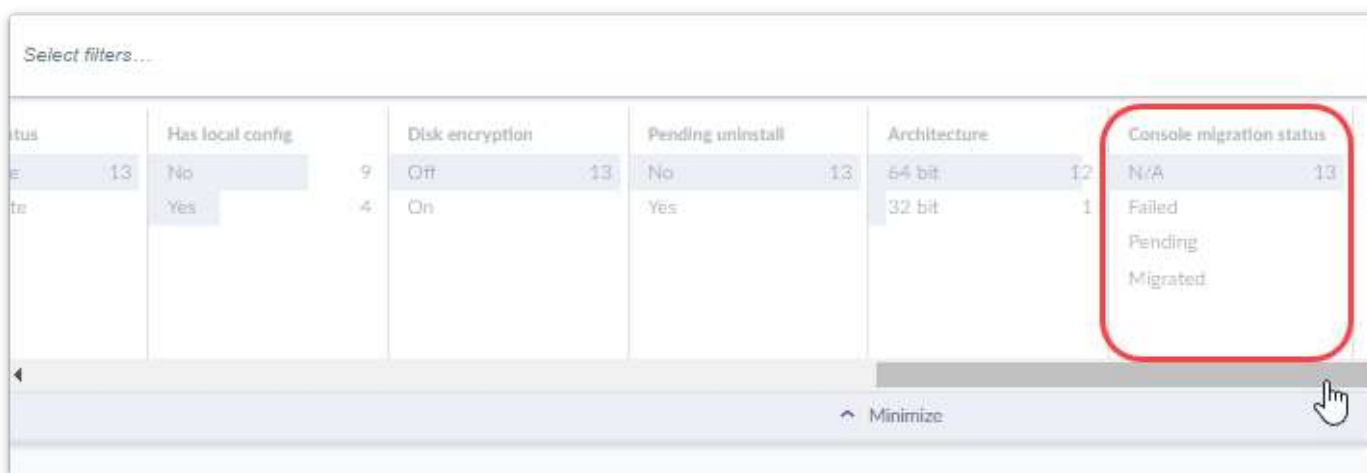
6. Click **Approve** and then **OK**.

The Agent services reload. The Agent connects to the Management Console. If endpoint users see a message from the operating system, such as the Turn on virus protection Windows message, the Agent is not yet loaded and connected. The message will disappear when the reload and connection are done.

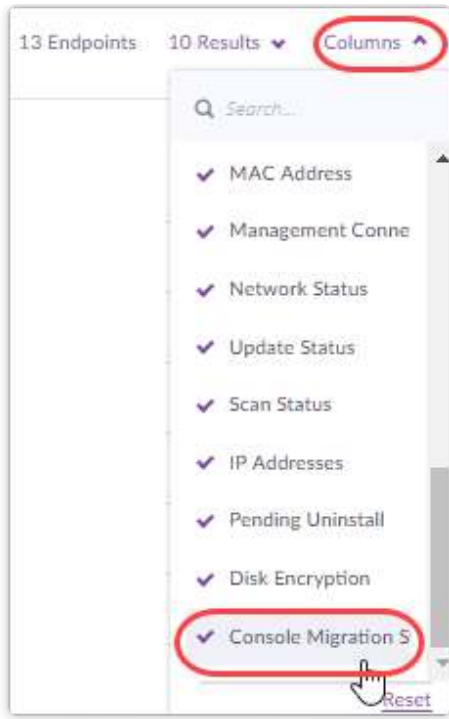
#### To see Agent migration status in the Sentinels view:

In Sentinels > Endpoints, use the filters or the columns to see the **Console Migration Status** of endpoints.

- In the **Sentinels** filters, scroll right to see the **Console Migration Status**.



- Expand **Columns** to select the **Console Migration Status** column, or to make sure it is selected.



If necessary, scroll right in the Endpoints page to see the column.

- Possible values:
  - **N/A** - No migration command was sent.
  - **Pending** - The Agent is trying to migrate. After a maximum of four minutes, the status changes to **Migrated** or **Failed**.
  - **Migrated** - The Agent moved successfully to the new Management Console. It shows as **Offline** in the original Management Console.
  - **Failed** - The Agent failed to move and stays in the original Management Console.

To see Agent migration in the Activity log, click **Administrative > Move to another console**.

Activity Filters

Malware

Mitigation

Threat Management

Exclusion

Operations

Administrative (1)

Detection Rules

Select Date

Activity Log

23:49:04

May 09, 2022 23:47:49

The agent [redacted] was not moved to another console because it has unresolved

May 09, 2022 21:59:10

The agent [redacted] successfully moved to the console at https://usea1

May 09, 2022 21:58:54

The management user [redacted] commanded the agent [redacted]

May 08, 2022 13:32:28

The agent [redacted] successfully moved to the console at [redacted]

Search...

Select All

Clear

Full disk scan

Log operations

Machine Restarted

Maintenance configuration changed

Move to another console

On-Demand disk scan

Passphrase