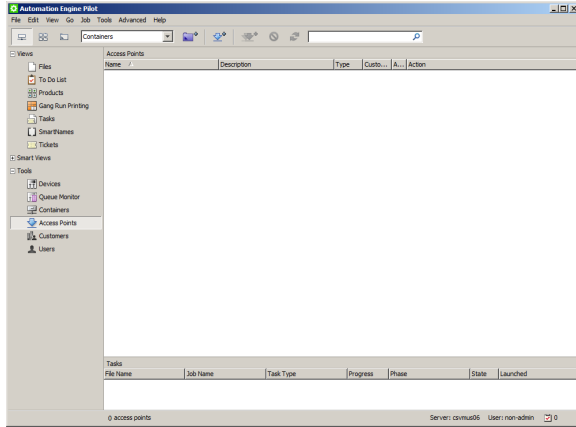


# KB176888362: Automation Engine - Access Points are not shown in Pilot

## Summary

Pilot is not showing Access Points.



Article information	
Applies to	Automation Engine 14.1
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## Contents

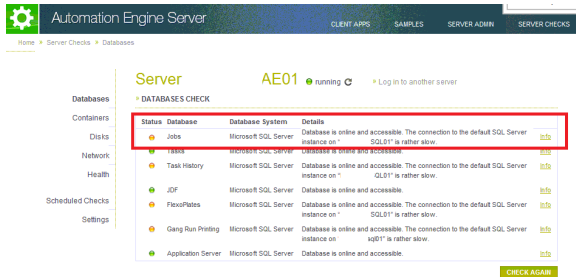
- [Summary](#)
- [Symptoms](#)
- [Solution](#)

## Symptoms

Normally many Access Points will show in Pilot, occasionally they will disappear. The Automation Engine services or server will need to be restarted in order for the Access Points to show in Pilot.

## Solution

In the **Server Admin** tool, go to **Server Checks > Databases**. The status should be green.



Resolve communication / network issues between **Automation Engine Server** and the **Database Server** that contains the **BSJobs Database**. This database contains the **Access Points** data. If the communication is bad between these servers you may experience this and other issues.