

Synthetic Private Agent Deployment

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Synthetic Private Agents enable you to monitor internal websites or services that aren't visible to the public Internet. You can also use Synthetic Private Agents to test from specific facilities on your network. For example, a bank might install a Synthetic Private Agent in each branch to monitor whether that branch can access the bank's applications.

The Synthetic Private Agent is a software package that you can install on Windows Server 2012 or Windows Server 2012 R2. After installation, the Synthetic Private Agent connects to the Synthetic Server (on-premises or SaaS) and registers under your EUM account. Once this is done, you can configure synthetic jobs to run in your Synthetic Private Agent location.

Limitations

When using the Synthetic Private Agent, you will encounter the following limitations in the Controller UI:

- The **Synthetic Job Editor** displays options for all four browsers regardless of which are actually installed by your Synthetic Private Agent locations. If you select browsers that aren't available, you'll see an error when you save the job.
- When choosing a Synthetic Private Agent location from the **Synthetic Job Editor**, you will not be able to choose a connection speed because traffic shaping is not supported for Synthetic Private Agents.

Compatibility with 4.3 Controllers

Although you can use the Synthetic Private Agent with 4.3 Controllers, it is recommended that you upgrade to the 4.4 to avoid the following known issues seen in 4.3 Controllers:

- The **License** page will not display license usage for Synthetic Private Agents. The usage for Synthetic Hosted Agents will be correct.
- The **License** column on the **Synthetic Jobs** page will display incorrect information for jobs that use Synthetic Private Agents.
- The License information header at the top of the **Synthetic Jobs** page will be incorrect if you have any jobs that use Private Agents.
- In the **Synthetic Job Editor**, the locations for the Synthetic Private Agents and Synthetic Hosted Agents will be given in one flat list.

Watch the Video

For full-screen viewing, click [Synthetic Private Agent](#).