

# Background

The UD agent was manually deployed on to a Linux machine and started up with a non-root user.

Sudo path and commands that need to run with sudo are configured

```
./agentinstall.sh --user ucmdb --group ucmdb hp-  
ud-agent-linux-x86.rpm
```

# Problem

The user received an error when he tries to perform discovery:

<< Progress message, Severity: Error>>  
Failed to get the sudo password needed to execute the operation, consider rerunning Host Connection By Shell job

# What we found

The connected os credentials id was set to NA. This happened because of the manual installation of the agent on the Linux host.

```
<prop name="connected_os_credentials_id" value="NA" />
```

# What we did

This can be fixed with an enrichment rule that will populate all the hosts with the property.

# What we recommend

We strongly recommend to install the agent with the dedicated job from the uCMDB UI whenever possible

At the moment there is no option to add a sudo user to the UD Protocol from the UI. It will be implemented in a future version(QCCR1H87930).