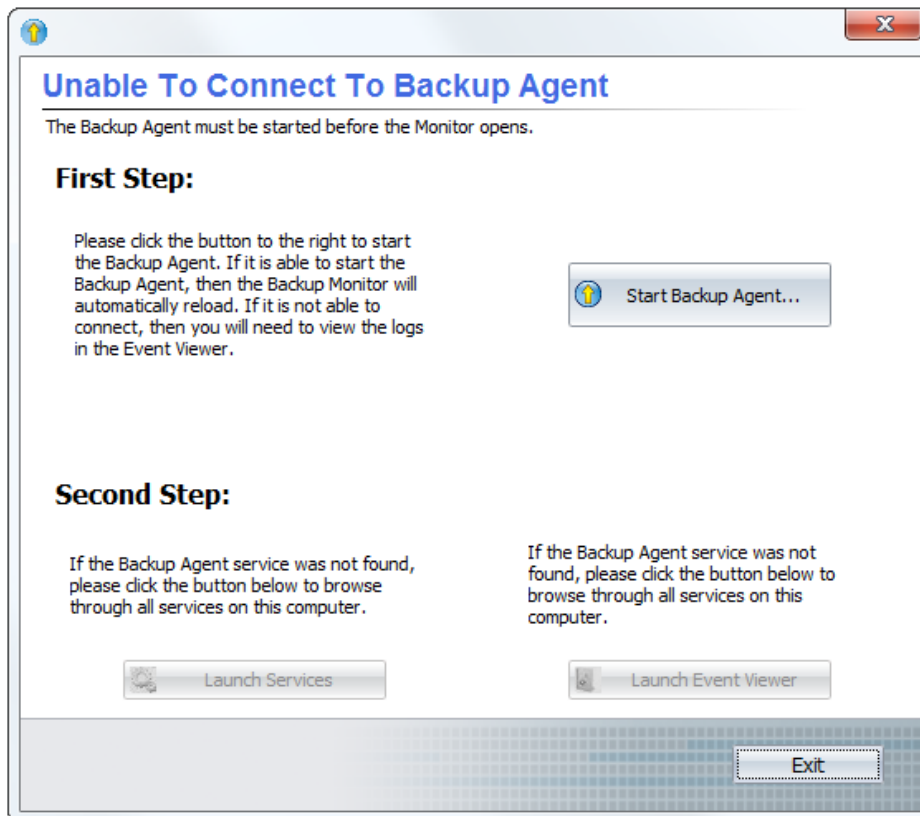


Unable to Connect to Backup Agent

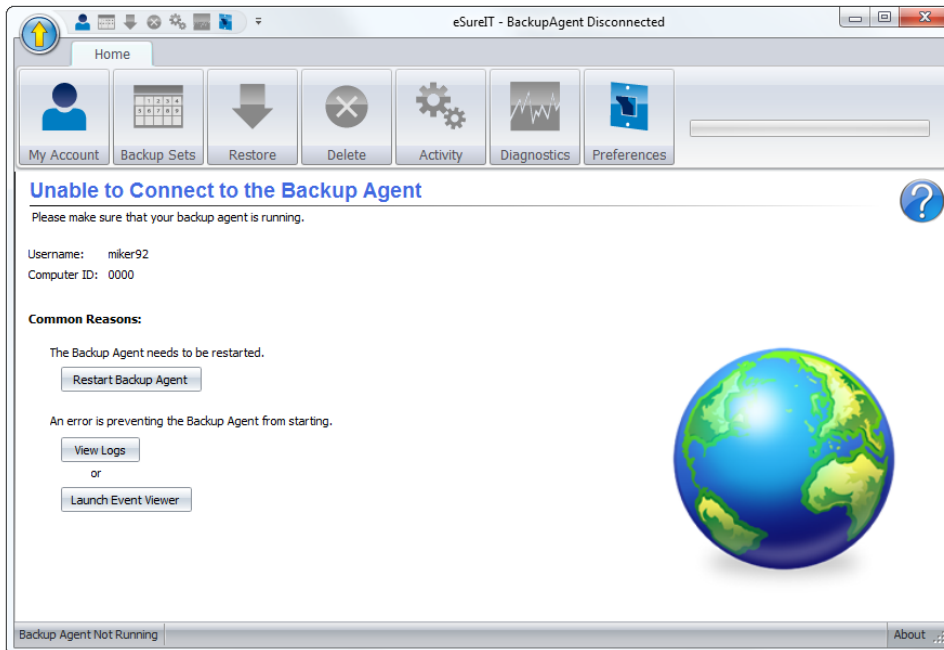
<https://campus.barracuda.com/doc/93197258/>

The Backup Agent reports as disconnected in the management portal or, when opening the Backup Monitor, a window giving the message **Unable to Connect to Backup Agent** appears. It may look similar to the pictures below:



Explanation

This issue arises when the Backup Agent service cannot be reached. The Backup Agent service may not be running or the Backup Agent service may be corrupted.



Resolution

First, check to see if the Backup Agent service is started. Restart the Backup Agent service if it is already started. If the service is started or restarting the service does not fix the problem, check the "View Logs" option you may see in the Backup Monitor or look in Event Viewer's Application logs for startup errors associated with the Backup Agent service.

If you see errors similar to these, you may need to [perform a clean reinstall](#) to fix the catalog problem:

Event ID: 0

Unable to connect to catalog: I/O error for file CreateFile (open) "[backup software installation path]\catalog.fdb"
Error while trying to open file

Event ID: 0

Unable to connect to catalog: I/O error for file WriteFile "[backup software installation path]\catalog.fdb"
Error while trying to write to file

If you can open the Backup Monitor successfully but the Backup Agent still shows as disconnected in the management portal, run a [test connection](#). If the test connection fails, use one of the below articles to help troubleshoot that issue:

- [Test Connection Fails with Incorrect Password](#)
- [Test Connection Fails with Exception Thrown Error](#)
- [Test Connection Fails in Upload Phase](#)

If the test connection is successful or you cannot resolve a failed test connection, please contact Intronis Support (1-800-569-0155 option 1 or support@intronis.com).

Figures

1. unabletoconnecttobackupagent.png
2. unabletoconnecttobackupagent2.png

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