How to get a PingPlotter Cloud agent back online

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Question

My PingPlotter Cloud agent shows as offline even after I did a service restart. How do I get it back online?

Solution

The easiest way to get your agent back online is to use an Auto Link. You can do this by following these steps:

1. Head to **PingPlotter Cloud.**
2. Click the **Agents tab**
3. **Click the Deploy link at the bottom of the right-side menu**
4. **Click the Auto Link button**
5. **Open a browser tab in your favorite browser**
6. **Paste the URL and click Enter**
7. **Click Open PingPlotter and wait for PingPlotter to open and display the "Your Cloud Agent is active!" message**
8. **Head back to your cloud agent tab and that machine should now be back online.**

Here is a short video that steps you through all of the steps of getting your agent back online.

If you have any questions, feel free to contact us!

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