

UserHost not found for session

Last Modified on 2026-06-04

Possible cause 1: The UserHost is not running.

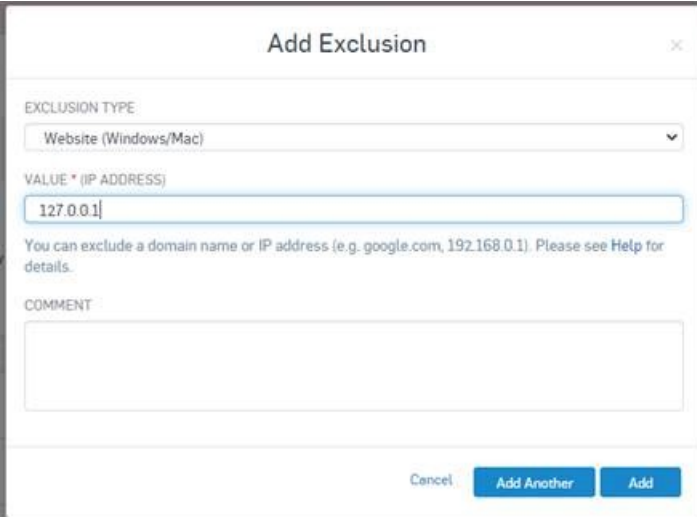
Workaround: Make sure the UserHost is running correctly and is not elevated.

Possible cause 2: Firewall software intercepts all localhost connections.

symptoms:

- The specified session is 0 (system)
- In the agent debug log files the origin process is 'swi_fc' (Sophos endpoint security)

Workaround: Make sure that the firewall software doesn't intercept lost host connections. For Sophos endpoint security, you can add a global exclusion for IP address 127.0.0.1:



The screenshot shows a dialog box titled "Add Exclusion" with a close button in the top right corner. The dialog contains the following fields and controls:

- EXCLUSION TYPE:** A dropdown menu currently showing "Website (Windows/Mac)".
- VALUE * (IP ADDRESS):** A text input field containing "127.0.0.1".
- COMMENT:** A larger text area for entering a comment, currently empty.
- Buttons:** "Cancel", "Add Another", and "Add" are located at the bottom right of the dialog.

For more recommended settings, see [Anti-Virus recommendations](#).
