



Common questions

Do I need separate agents for different on-premise applications in the same machine?

No. You just need one agent to connect any number of on-premise applications on a single machine.

What happens if my system crashes and is recovered later? Will it affect my flows?

If you're able to recover your system after the crash, and the agent's files are intact in your system, you can start the agent again. If you're unable to recover your system, you must unregister the agent from **Settings > Agents > View Details** which will permanently disconnect the agent. After unregistering, reinstall the agent using the **Installation Key** available in **Settings > Agents > View Details**. You won't have to reconfigure existing flows if you have successfully reinstalled the agent.

I deleted my agent from Zoho Flow's settings page. Can I undo this?

No. You will need to create a new agent, then install it on your machine with the newly generated installation key.

Do I need to start the agent manually after system reboot?

Yes.

In Windows:

In Windows, you can start the agent by executing **startagent.bat** script available in the directory you've installed the agent (`{installed location}\FlowAgent\bin`) using the command prompt.

In Mac and Linux:

In Mac and Linux, you can start the agent by executing **startagent.sh** script available in the directory you've installed the agent (`{installed location}/FlowAgent/bin`) using terminal and run **sh startagent.sh**

Can I link multiple agents to the same Zoho account and the same machine?

Yes. You can link multiple agents to the same Zoho account, but different agents should be in different machines.

How do I manage all the agents I have created?

You can manage your agents by navigating to **Settings > Agents**.

Here you can perform actions such as rename, update, delete, enable/disable, and ping.

Why is my agent's status shown as inactive?

Your agent's status will be shown as in-active when it is unable to connect to Zoho Flow's servers. You can try the following steps to troubleshoot:

1. Check your internet connectivity.
2. Check whether the server or machine where the agent is installed is running properly.
3. Restart the agent on your machine and try pinging it from agent settings.
4. If none of these solves the issue, please contact Zoho Flow support.

Can I modify the proxy settings I've configured during the installation at a later time?

Yes. You'll need to navigate to the directory you've installed the agent and open the file named agent.properties (<installed location>/conf/agent/agent.properties). You can then modify the values in this file. Once you've configured your new proxy settings, [restart the agent](#).

How do I prevent the agent from becoming inactive after I close the terminal in Linux /MAC?

You can overcome this by using **nohup** to start the agent as shown below. This prevents the agent from getting killed after closing the terminal.

```
nohup sh startagent.sh
```

How do I uninstall the agent and remove its files completely from my machine?

You can delete the files from the directory you've installed the agent, and the agent will be fully removed. The agent installation doesn't create any entries in the registry or leave leftover files in your system.

How do I solve the "The installation key is corrupted" error?

This error message means you might have entered the key incorrectly. You need to return to Zoho Flow, then copy the installation from the agent configuration window.

Next, you'll need to navigate to the directory on your machine where you've installed the agent, and open the file named `install.txt` from `<installed location>/FlowAgent/conf/agent/`. You can then enter the correct installation key against the `AUTHTOKEN` field in this file.

 Note: When you paste the installation key, make sure there are no spaces before or after the key.