

# Windows 7 / The build agent is always...

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[Michael DELVA](#) 7 posts since

Jan 5, 2010

Hello all,

I've just installed the latest release of TeamCity, and I have a problem with the build agent.

It is always in the Disconnected Agents section, with **Agent has unregistered (will upgrade)** as Inactivity Reason.

I've followed the various posts here and uncommented the debug comments in the config file, I've set the ownAddress field in the properties file. I've tried to run it with the script file instead as a service, but I can't make it work.

I've noticed in the log a strange thing: it downloads some plugins, but it seems it doesn't succeed in copying them in the plugins directory, and then starts to stop and start continuously.

The log file is in attachment, I hope this will help you to find what's wrong

Thanks in advance

Mike

**Attachments:**

- [teamcity-agent.log.zip](#) (7.8 K)

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[Pavel Sher](#) 2,148 posts since

Mar 6, 2008 1. **Re: Windows 7 / The build agent is always unregistered** Jan 5, 2010 8:35 PM

Could you please attach all logs?



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Jan 5, 2010 2. **Re: Windows 7 / The build agent is always unregistered** Jan 6, 2010 11:49 AM

OK, here are the logs. I hope they are those you want to see 😊

**Attachments:**

- [wrapper.log.zip](#) (3.9 K)
- [teamcity-server.log.zip](#) (2.7 K)
- [buildAgent.properties.zip](#) (448 bytes)



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Mar 6, 2008 3. **Re: Windows 7 / The build agent is always unregistered** Jan 6, 2010 1:18 PM

It seems that server drops connection when agent tries to download updates. How is the server configured? Do you have some proxy between agent and server? Do you use Apache in front of TeamCity Tomcat servlet container?



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Jan 5, 2010 4. **Re: Windows 7 / The build agent is always unregistered** Jan 6, 2010 1:21 PM

Downloading the updates works fine, I can see them in the update/plugins/ folder of the buildAgent.

Anyway, the server has the default configuration. There is no proxy, the build agent and the server are on the same machine. And I don't use Apache.

I just followed a default installation, nothing fancy



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Mar 6, 2008 5. Re: **Windows 7 / The build agent is always unregistered** Jan 6, 2010 1:36 PM

Could you please check that all \*.zip and \*.jar files in the update/plugins on the agent are the same as on the server: webapps/ROOT/update/plugins ?



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Jan 5, 2010 6. Re: **Windows 7 / The build agent is always unregistered** Jan 6, 2010 1:46 PM

Mmmm no, the content of the directories aren't the same.

Here is webapps/ROOT/update/plugins:

Directory of C:\Program Files\JetBrains\TeamCity\webapps\ROOT\update\plugins

23/12/2009 13:41	3.514.421 ant.jar
23/12/2009 13:38	51.439 antPlugin.zip
23/12/2009 13:38	1.065.123 coveragePlugin.zip
23/12/2009 13:41	9.705 crashDetector.zip
23/12/2009 13:41	667.998 cvsAgent.zip
05/01/2010 14:17	0 cvsAgent.zip.plugin
06/01/2010 11:30	3.577.203 dotnet-dupfinder.zip

05/01/2010	14:17	0	dotnet-dupfinder.zip.plugin
23/12/2009	13:38	7.341.604	dotnetPlugin.zip
23/12/2009	13:38	80.203	duplicatePlugin.zip
06/01/2010	11:30	24.516	fxcop.zip
05/01/2010	14:17	0	fxcop.zip.plugin
23/12/2009	13:41	9.955	gantPlugin.zip
23/12/2009	13:30	63.153.821	idea_dist.jar
23/12/2009	13:38	82.404	inspectionPlugin.zip
23/12/2009	13:38	2.171.892	iprPlugin.zip
23/12/2009	13:38	13.364	junitPlugin.zip
23/12/2009	13:41	2.846.222	maven.jar
23/12/2009	13:38	2.889.954	mavenPlugin.zip
06/01/2010	11:30	29.580	mercurial.zip
05/01/2010	14:17	0	mercurial.zip.plugin
06/01/2010	11:30	70.890	rake-runner-agent.zip

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05/01/2010 14:17 0 rake-runner-agent.zip.plugin

23/12/2009 13:41 18.218 remoteAccess.zip

05/01/2010 14:17 0 remoteAccess.zip.plugin

23/12/2009 13:41 4.404.519 stacktracesAgent.zip

05/01/2010 14:17 0 stacktracesAgent.zip.plugin

23/12/2009 13:41 3.305.462 svnAgent.zip

05/01/2010 14:17 0 svnAgent.zip.plugin

23/12/2009 13:38 29.884 testNGPlugin.zip

23/12/2009 13:41 289.981 tfs-agent.zip

05/01/2010 14:17 0 tfs-agent.zip.plugin

06/01/2010 11:30 135.231 xml-report-plugin.zip

05/01/2010 14:17 0 xml-report-plugin.zip.plugin

34 File(s) 95.783.589 bytes

And the buildAgent/update/plugins directory, just before all was deleted

Directory of C:\Program Files\JetBrains\TeamCity\buildAgent\update\plugins

```
06/01/2010 11:43 <DIR>      .
06/01/2010 11:43 <DIR>      ..
06/01/2010 11:43 <DIR>      amazonEC2
06/01/2010 11:43      3.514.421 ant.jar
06/01/2010 11:43      51.439 antPlugin.zip
06/01/2010 11:43      1.065.123 coveragePlugin.zip
06/01/2010 11:43      9.705 crashDetector.zip
06/01/2010 11:43      667.998 cvsAgent.zip
06/01/2010 11:43      3.577.203 dotnet-dupfinder.zip
06/01/2010 11:43      7.341.604 dotnetPlugin.zip
06/01/2010 11:43      80.203 duplicatePlugin.zip
06/01/2010 11:43      24.516 fxcop.zip
06/01/2010 11:43      9.955 gantPlugin.zip
06/01/2010 11:43      63.152.029 idea_dist.jar
      11 File(s)  79.494.196 bytes
```

Hope that helps



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Mar 6, 2008 7. **Re: Windows 7 / The build agent is always unregistered** Jan 6, 2010 1:52 PM

According to logs "connection reset" error occurs during idea\_dist.jar downloading. And in fact the size of this jar is smaller on the agent. Do you have some antivirus software installed?



[Michael DELVA](#) 7 posts since

Jan 5, 2010 8. **Re: Windows 7 / The build agent is always unregistered** Jan 6, 2010 2:01 PM

Oh! That was that! Thanks a lot!

I would never have found that alone

Does this update occurs everytime the agent connects to the server, or just on the first connection? And which executable should I allow in my antivirus to avoid turning it off during the update process?



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Mar 6, 2008 9. **Re: Windows 7 / The build agent is always unregistered** Jan 6, 2010 2:07 PM

The update occurs only once on each server upgrade. As for antivirus - the java process needs to be allowed. But I would completely disable antivirus software on the agent, otherwise you may face various random failures in your builds.