

# ? Fixing Disconnected Agents

When an agent shows as **Disconnected**, it is usually due to a service failure on the endpoint or a network/firewall block between the endpoint and the Wazuh Manager.

1

## Restart Service on Hestia VM

Log into the Hestia VM and restart the agent. This often restores the connection after a server-side outage.

```
sudo systemctl restart wazuh-agent
```

2

## Verify Connection Status

Check the agent logs on the Hestia VM to see if it is successfully "handshaking" with the Manager.

```
sudo tail -f /var/ossec/logs/ossec.log | grep -iE "error|warn|connected"
```

3

## Test Connectivity to Port 1514

Wazuh agents communicate via **TCP Port 1514**. Run this from the Hestia VM to ensure the port is open on the SIEM server.

```
# Replace with your Wazuh Manager IP
nc -zv wazuh.ms1s.tech 1514
```

### Connection Issues in Oracle Cloud

Since Hestia is in Oracle Cloud, ensure your **VCN Ingress Rules** and the **OS Firewall (ufw/iptables)** on both sides allow traffic on Port 1514.

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