

Database Mapper Remote Agents

Last Modified on 15 November 2021

🔄 Update: SentryOne Document is now SolarWinds Database Mapper (DMR). See the [Database Mapper product page](#) to learn more about features and licensing. Want to explore Database Mapper? An [interactive demo environment](#) is available without any signup requirements.

Remote Agent Overview

What is a remote agent?

A remote agent is a service that runs in the background on a machine within your environment, and is responsible for generating the snapshots and documentation for the solutions configured within Database Mapper. It feeds the snapshot and documentation back to Database Mapper Cloud. This agent service needs to be installed on a machine that has access and permissions to the environments configured to be documented. See the [System Requirements](#) article for more details.

Where should a remote agent be installed?

The remote agent may be installed on any on-premises machine that meets the [system requirements](#), including access to all the resources (i.e. a SQL Server) it must connect to in order to create documentation. Keep in mind that since it runs as a Windows service in the background, it can only perform the work while the machine is running. A machine that is shut down overnight will not be able to generate documentation or take snapshots during that time.

How many remote agents are needed?

In general, you should start with a single remote agent. Situations where you may need more than one remote agent include:

- You require numerous or large snapshots and they are taking longer than acceptable to complete with a single agent
- Your network environment is locked down in such a way that not one machine has access to all the resources you are trying to document. In this case, you might need to install a remote agent on *Machine1* to access *SQLServer1*, and a remote agent on *Machine2* to access *SQLServer2*.

What is a remote agent pool?

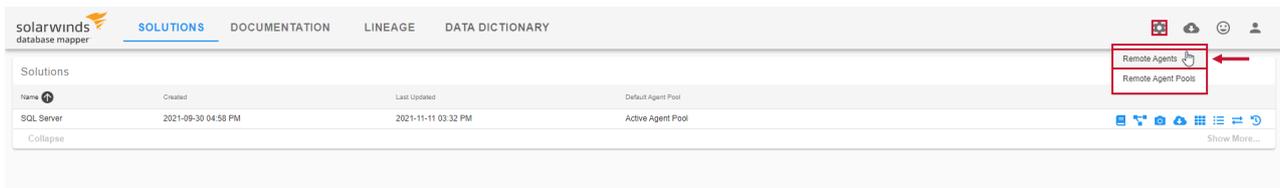
A remote agent pool is a grouping of remote agents in your Database Mapper environment. Database Mapper automatically creates a default system-generated remote agent pool that you can't change. When you register any remote agent, your remote agent goes into the system-generated pool by default. If you have multiple remote agents, and want to control what work they can pick up, you can group them into pools. When a snapshot is requested for a solution item, it allocates that work to any of the available agents within the pool that's associated with the solution item.

For example, you could create remote agent pools with remote agents that document only:

- your production server
- your development server
- SSIS packages

Managing Remote Agents

Manage the remote agents assigned to Database Mapper. In Database Mapper, select  > **Remote Agents** to open the Remote Agents management page.



Managing Remote Agents page details

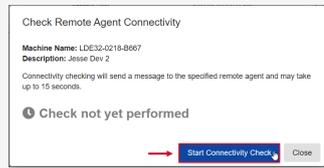
The screenshot shows the 'Remote Agents' management page. It features a table with the following columns: Machine Name, Date Registered, Description, Remote Agent Pool, Last Signal Received, and Version. There are three rows of data. To the right of the table, there are icons for adding, editing, deleting, and refreshing the data.

Machine Name	Date Registered	Description	Remote Agent Pool	Last Signal Received	Version
LHP85	2021-06-14 11:55 AM	Old Remote Agent	Active Agent Pool	2021-11-11 03:53 PM	2021.8.0
LHP85	2021-09-30 04:45 PM	AtsokaRemoteAgent1	Default	2021-11-04 11:06 AM	2021.18.0
LHP85	2021-11-11 03:20 PM	Localhost	Default	2021-11-11 03:21 PM	2021.18.0

Metadata	Description
Machine Name	The name of the machine where the Remote agent is installed.
Date Registered	The day and time that the Remote agent was registered with Database Mapper.

Metadata Description	Description A user entered description about the Remote agent.
Remote Agent Pool	The Remote agent pool to which the remote agent is assigned.
Last Signal received	The last time a successful connection was made to the remote agent.
Version	The software version number of the remote agent. Note: Database Mapper displays an Upgrade button by your Remote Agent if an update is available. Select Update to update your remote agent remotely.

Managing Remote Agents page buttons

Button	Description	Image
	Select the Edit description button to edit the description column for the selected remote agent. Enter your desired description, and then select to save your changes.	
	Select the Change pool assignment button to open the Change pool assignment window. Select the desired remote agent pool from the drop-down list, and then select Change Pool Assignment to save your changes.	
	Select the Check connectivity button for a remote agent to open the Check remote agent connectivity window. Select Start connectivity check to verify the connection.	
	Select the Task History button for a remote agent to open the Task History page for the remote agent.	
	Select the Software Update History button to open the Software history window for the selected remote agent.	
	Note: This is no longer an option or requirement in versions 2021.3 and later. Select the Manage License button to open the Manage License window.	
	Select the Show Running Tasks button to open the running tasks window for the selected remote agent.	

Button	Description	Image
	Select the Show Available Providers button to open the Available Providers window for the selected remote agent.	
	Select the Delete button to open the Delete Remote agent window. Select Delete Remote agent to delete the selected remote agent from the Remote Agents page.	

Updating a Remote Agent

Note:

- When using **Database Mapper** (the cloud version at document.sentryone.com), you will see the **Update** option next to the remote agent to upgrade them via the Database Mapper web interface when updates are available.
 - Selecting **Update** also updates any other remote agents from the same installation directory.
- When using **Database Mapper Software** (the on-premises, self-hosted version), you must download the latest **Database Mapper Remote Agent** software from my.sentryone.com, then run through the installer.
 - This updates all remote agents that are part of this installation.
- There's no need to stop the remote agent services before upgrading them.
 - We don't recommend upgrading them while they are performing work (e.g. generating documentation or a snapshot).

Update your remote agent to the newest software version on the **Remote Agents** page.

Select the **Update** option next to an out-of-date remote agent to open the **Update** prompt.

SentryOne						
Remote Agents						
Machine Name	Date Registered	Description	Remote Agent Pool	Last Signal Received	Version	
LDE32-0218-8967	2019-12-11 04:17 PM	Jesse Dev 2	Jesse Pool BL4	2020-01-22 10:02 AM	2019 4.4-alpha.8	
LDE32-0218-8967	2019-10-15 02:20 PM	Jesse - Dev2	Jesse Pool BL4	2019-12-11 04:22 PM	2019 4.4-alpha.8	
LDE31-1217-8523	2019-10-28 01:41 PM	Tyler's Super Awesome Remote Agent	Tyler L's Pool	2019-11-04 12:45 PM	2019 4.2	Update
AH-XPS-PW	2019-04-01 05:39 AM	SID - Dev Azure - AH	Adrian's Pool	2019-10-22 08:15 AM	2019 4.2.1022	Update
AH-XPS-PW	2019-09-14 01:24 PM	Adrian - Dev Azure	Adrian's Pool	2019-10-22 08:11 AM		Update
DESKTOP-S9GER02	2019-04-09 08:28 AM	AH VM 1 - Remote Agent 1	Adrian's Pool	2019-04-10 07:27 AM		Update

Select **Update** to update the selected remote agent remotely.

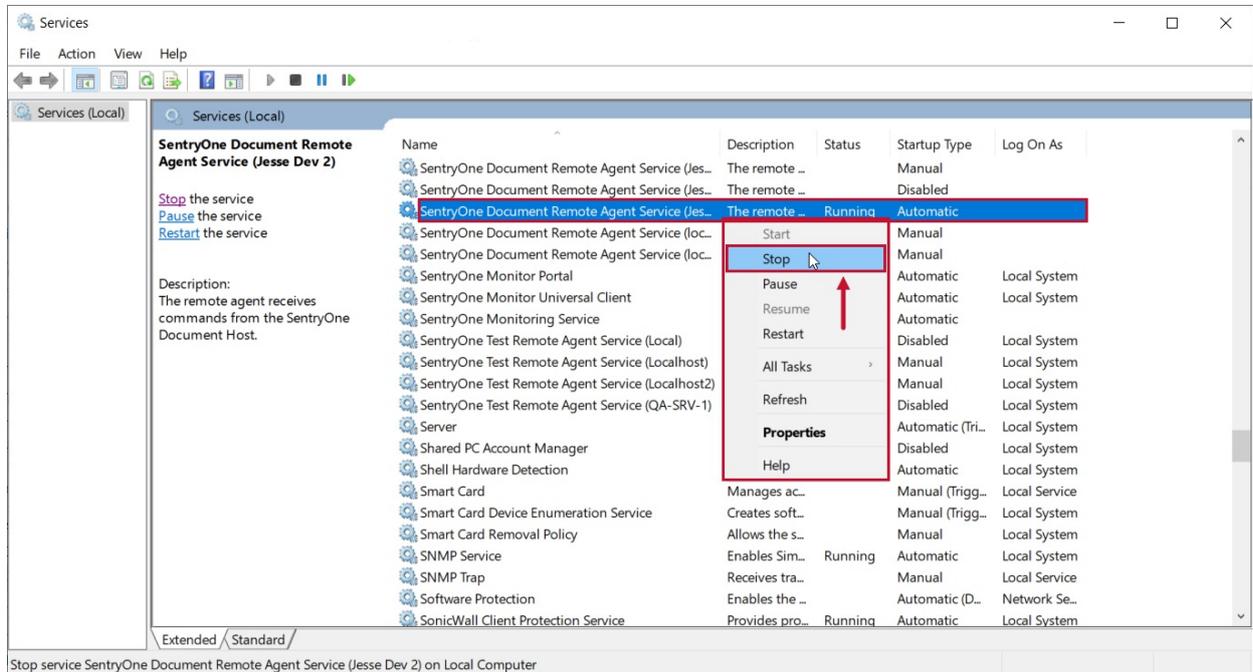
Any other Remote Agents from the same installation directory on the same machine will be updated too. Do you want to upgrade this Remote Agent to the latest version?



Deleting a Remote Agent

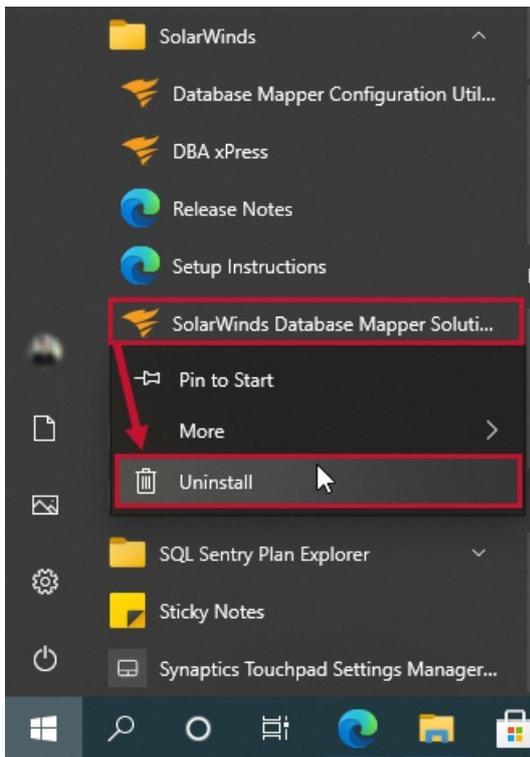
You can delete any unused remote agents in your Database Mapper environment by completing the following:

1. Open **Windows Services**, then select the remote agent you want to delete. Right click the remote agent, then select **Stop** to stop the service from running.

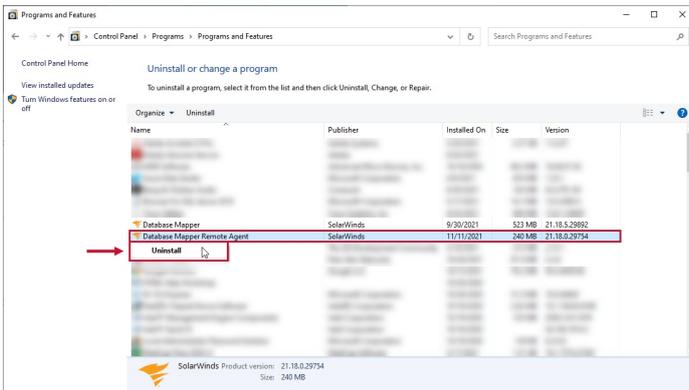


Note: Stopping the **Database Mapper Remote Agent Service** makes the uninstall process easier and does not require you to restart your machine.

2. Select the Windows button, then navigate to the SolarWinds folder. Right click the **Database Mapper Solution Configuration Tool**, and select **Uninstall** to open the Control Panel.



3. Right click the **Database Mapper Remote Agent** that you want to uninstall, then select **Uninstall** to uninstall the service. Select **Yes** to confirm your selection.



Viewing a Remote Agent Log

If your remote agent encounters any issues or failures, you can select the **Task History** button for the desired remote agent. On the **Task History** page for the remote agent, you can view or download log output that details the issue.

Note: For a more detailed log, you can view the log output for your on premises installation at the following path:

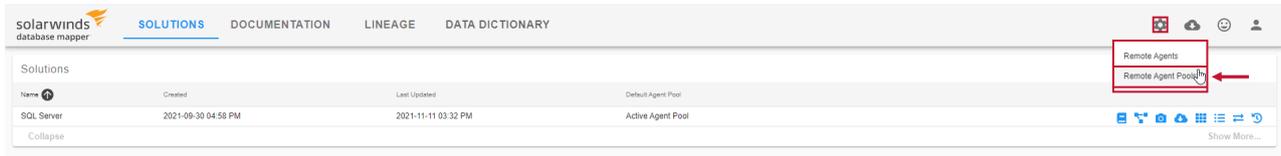
C:\Program Files (x86)\SentryOne\SentryOne Document Remote Agent\SentryOne.Document.RemoteAgent.exe.config

Logging is set to record any **error** by default. If you want your log to record more detailed data, you can

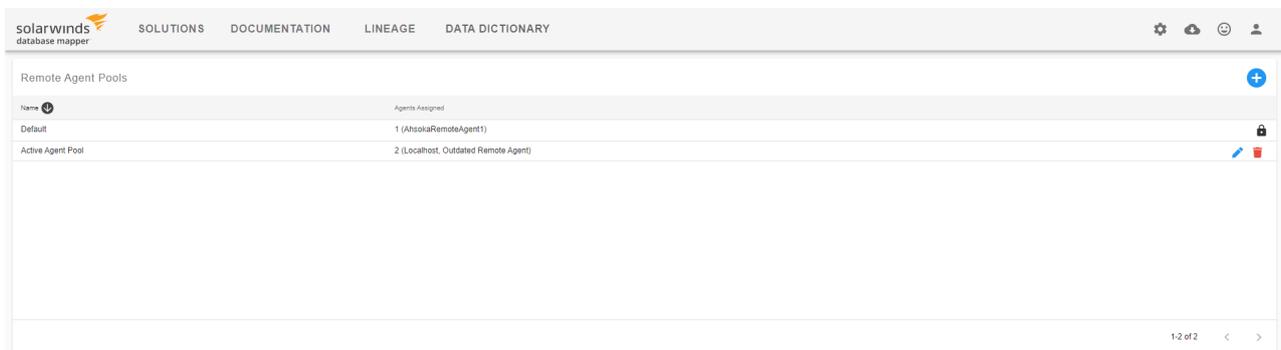
change this configuration to **debug**.

Managing Remote Agent Pools

Manage your remote agents pools in Database Mapper. In Database Mapper, select **⚙️ > Remote Agents Pools** to open the Remote Agents Pools management page.



Managing Remote Agent Pools page details



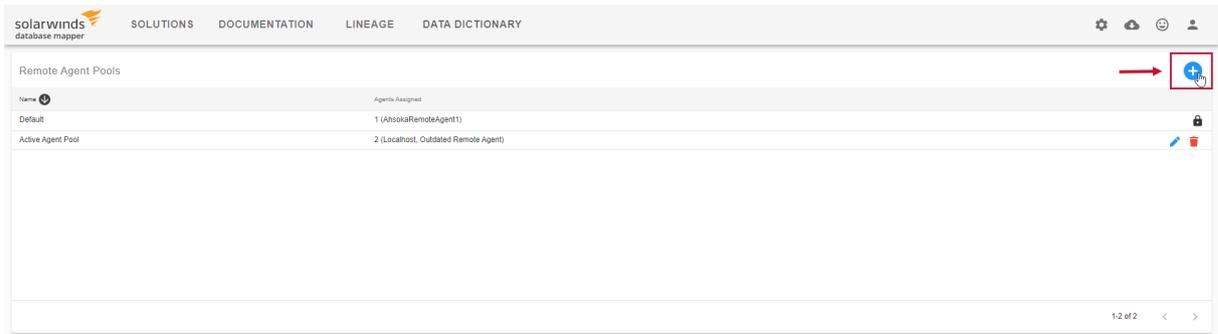
Note: Database Mapper automatically creates a default system-generated remote agent pool that you can't change. When you register a remote agent, your remote agent goes into that pool by default.

Use the Database Mapper Remote Agent pool page to create custom pools, and move agents around between them. If you have multiple remote agents, and want to control what work they can pick up, you can group them into pools. When a snapshot is requested for a solution item, it allocates that work to any of the available agents within the pool that is associated with that solution item.

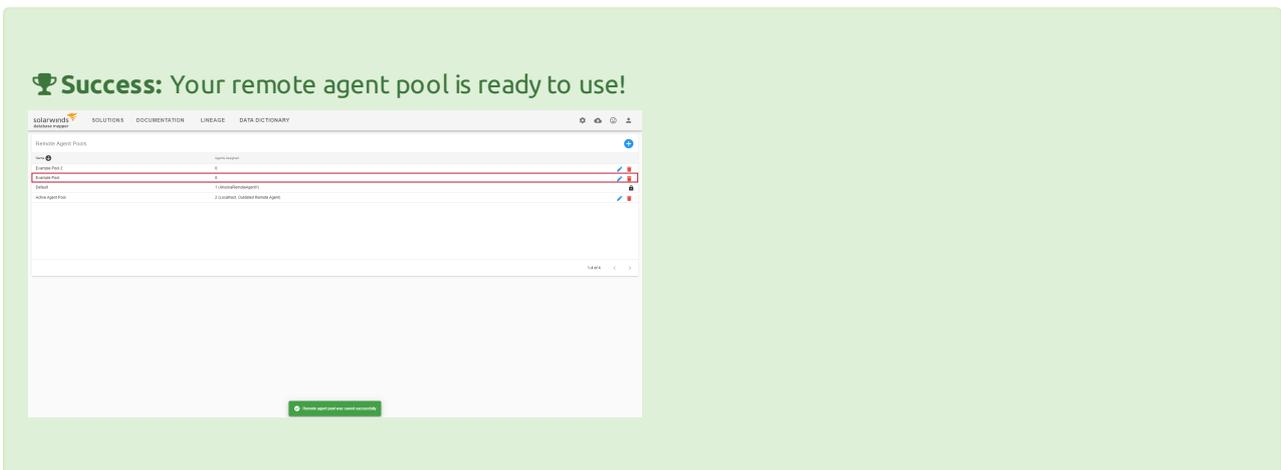
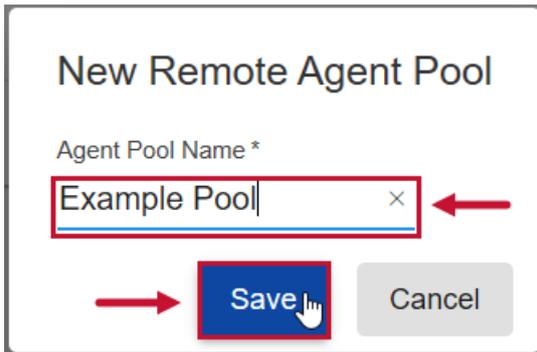
Creating a new pool

Create a new remote agent pool in the Manage Remote Agents pools page by completing the following steps:

1. Select **+** to open the **New Remote Agent Pool** window.



2. Enter a Pool name, and then select **Save** to create your remote agent pool.

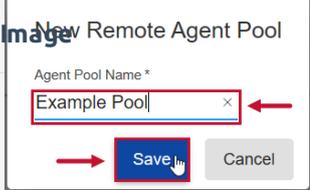
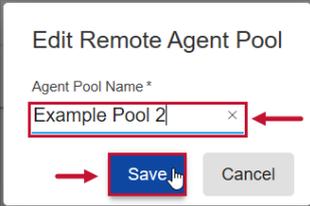


Managing remote agent pool page details

Metadata	Description
Pool name	The name of the remote agent pool.
Agents Assigned	The number of remote agents assigned to the pool.

Managing remote agent pool buttons

Button	Description	Image

 <p>Button</p>	<p>Description</p> <p>Select the + button to open the New Remote Agent Pool window.</p>	 <p>New Remote Agent Pool</p> <p>Agent Pool Name * Example Pool</p> <p>Save Cancel</p>
	<p>Select the Edit Remote agent pool name button to open the Edit Remote Agent Pool window. Enter the desired changes, and then select Update to save your changes.</p>	 <p>Edit Remote Agent Pool</p> <p>Agent Pool Name * Example Pool 2</p> <p>Save Cancel</p>
	<p>Select the Delete button to open the Delete Remote Agent pool window. Select Confirm Delete to delete the selected remote agent pool.</p>	 <p>Delete Remote Agent Pool</p> <p>In order to delete a remote agent pool, it must not contain any remote agents or be referenced by any solutions or solution items.</p> <p>Confirm Delete Cancel</p>

Deleting a Remote Agent Pool

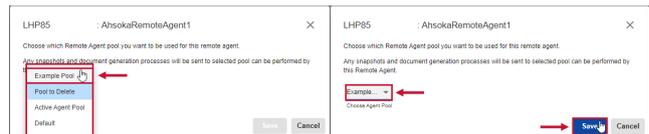
⚠ Important: Before deleting a selected remote agent pool, you must reassign all the existing remote agents, solutions, and solution items within the pool to another pool.

Delete a selected remote agent pool from Database Mapper by completing the following:

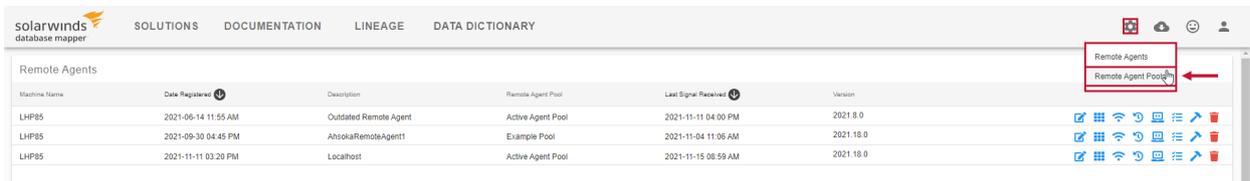
1. Reassign any remote agents, solutions, or solution items that are assigned to the pool you want to delete. In this example, we reassign a remote agent to a different pool.



Machine Name	Date Registered	Description	Remote Agent Pool	Last Signal Received	Version
LHP85	2021-06-14 11:55 AM	Outdated Remote Agent	Active Agent Pool	2021-11-11 04:00 PM	2021.8.0
LHP85	2021-09-30 04:45 PM	AhsokaRemoteAgent1	Example Pool	2021-11-04 11:06 AM	2021.18.0
LHP85	2021-11-11 03:20 PM	Localhost	Active Agent Pool	2021-11-15 08:59 AM	2021.18.0



2. Open the **Remote Agent Pools** page (⚙ > **Remote Agent Pools**).



Machine Name	Date Registered	Description	Remote Agent Pool	Last Signal Received	Version
LHP85	2021-06-14 11:55 AM	Outdated Remote Agent	Active Agent Pool	2021-11-11 04:00 PM	2021.8.0
LHP85	2021-09-30 04:45 PM	AhsokaRemoteAgent1	Example Pool	2021-11-04 11:06 AM	2021.18.0
LHP85	2021-11-11 03:20 PM	Localhost	Active Agent Pool	2021-11-15 08:59 AM	2021.18.0

3. Select the **Delete** button for the remote agent pool you want to delete, then select **Confirm Delete** to complete the process.

solarwinds
Database Mapper

SOLUTIONS DOCUMENTATION LINEAGE DATA DICTIONARY

Remote Agent Pools

Name	Remote Agent Pool	Actions
Test to Delete	1	[Edit] [Delete]
Example Pool	1 (Default Remote Agent)	[Edit] [Delete]
Default	1	[Edit] [Delete]
Active Agent Pool	2 (Default, Outdated Remote Agent)	[Edit] [Delete]

14/04

Delete Remote Agent Pool

In order to delete a remote agent pool, it must not contain any remote agents or be referenced by any solutions or solution items.

Success: The remote agent pool has been deleted from your Database Mapper environment.

Delete Remote Agent Pool

The remote agent pool has been deleted.

Close