

# Agents > Agent Groups

## Introduction

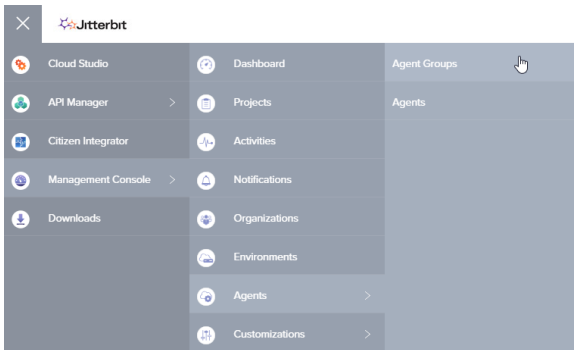
The Agent Groups page of the Management Console allows you to provision, configure, and manage where your integrations run. You can manage your own customized, Private Agent Groups (formerly known as Local Agent Groups) to run on-premises integrations, or you can use Cloud Agent Groups that are hosted and managed by Jitterbit. With multiple agents in a group, Agent Groups provide for high availability (active/active) and load balancing of integration operations across those agents.

**NOTE:** Agent Groups must be associated with an environment. For more information, see [Environments](#).

To access the Agent Groups page, log in to the [Jitterbit Harmony Portal](#), then click the orange hamburger menu in the top left:



From the menu, hover over **Management Console > Agents** and select **Agent Groups**:



**NOTE:** Make sure you are accessing the desired organization. In the top navigation bar, use the dropdown that appears between your name and **Help** to switch between organizations.

## Managing Agent Groups

Administrators of the organization manage the Agent Groups for that organization.

## View Agent Groups

The top section of the Agent Groups page contains a table that shows all the Agent Groups for your organization:

Agent Groups

Provision, configure and manage where your integrations run. Manage customized, private Agent Groups to run on-premise integrations. [New Agent Group](#)

Name	Description	Cloud Logging	Action
Jitterbit Production Cloud Agent Group	Jitterbit Cloud Agent Ver. 8.29.0.9	Enabled	
Jitterbit Sandbox Cloud Agent Group	Jitterbit Cloud Agent Ver. 9.2.0.4	Enabled	
Private Agent Group 1		Enabled	Action ▾
Private Agent Group 2		Enabled	Action ▾

There are two types of Agent Groups:

- Jitterbit Cloud Agent Group:** This type of group is already created within your organization by default. These groups are automatically scaled within the cloud as necessary, and do not require adding agents to expand capacity. By default, two Cloud Agent Groups will already be set up:
  - Jitterbit Production Cloud Agent Group:** The Jitterbit Production Cloud Agent Group runs the production version of Jitterbit, as listed in the **Description** column, and is the most stable.

### On This Page

- Introduction
- Managing Agent Groups
  - View Agent Groups
  - Add Agent Groups
  - Edit or Remove Agent Groups
  - View or Edit Jitterbit Conf
    - Config
    - Db Drivers
    - Restarting Jitterbit Services
- Managing Available Agents
  - View Available Agents
  - View Conflicts with the Jitterbit Config File
  - Add Agents or Download Agent Software
  - Edit or Remove Agents
  - Stop Agent or Download Agent Logs

### Related Articles


- Agents > Agents
- Agent Groups High Availability and Load Balancing
- Cleaning Up Drive Space
- Installing a Jitterbit Harmony Linux Agent
- Installing a Jitterbit Harmony Windows Agent
- Editing the Configuration File - jitterbit.conf
- Environments
- Jitterbit Harmony Portal
- Jitterbit Log File Locations
- Jitterbit Security and Architecture White Paper
- Organizations
- Private Agents Best Practices Tech Talk
- System Requirements for Private Agents

### Related Topics

- Getting Started
- Management Console
- Private Agents


Last updated: Feb 05, 2020

- **Jitterbit Sandbox Cloud Agent Group:** The Jitterbit Sandbox Cloud Agent Group runs the upcoming version available for testing prior to release, as listed in the **Description** column. The Jitterbit Sandbox Cloud Agent Group was introduced in Harmony [version 9.2.2](#). Learn more in the video below.
- **Private Agent Group:** This type of group allows you to group together your own customized, private agents to run on-premises integrations. You will need to download and install the agent software per agent of the group. Learn more about administering, configuring, and troubleshooting Private Agents under our [Private Agents](#) documentation.

 **NOTE:** Private Agents were formerly known as Local Agents.


Initially, you will see the two Jitterbit Cloud Agent Groups, which are set up by default. Note that these Agent Groups are managed by Jitterbit; you cannot add additional Cloud Agent Groups or Cloud Agents. There is also nothing available to edit within the Cloud Agent Groups, as Cloud Logging will always be enabled (logs viewable from the [Activities](#) page). You can also sort the table by clicking on any of the column headers.

To add and edit Private Agent Groups, follow the instructions in the next sections.


 **NOTE:** At least one environment must be created and associated with the selected Agent Group before you will be able to run a project. See [Environments](#) for additional information.

## Add Agent Groups

**New Agent Group**


To add a new Private Agent group, click the  button. Fill out the prompt as follows:

- **Name:** Provide a name for your Private Agent Group, for example "Private Agent Group 1."

 **WARNING:** These special characters are not allowed: < > # % { } | \ / ^ ~ [ ] ` ; , : ? @ = &.

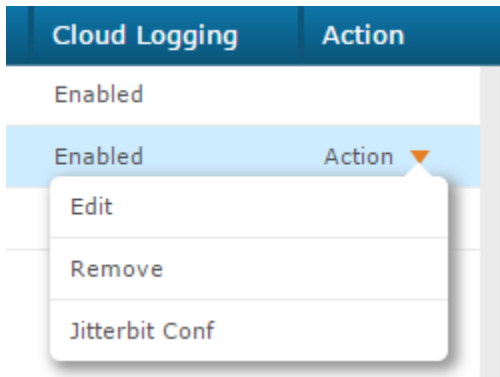
- **Description:** Provide a description for your Private Agent Group.
- **Enable Cloud Logging:** The cloud logging option determines if logged data will be temporarily saved and accessible from within the Harmony cloud. Select the checkbox to enable cloud logging, or clear the box to disable.
  - **Enabled:** The default is enabled, which allows data logs to be accessible via the [Activities](#) page directly from the **Messages** tab.
  - **Disabled:** Clear the checkbox to disable cloud logging. When cloud logging is disabled, a link will be displayed in the **Messages** tab that allows the logging information to be viewed from the agent itself. Clicking on the link displays the logging information in a separate popup window generated from the agent running on a local machine located behind the organization's firewall.

Your new Agent Group should now appear in the table of Agent Groups.

 **NOTE:** You may be limited to the number of Agent Groups you can create based on your subscription plan. If you require more Agent Groups, please contact your Customer Success Manager.

## Edit or Remove Agent Groups

On the far right of each Private Agent Group row is an **Action** dropdown showing the actions you can take for each Private Agent Group.

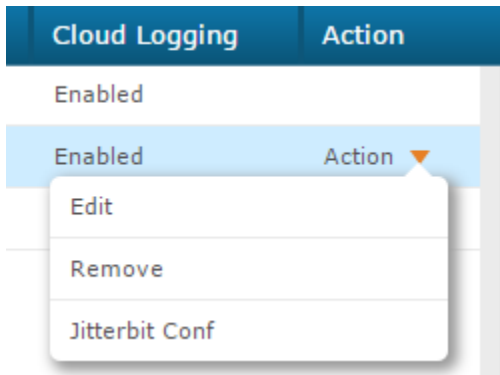


- Choose **Edit** to edit the **Name**, **Description**, or option to **Enable Cloud Logging** that was set up when the Agent Group was added.
- Choose **Remove** to remove the Agent Group from your organization.

**NOTE:** You cannot view or edit the Jitterbit configuration file for the Jitterbit Cloud Agent Groups.

### View or Edit Jitterbit Conf

On the far right of each Private Agent Group row is an **Action** dropdown showing the actions you can take for each Private Agent Group.



The action **Jitterbit Conf** will be available only if these conditions are met:

- All Private Agents within the Private Agent Group are using agents [version 8.14](#) or higher.
- At least one agent within the Private Agent Group must be in a "Running" state.
- Remote agent configuration is enabled. You can enable remote agent configuration from the [Org anizations](#) page under **Actions > Edit Organization Policies**.

**WARNING:** When you enable remote agent configuration, the current agent configuration (excluding the local Postgres cache database information and local predefined global variables) will be read and stored in the cloud so that you can view and edit it remotely. Once you enable remote agent configuration, any changes you make manually to the local `jitterbit.conf` file located on the agent will not take effect.

If you wish to disable remote agent configuration and again be able to edit the local `jitterbit.conf` file manually, you can do so on the [Organizations](#) page under **Actions > Edit > Organization Policies** by unchecking the "Enable remote Agent configuration" checkbox. However, note that you will lose the current remote agent configuration that was stored in the cloud. After agent services are restarted, your agent will read from the local `jitterbit.conf` file.

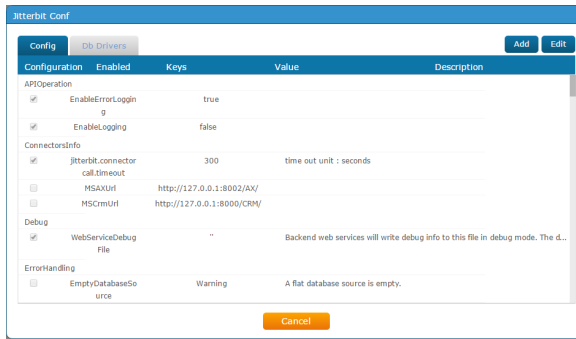
**NOTE:** Viewing and editing the `jitterbit.conf` configuration file is available only at the Agent Group level, not at the agent level. This is because all individual Private Agent configuration files should be identical. In addition, note that you cannot view or edit the Jitterbit configuration file for the Jitterbit Cloud Agent Groups.

Choose **Jitterbit Conf** to view the current settings of the `jitterbit.conf` file in table format. There are two tabs available:

- **Config:** This tab provides the configuration settings available in the `jitterbit.conf` file. The table shows each section of the configuration file, the key parameter, whether the parameter is enabled, its value, and a description if available. For additional information about what each setting does, refer to [Editing the Configuration File - jitterbit.conf](#).
- **Db Drivers:** This tab provides a list of database drivers, also included in the `jitterbit.conf` file. This list includes the settings for database characters.

Options available within each tab are explained as follows.

## Config



To make changes to the `jitterbit.conf` file, click the **Add** or **Edit** buttons in the top right. A confirmation message will appear with this notification:

*If you click OK, current Agent configuration (excluding the local Postgres Cache Database information and local predefined global variables) will be read and stored in the cloud so that you can view and edit them remotely. Please make sure your company policy allows for this action and that there was no proprietary information stored in the configuration files prior to this. Click Cancel now, if you prefer to edit the configurations directly on the servers.*



**CAUTION:** If you do not wish to store the contents of the `jitterbit.conf` file in the cloud via the Management Console, but would still like to make changes to the configuration file, you can do so manually. Refer to [Editing the Configuration File - jitterbit.conf](#).

Click **OK** on the confirmation message to continue.

For **Add**, a popup will provide these options:

- **Section:** Select from a list of existing sections in the config file.
- **Enabled:** Check this box to enable the **Key**, or uncheck to disable the **Key**.
- **Key:** Enter the parameter that you would like to add to the selected section of the config file. For a detailed list of possible keys and values see [Editing the Configuration File - jitterbit.conf](#).
- **Value:** Enter the value that you would like to set for the parameter entered above. For a detailed list of possible keys and values see [Editing the Configuration File - jitterbit.conf](#).

When you are done, choose one of these options:

- **Save:** Save your addition. A confirmation message will appear with the following notification:

*If you click OK, All the Agent group's Agent configuration will be overwritten and Agents needs to be restarted after the update - please make sure that this is an acceptable maintenance period, backup current configuration if needed, and make sure you can perform additional maintenance on the Agent servers, should it be required.*

All Jitterbit services must be restarted in order for the new configuration to take effect. For instructions on restarting services, see [Restarting Jitterbit Services](#) below.

- **Cancel:** Close the **Jitterbit Conf** window without saving. No changes to the config file will be submitted.

For **Edit**, fields that you can make changes to now become available for you to edit. If the value shown in the **Value** column contains single or double quotes, you must provide the replacement value with the same format using single or double quotes. For a detailed list of possible keys and values see [Editing the Configuration File - jitterbit.conf](#).

When you are done, choose one of these options:

- **Submit:** Save your changes. A confirmation message will appear with this notification:

*If you click OK, All the Agent group's Agent configuration will be overwritten and Agents needs to be restarted after the update - please make sure that this is an acceptable maintenance period, backup current configuration if needed, and make sure you can perform additional maintenance on the Agent servers, should it be required.*

All Jitterbit services must be restarted in order for the new configuration to take effect. For instructions on restarting services, see [Restarting Jitterbit Services](#) below.

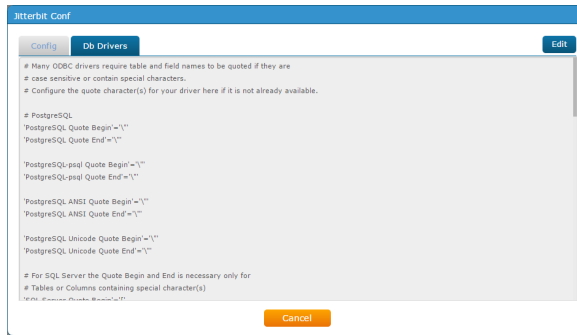
- **Reset:** Reset the editable fields back to the most recent stored configuration file. This option does not submit changes to the config file, but simply resets the values in the edit screen to those currently being used.
- **Reset to default:** Restore all configuration fields back to default settings. This option sets the configuration to the default configuration used as if an agent were being installed from scratch. A confirmation message will appear with this notification:

*If you click OK, All the Agent group's Agent configuration will be overwritten and Agents needs to be restarted after the update - please make sure that this is an acceptable maintenance period, backup current configuration if needed, and make sure you can perform additional maintenance on the Agent servers, should it be required.*

All Jitterbit services must be restarted in order for the new configuration to take effect. For instructions on restarting services, see [Restarting Jitterbit Services](#) below.

- **Cancel:** Close the **Jitterbit Conf** window without saving. No changes to the config file will be submitted.

## Db Drivers



To make changes to the database driver portion of the `jitterbit.conf` file, click the **Edit** button in the top right. A confirmation message will appear with this notification:

*If you click OK, current Agent configuration (excluding the local Postgres Cache Database information and local predefined global variables) will be read and stored in the cloud so that you can view and edit them remotely. Please make sure your company policy allows for this action and that there was no proprietary information stored in the configuration files prior to this. Click Cancel now, if you prefer to edit the configurations directly on the servers.*



**CAUTION:** If you do not wish to store the contents of the `jitterbit.conf` file in the cloud via the Management Console, but would still like to make changes to the configuration file, you can do so manually. Refer to [Editing the Configuration File - jitterbit.conf](#).

Click **OK** on the confirmation message to continue.

The contents then become editable, where you can modify entries as appropriate. When you are done, choose one of these options:

- **Submit:** Save your changes. A confirmation message will appear with this notification:

*If you click OK, All the Agent group's Agent configuration will be overwritten and Agents needs to be restarted after the update - please make sure that this is an acceptable maintenance period, backup current configuration if needed, and make sure you can perform additional maintenance on the Agent servers, should it be required.*

All Jitterbit services must be restarted in order for the new configuration to take effect. For instructions on restarting services, see [Restarting Jitterbit Services](#) below.

- **Reset:** Reset the database driver portion of the config file back to the most recent stored configuration file. This option does not submit changes to the config file, but simply resets the values in the edit screen to those currently being used.
- **Cancel:** Close the **Jitterbit Conf** window without saving. No changes to the config file will be submitted.

## Restarting Jitterbit Services

On the machine where each Private Agent is installed, first stop the services, then restart them.

Windows	Linux
<p><b>From the Start Menu:</b></p> <p>Stop Jitterbit Services Start Jitterbit Services</p> <p><b>From the Jitterbit Agent installation directory:</b></p> <pre>&gt; StopServices.bat &gt; StartServices.bat</pre>	<p><b>From a prompt:</b></p> <pre>\$ sudo jitterbit stop \$ sudo jitterbit start</pre>

## Managing Available Agents

The **Available Agents** tab in the bottom portion of the page shows each agent associated with a selected Agent Group.

- **Private Agent Groups:** Shows the Private Agents within a Private Agent Group and the status of each Private Agent.
- **Cloud Agent Groups:** Managed by Jitterbit. You are unable to manage Available Agents within these groups.

## View Available Agents



The bottom section of the Agent Groups page contains a tab for **Available Agents**. This table will display all Private Agents for the Private Agent Group selected in the top portion of the page:

Available Agents <span style="float: right;">Close X</span>						
2 Agent(s) <span style="float: right;">+ Add Agent</span>						
Name	IP	OS	Version	Status	Action	
Private Agent 1	000.00.00.00	Windows 10	8.26.1.3	Running	Action ▼	
Private Agent 2				Unregistered	Action ▼	



In this table, you can see information about each Private Agent including IP address, operating system, version, status, and available actions you can take. You can also sort this table by clicking on any of the column headers.

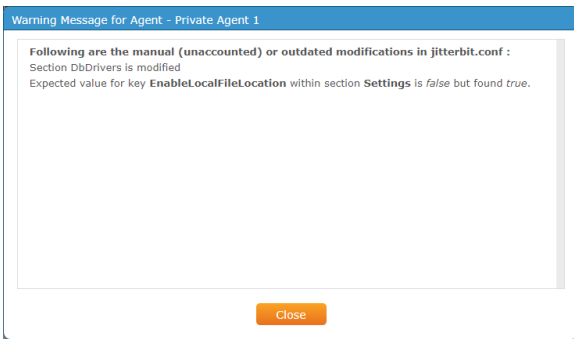
## View Conflicts with the Jitterbit Config File

If you have remote agent configuration enabled ([Organizations](#) page under **Actions > Edit Organization Policies**) and there is a conflict between the remote agent configuration and local agent configuration

file, you will see   icons next to a Private Agent name.

Note that if remote agent configuration is enabled, then the remote agent configuration file overrides any settings in the local agent `jitterbit.conf` configuration file. Thus, these warnings are provided for your information only, and may be expected in circumstances such as when you have made changes to the configuration file remotely via this page (see [View or Edit Jitterbit Conf](#) above).

- Hover over the  icon to see a short description of conflicting values.
- Click on the  icon to view the detailed description of any conflicting values.



**WARNING:** When you enable remote agent configuration, the current agent configuration (excluding the local Postgres cache database information and local predefined global variables) will be read and stored in the cloud so that you can view and edit it remotely. Once you enable remote agent configuration, any changes you make manually to the local `jitterbit.conf` file located on the agent will not take effect.

If you wish to disable remote agent configuration and again be able to edit the local `jitterbit.conf` file manually, you can do so on the [Organizations](#) page under **Actions > Edit > Organization Policies** by unchecking the “Enable remote Agent configuration” checkbox. However, note that you will lose the current remote agent configuration that was stored in the cloud. After agent services are restarted, your agent will read from the local `jitterbit.conf` file.

## Add Agents or Download Agent Software

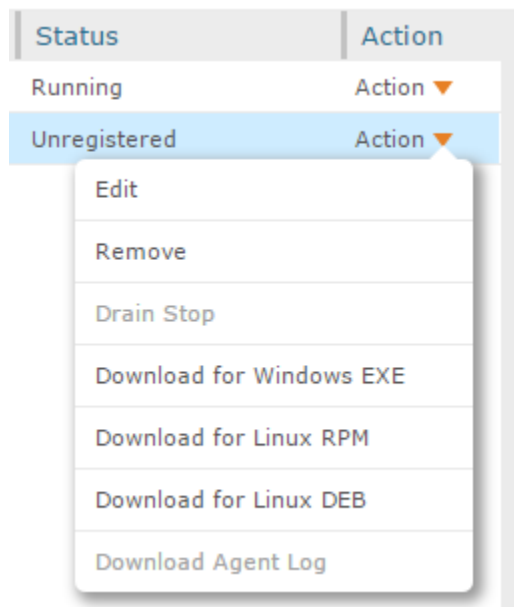
To add a new Private Agent to your selected Private Agent Group, click the [+ Add Agent](#) button. In the popup, enter a name for your new Agent.

You should now see your new Private Agent listed in the table of Available Agents. By default, it will have a status of "Unregistered" and will not be available for runtime processing until you download and install the agent software on the Private Agent.

Prior to downloading and installing Private Agents, please review these pages:

- [System Requirements for Private Agents](#)
- [Agent Groups High Availability and Load Balancing](#)

To download the agent software, use the **Action** dropdown on the far right and select the appropriate download option for your system.



For further instructions on downloading and installing Private Agents, see these pages:

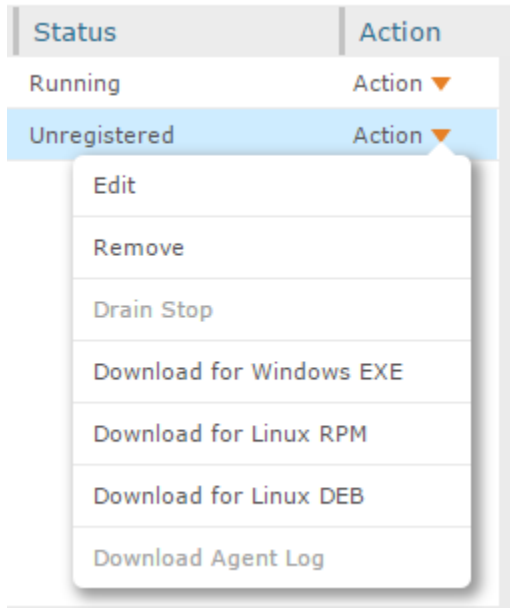
- [Installing a Jitterbit Harmony Linux Agent](#)
- [Installing a Jitterbit Harmony Windows Agent](#)

**NOTE:** You can also add agents and download agent software via the [Agents > Agents](#) page. If added from the agents page, you will also need to select the Private Agent Group that you want to associate the new Private Agent with.

**NOTE:** You may be limited to the number of agents you can create based on your subscription plan. If you require more agents, please contact your Customer Success Manager.

## Edit or Remove Agents

To edit or remove Private Agents, use the **Action** dropdown on the far right. These options will be disabled if your agent is currently in "Running" status. The agent must be either "Stopped" or "Unregistered" in order to edit or remove the agent.



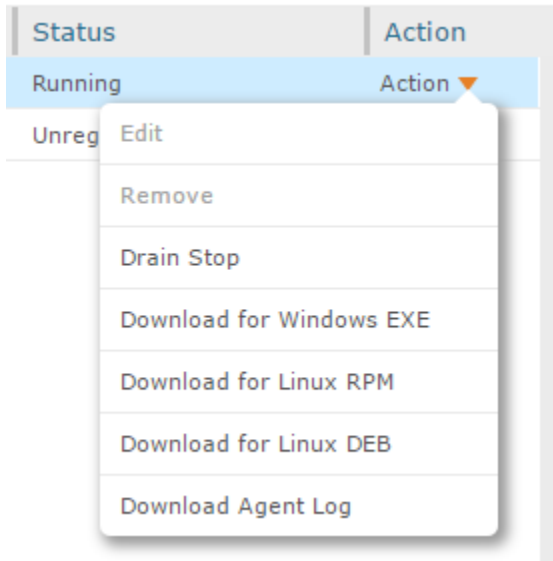
- Choose **Edit** to change the name of your Private Agent.
- Choose **Remove** to delete the Private Agent from the organization.

**CAUTION:** This will not only remove the association of the Private Agent with the Private Agent Group, but it will also remove the Private Agent from your organization.

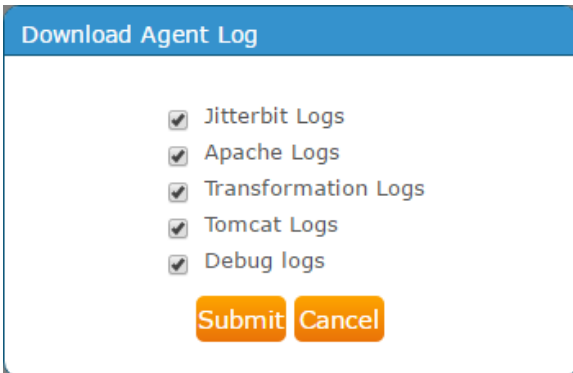
## Stop Agent or Download Agent Logs

To stop the Private Agent or download agent logs, use the **Action** dropdown on the far right. These options will be disabled if your agent is currently in "Stopped" or "Unregistered" status. The agent must be in "Running" status in order to stop the agent or download agent logs.





- Choose **Drain Stop** to stop the Private Agent. If you use this option, make sure you have access to the Private Agent if you would like to restart the agent later. The agent cannot be restarted remotely from the Management Console and must be done manually on the Private Agent.
- Choose **Download Agent Log** to open a prompt to select logs for detailed troubleshooting and auditing purposes. Check the logs you wish to download and click **Submit** to begin the download.



**i NOTE:** These logs can either be accessed via the Management Console as shown above or can be accessed on a Private Agent from within a firewall. The agents do not automatically synchronize the logs with the cloud, as they typically include business data. By using a Private Agent, you can keep that data within a firewall or private cloud infrastructures.

By default, a Private Agent will store logs for 1 to 14 days depending on the type of log. The Private Agent can be configured to clean up this data at other intervals by editing the rules in the `Jitterbit.conf` file within the `[FileCleanup]` and `[ResultFiles]` sections (see [Editing the Configuration File](#)). You can also change the number of days all of the files are saved by [Editing the Jitterbit File Cleanup Service Rules for Private Agents](#).