

Here you can access the different solutions to problems presented in the ADM functionalities.

Windows 10 Update

Windows 10 Update

Create scripts

The following scripts must be created

Update.bat

```
@ECHO OFF

powershell Set-ExecutionPolicy -ExecutionPolicy unrestricted -scope CurrentUser -force
powershell Set-ExecutionPolicy -ExecutionPolicy unrestricted -force
powershell -file "update.ps1"

powershell Set-ExecutionPolicy -ExecutionPolicy restricted -force
powershell Set-ExecutionPolicy -ExecutionPolicy restricted -scope CurrentUser -force
```

Update.ps1

```
$ErrorActionPreference = "SilentlyContinue"

# Prevenir PC no se suspenda

powercfg.exe -x -monitor-timeout-ac 0
powercfg.exe -x -monitor-timeout-dc 0
powercfg.exe -x -disk-timeout-ac 0
powercfg.exe -x -disk-timeout-dc 0
powercfg.exe -x -standby-timeout-ac 0
powercfg.exe -x -standby-timeout-dc 0
powercfg.exe -x -hibernate-timeout-ac 0
powercfg.exe -x -hibernate-timeout-dc 0

# crea una carpeta para los archivos
$d = "c:\win10exe"
mkdir -p $d

# descarga la utilidad de actualización
$ComObj = New-Object System.Net.WebClient
$exedl = "https://go.microsoft.com/fwlink/?LinkID=799445"
$exe = "$($d)\Win10Upgrade.exe"
$ComObj.DownloadFile($exedl,$exe)

# ejecuta el programa
Start-Process -FilePath $exe -ArgumentList "/skipeula /auto upgrade /dynamicupdate enable /copylogs /norestart $d"
```

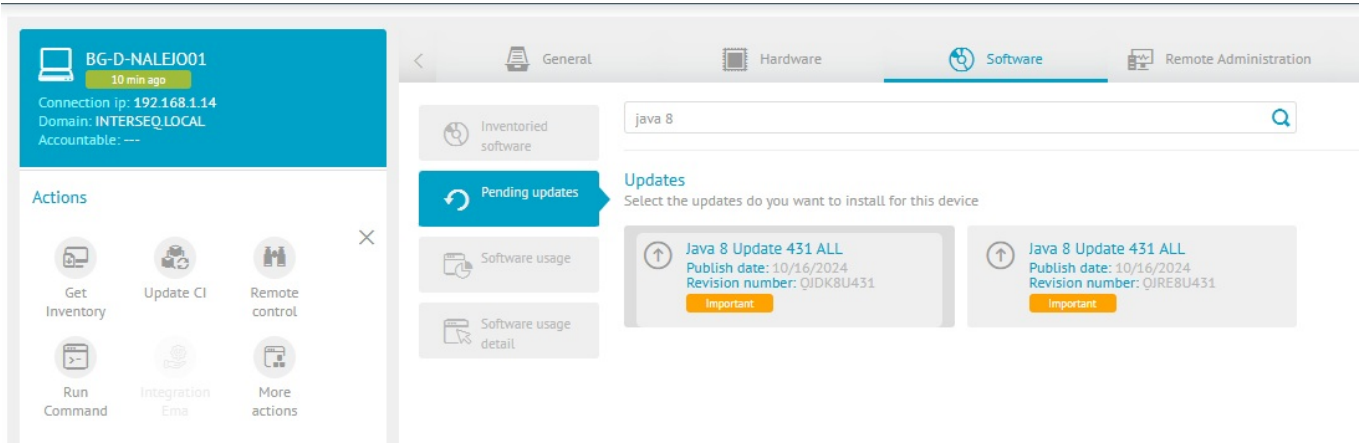
Once these two files are created, the packages must be created [View Packages](#)

A distribution is then made for these two packages [See Software Distribution](#)

Java Distribution

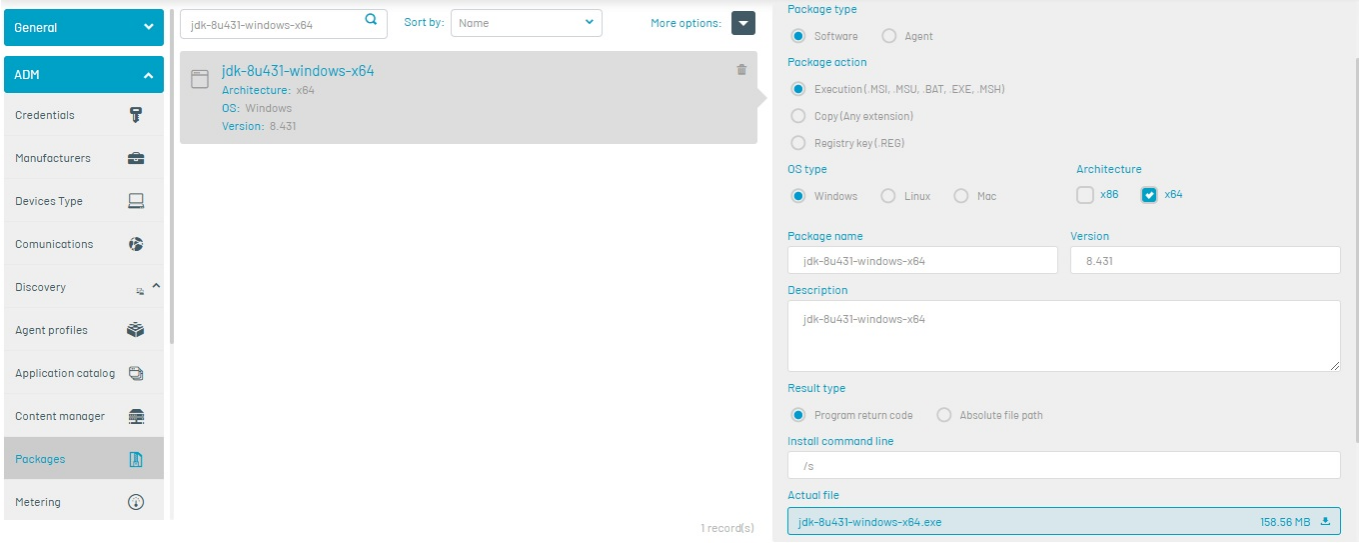
Java Distribution

- 1. Delete the download of java update 8 431 in case it is already downloaded.
- 2. Check on the device which version of java you have pending update.

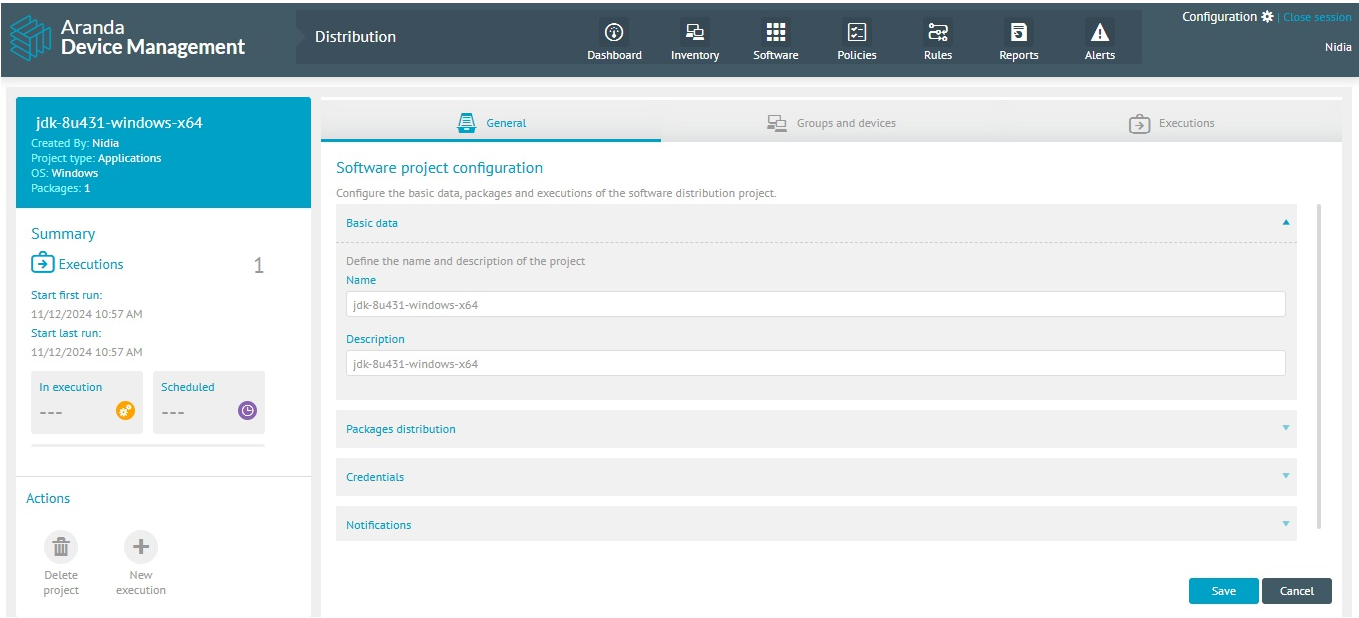


- 3. Load the executable as jdk-8u431-windows-x64.exe or jre-8u431-windows-x64.exe software.

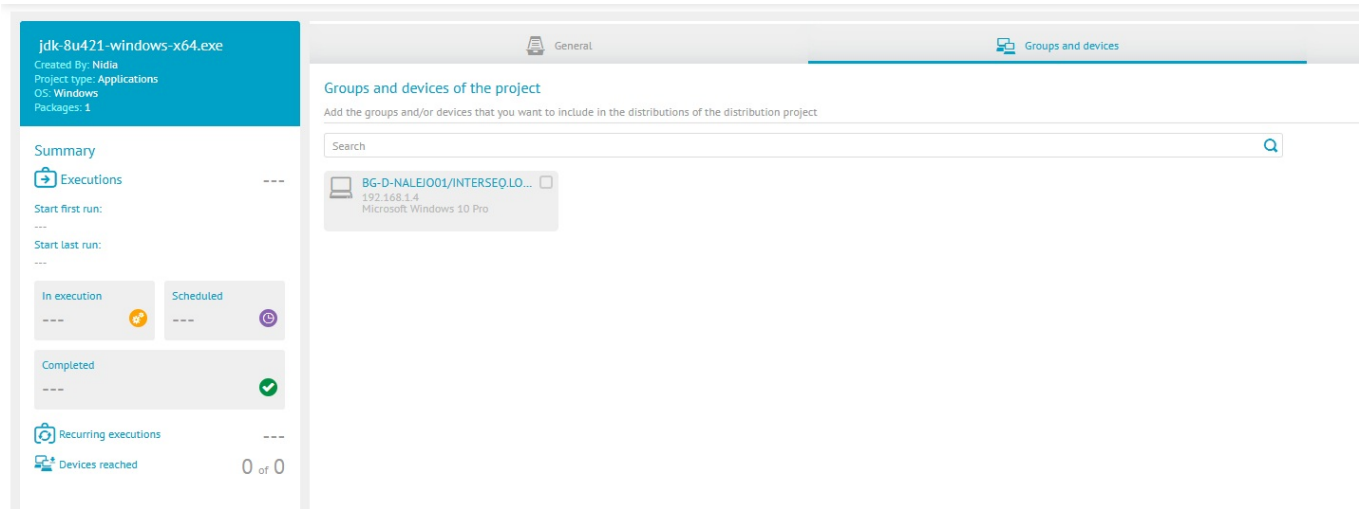
📌 Note: The executable can be downloaded from the official java website at the following link: <https://www.oracle.com/java/technologies/downloads/#java8-windows>, Here you can find the versions of the jdk and jre executables.



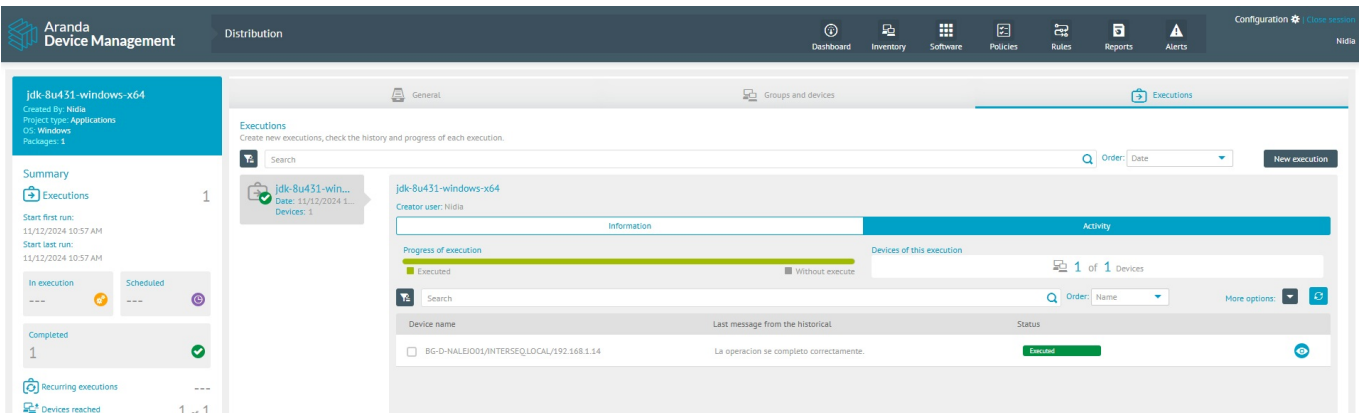
4. Create the distribution project. [See Software Distribution](#)



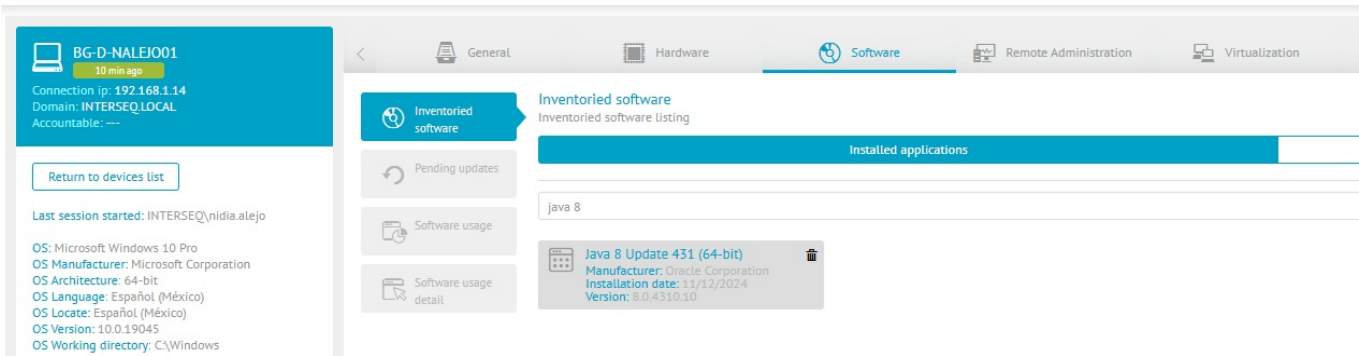
5. Asociar el o los dispositivos que requieren la actualización.

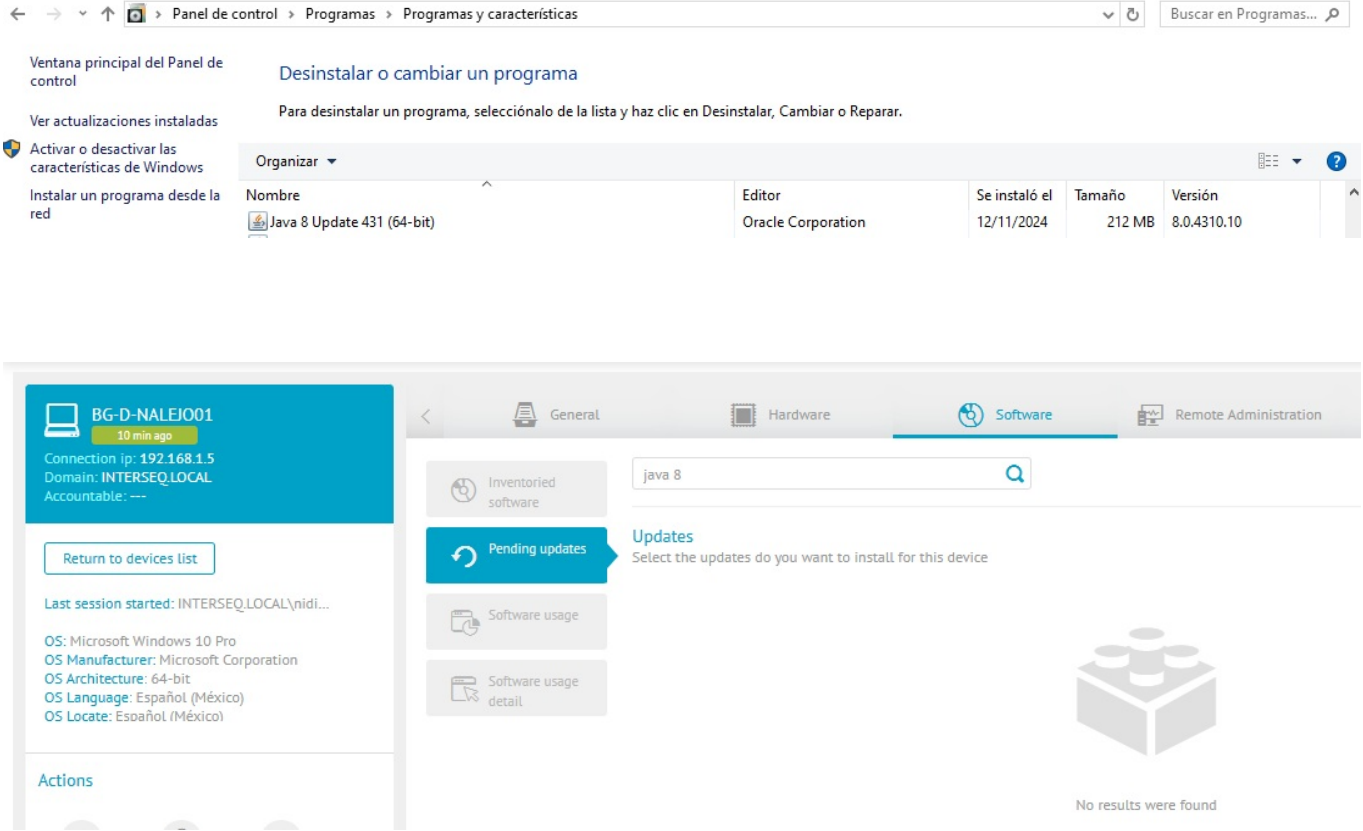


6. Crear y verificar la ejecución del proyecto de actualización de Java.



7. Verificar en el dispositivo que se instala la versión de java y ya no esta disponible la actualización.





App Catalog download error

App catalog download failed

Catalog download failed

The app catalog download fails due to one of the following reasons:

- The download of the application catalog was requested from the ADM console and, within the range of 1 to 4 hours, when making the following query to the database, a record with the download date is not displayed.

Consultation

```
SELECT * FROM APM_CATALOG
```

- If the previous date has an updated record of the application catalog download, and when you perform the following query in the database, no more than 2,500,000 records are displayed.

Consultation

```
SELECT COUNT(*) FROM [APM_PRODUCT_PATCH]
```

[View workaraund for On-premises architecture](#)

[See workaraund for On cloud architecture](#)

Download the On Cloud catalogue

workaraund for On-premises architecture

1. Delete the contents of the folder Downloads, located in the installation path on the ADM server corresponding to the tenant: %PathInstallationADM%\Aranda\Aranda Services\TENANT\Downloads.

```
<center></center> <br />
```

2. In case you have a conserver you must take the configuration of the repository, located in the ADM Settings section of the main menu, in the Communications module, in the communications tree, then go to the Repserver node, select the Conserver to which you are communicating, in the Settings tab, in the File storage.

```
Taking into account the path where the Server repository is installed, delete the **Catalog**example: **%PathInstallationConserver%\Downloads\Catalog\0**.
```

```
<center></center> <br />
```

3. Run the following script in the database:

```
DELETE [APM_LANGUAGE]
DELETE [APM_REGION]
DELETE [APM_BULLETIN_DETAIL]
DELETE [APM_PRODUCT_DETAIL]
DELETE [APM_SERVICE_PACK_DETAIL]
DELETE [APM_PATCH_DETAIL]
DELETE [APM_PRODUCT_PATCH]
DELETE [APM_PRODUCT_SERVICE_PACK]
DELETE [APM_DOWNLOAD_DETAIL]
DELETE APM_CATALOG
DELETE [APM_SHAVLIK_SCAN_RESULT]
DELETE [APM_SCANNED_PRODUCTS]
```

1. Delete associated distributions if they exist, to check if you have associated distributions, run the following database script:

****Consultation****

```
SELECT * FROM ASD_SETUPPROJECT where type = 2
SELECT COUNT(*) FROM APM_UPDATE_SETUPPROJECT
```

****Elimination****

```
DELETE FROM ASD_SETUPPROJECT WHERE type = 2
DELETE FROM APM_UPDATE_SETUPPROJECT
```

1. Delete the packages associated with the distribution project, run the following script in the database:

****Elimination****

```
DELETE FROM AFW_DOCUMENT
DELETE FROM ASD_PACKAGE
```

1. Reschedule the App Catalog download in the ADM console

`<center></center>` [See catalog download]
(https://docs.arandasoft.com/adm/pages/configuracion_adm/catalogo_de_aplicaciones.html)

📌 Note: If you have software distribution projects or agents, you must reload the packages and associate them with the distribution projects. { : #important }

1. It should be noted that the app catalog is downloaded in a range of 1-4 hours. To verify that the App Catalog was downloaded successfully, a file .zip on ADM Server must exist in the path: %PathInstallationADM%\Aranda\Aranda Services\Downloads
2. Verify that the app catalog was downloaded successfully; A .zip record must exist in the APM_CATALOG table, run the following database script:

****Consultation****

```
SELECT *FROM APM_CATALOG
```

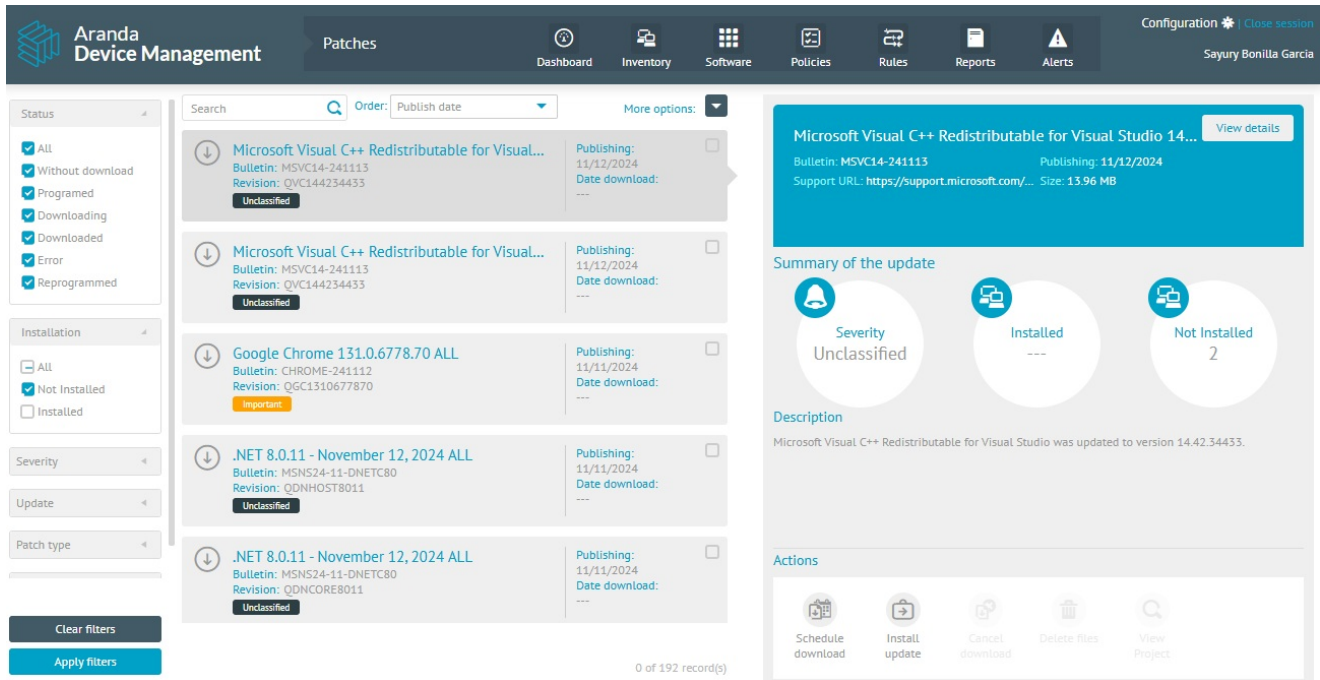
1. Verify the number of records; More than 2,500,000 records should be displayed in the APM_PRODUCT_PATCH table, run the following database script:

****Consultation****

```
SELECT COUNT(*) FROM [APM_PRODUCT_PATCH]
```

1. Request inventory of updates on the devices and the list of patches must be displayed in the console

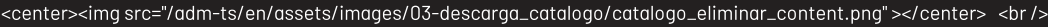
`<center></center>` `<br />`



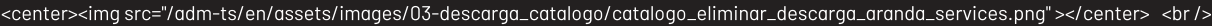
Download the On Premises catalogue

workaraund for On-premises architecture

1. Delete the files, if any, from the Content Manager folder located in the ADM Settings section of the main menu, go to the Content Manager module, in the File System tab in the Folder Location

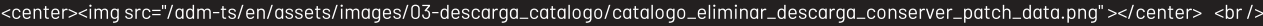


2. Delete the contents of the folder Downloads, located in the installation path on the ADM server: `** %InstallationPathADM%\Aranda\Aranda Services\Downloads**`



3. In case you have a conserver you must take the configuration of the repository, located in the ADM Settings section of the main menu, in the Communications module, in the communications tree, then go to the Repserver node, select the Conserver to which you are communicating, in the Settings tab, in the File storage.

Taking into account the path where the Server repository is installed, delete the `**Catalog**` example: `**%PathInstallationConserver%\Downloads\Catalog\0**`.



4. Run the following script in the database:

`**Eliminate**`

```
DELETE [APM_LANGUAGE]
DELETE [APM_REGION]
DELETE [APM_BULLETIN_DETAIL]
DELETE [APM_PRODUCT_DETAIL]
DELETE [APM_SERVICE_PACK_DETAIL]
DELETE [APM_PATCH_DETAIL]
DELETE [APM_PRODUCT_PATCH]
DELETE [APM_PRODUCT_SERVICE_PACK]
DELETE [APM_DOWNLOAD_DETAIL]
DELETE APM_CATALOG
DELETE [APM_SHAVLIK_SCAN_RESULT]
DELETE [APM_SCANNED_PRODUCTS]
```

1. Delete associated distributions if they exist, to check if you have associated distributions, run the following database script:

`**Consultation**`

```
SELECT * FROM ASD_SETUPPROJECT where type = 2
SELECT COUNT(*) FROM APM_UPDATE_SETUPPROJECT
```

`**Elimination**`

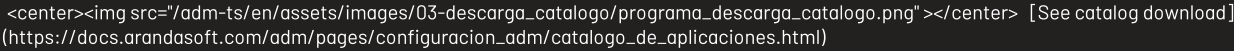
```
DELETE FROM ASD_SETUPPROJECT WHERE type = 2
DELETE FROM APM_UPDATE_SETUPPROJECT
```

1. Delete the packages associated with the distribution project, run the following script in the database:

`**Elimination**`

```
DELETE FROM AFW_DOCUMENT
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```

1. Reschedule the App Catalog download in the ADM console

 [See catalog download]
(https://docs.arandasoft.com/adm/pages/configuracion_adm/catalogo_de_aplicaciones.html)

 Note: If you have software distribution projects or agents, you must reload the packages and associate them with the distribution projects. { : #important }

1. It should be noted that the app catalog is downloaded in a range of 1-4 hours. To verify that the App Catalog was downloaded successfully, a file .zip on ADM Server must exist in the path: `%PathInstallationADM%\Aranda\Aranda Services\Downloads`
2. Verify that the app catalog was downloaded successfully; A .zip record must exist in the `APM_CATALOG` table, run the following database script:

`**Consultation**`

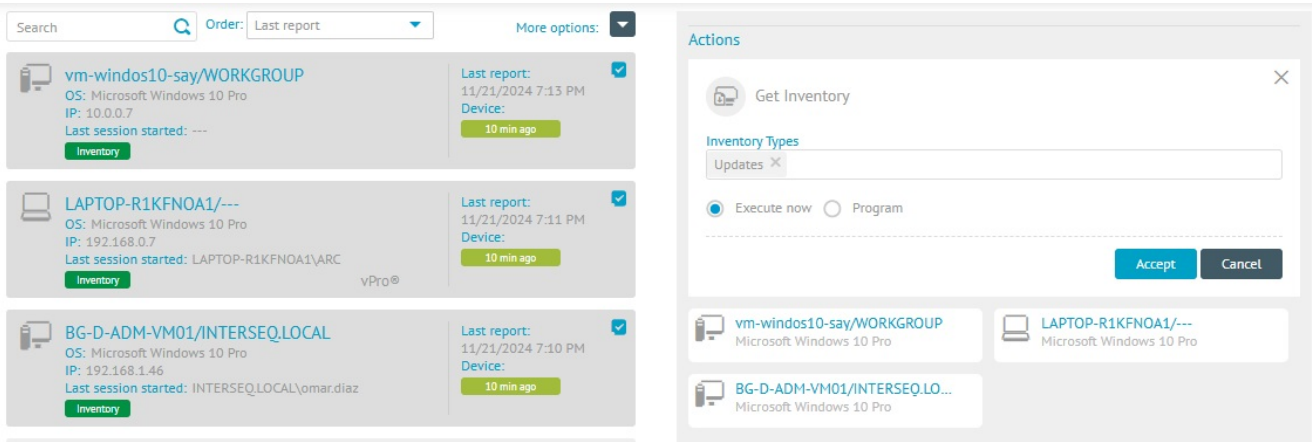
```
SELECT *FROM APM_CATALOG
```

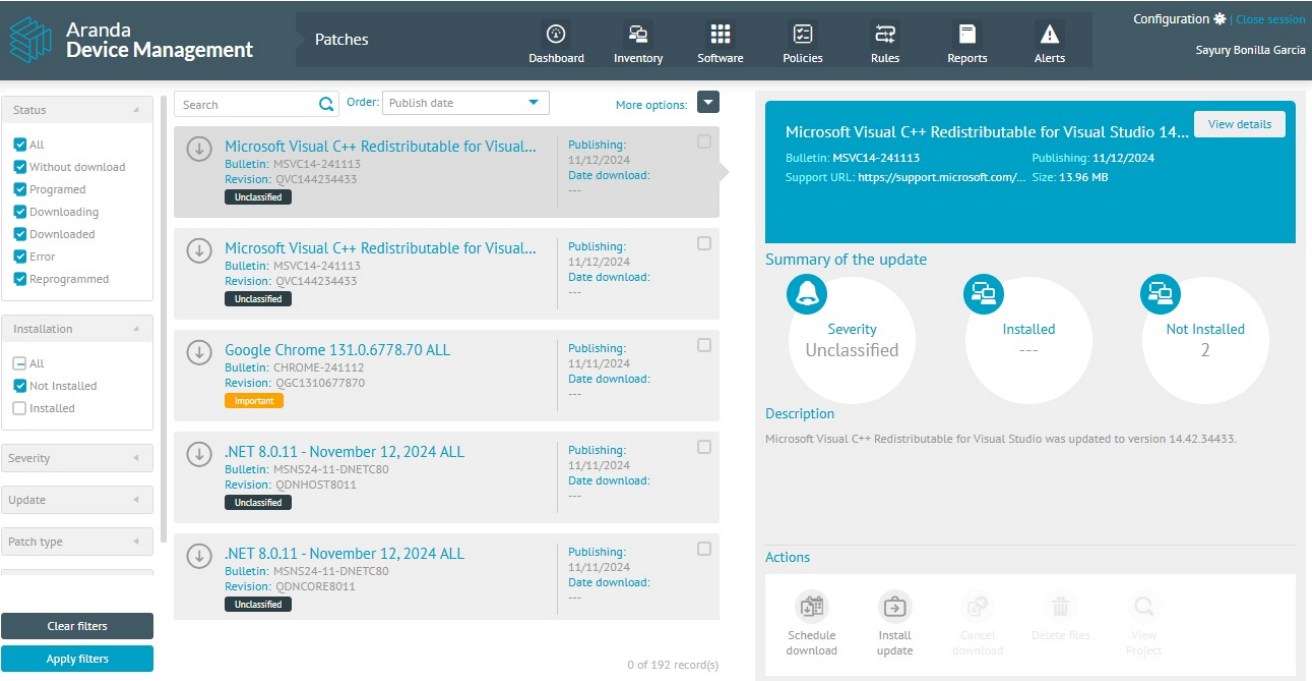
1. Verify the number of records; More than 2,500,000 records should be displayed in the `APM_PRODUCT_PATCH` table, run the following database script:

`**Consultation**`

```
~~~sql
SELECT COUNT(*)FROM[APM_PRODUCT_PATCH]
~~~
```

1. Request inventory of updates on the devices and the list of patches must be displayed in the console





Database update error

Database upgrade with SQL version lower than 2019 failed

To upgrade your database between versions 9.5.40 through 9.5.47, consider the following steps:

1. Ensure that the database is configured with the compatibility level for your version of SQL Server. Below are the levels of compatibility according to the version:

- SQL Server 2014: 120
- SQL Server 2016: 130
- SQL Server 2017: 140

To verify the current compatibility level of the database, you can run the following query in SQL Server:

****Consultation****

```
SELECT compatibility_level *FROM sys.databases WHERE name = '<database_name>';
```

- Replace with the name of the database.

****Adjusting the Compatibility Level****

If the compatibility level is not correct, it can be changed using the following command:

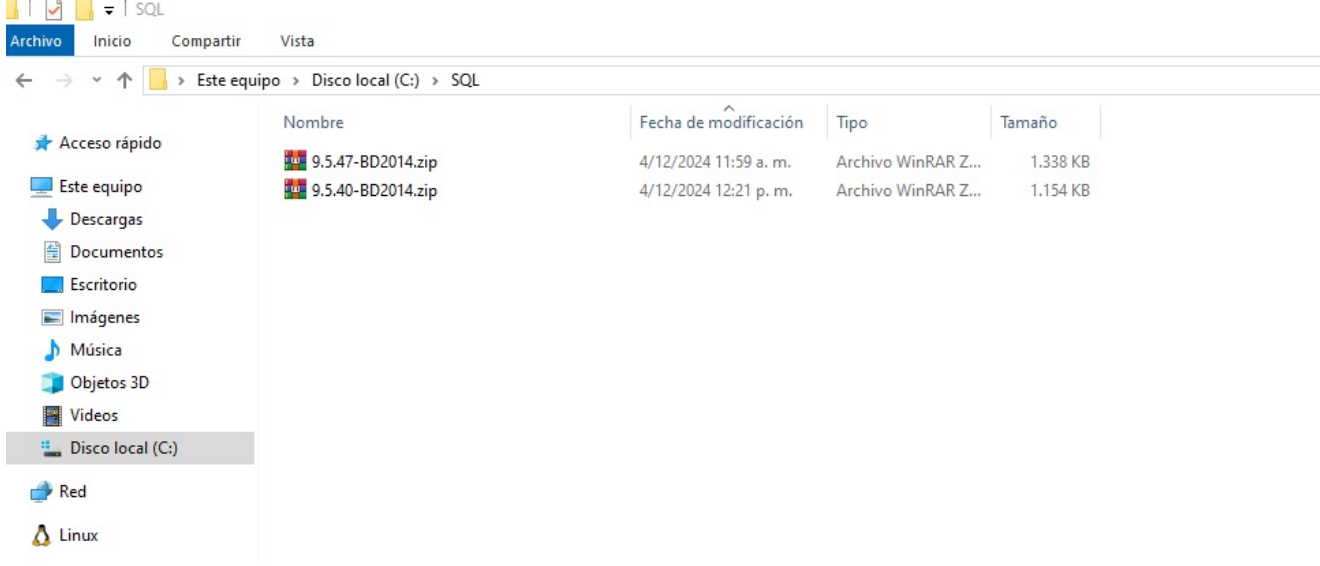
```
ALTER DATABASE <database_name> SET COMPATIBILITY_LEVEL = { 140 | 130 | 120 };
```

- Replace with the name of the database and select the appropriate value for compatibility based on the version of SQL Server that is being used.

1. Download the official packages from BD Tools
2. Download the 9.5.40-BD2014.zip and 9.5.47-BD2014.zip packages from the repository

- [Workaround Database Package 9.5.40 for SQL-2014 Version](#)
- [Workaround Database Package 9.5.47 for SQL-2014 Version](#)

1. Create a folder called “SQL” and save the downloaded files to an accessible location on the application server, such as C:\SQL, for later use.



2. Upload the 9.5.40-BD2014.zip and 9.5.47-BD2014 packages manually from Aranda DB Tools.

[View Aranda DB Tools Packages](#)

3. Update the database to the official version 9.5.39

<center></center>

4. Upgrade the database to version 9.5.40-BD2014

<center></center>

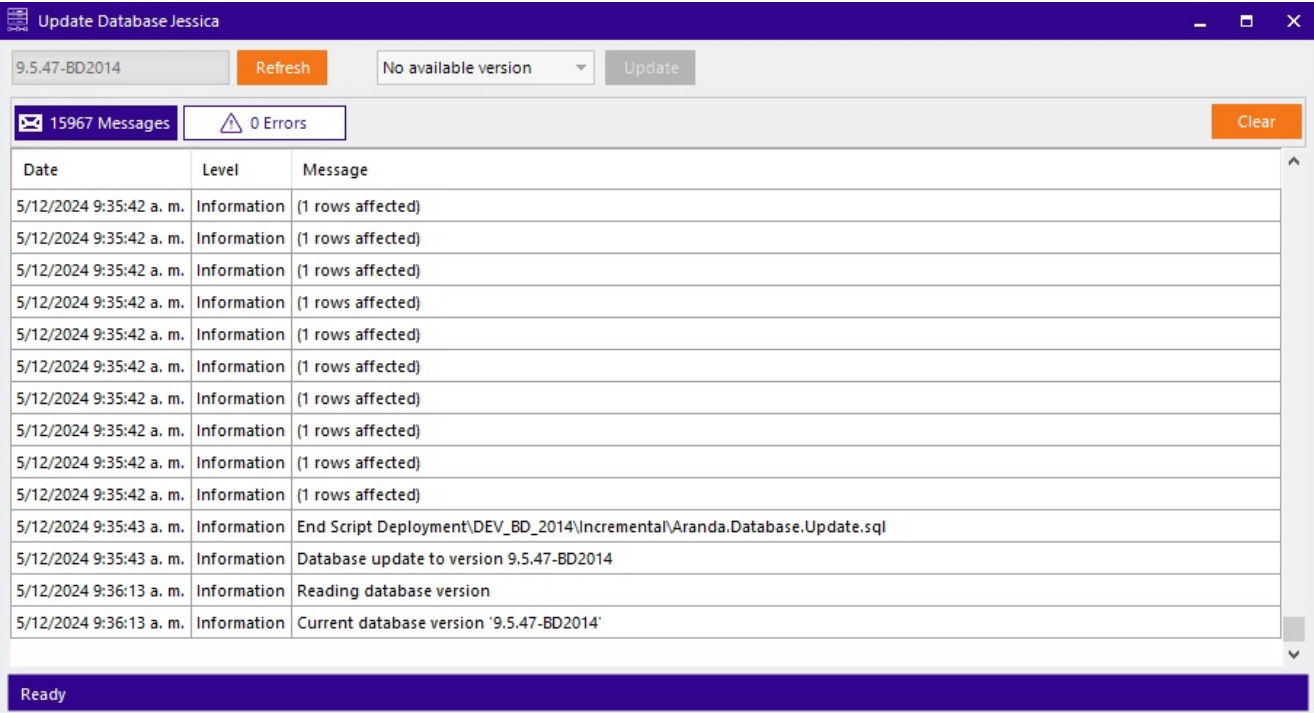
5. Run script to update to version 9.5.40

Consultation

```
SELECT *FROM VERSION_DATABASE
UPDATE VERSION_DATABASE SET VERSION='9.5.40'
```

1. Update the database to version 9.5.47-BD2014

<center></center>



2. Run script to update to version 9.5.47

Consultation

```
~~~sql
SELECT *FROM VERSION_DATABASE
UPDATE VERSION_DATABASE SET VERSION='9.5.47'
~~~ # Software restriction
```

Software Restriction

It is advisable to perform a thorough review of the dependencies of the services or executables to be blocked. This is crucial because many Windows services are used by different applications to carry out essential tasks such as updates, recovery processes, synchronization of settings, and other functions. If these services are blocked through management policies, when an application or program tries to run and needs to access those blocked services, a message will be displayed. This type of message can lead to confusion in the user, as the underlying cause of the problem may not be apparent. In addition, blocking essential services could affect the performance of the applications that depend on them, which could result in crashes or erratic operation of those applications.

Therefore, it is important to carefully consider which services are blocked, making sure that you do not interfere with the fundamental processes that maintain the stability, security, and functionality of the system and applications.

It should be noted that when restricting software by applying policies in ADM, the agent immediately detects the activation of restricted software. At that point, the agent stops the associated service or process and executes the previously configured warning message. However, because the message only indicates that the software has been blocked without specifying which service or application was affected, further analysis is necessary to identify the cause of the crash.

To do this, the log file generated by the agent must be reviewed. By doing so, it will be possible to clearly identify the name of the specific application or service and PID that triggered the blocking message, facilitating the resolution of the problem.



As can be seen in the image above, the service was elevation_service.exe executed and subsequently stopped by the agent. Importantly, the lock message may appear more than once. In the example shown in the image, five instances of the elevation_service.exe service were detected. The ADM agent is configured to stop all processes associated with this service name, which explains why a blocking message has been generated for each of the detected instances. This behavior occurs because the agent not only stops the first process encountered, but acts on all instances of the service that are currently running. Therefore, if a service like elevation_service.exe has multiple instances running, each of them will be blocked, resulting in the repeated occurrence of the warning messages.

List of essential services

Below is a list of essential services that should not be blocked:

- Windows Audio (Audiosrv)
Responsible for the management of sound services in the system. If it is blocked, users will not be able to listen to audio.
- Windows Update (wuauserv)
It ensures that the operating system receives critical security updates and other important patches. Disabling this service could put the security of the system at risk.
- Windows Defender Antivirus (WinDefend)
The Windows antivirus service protects the system against malware and other security threats. Blocking it would leave the system vulnerable.
- Windows Event Log (EventLog)
It is critical for logging system events and generating audit logs. Disabling it would prevent troubleshooting and monitoring.
- Task Scheduler (Schedule)
Allows scheduled execution of tasks on the system. Blocking this service can affect the operation of automatic tasks and scheduled updates.
- DHCP Client (Dhcp)
This service is essential for dynamic IP address fetching on networks. Blocking it could disrupt network connectivity.
- Network Location Awareness (NlaSvc)
It helps determine network configurations and maintain proper connectivity. Blocking it can cause problems with networking.
- Windows Management Instrumentation (Winmgmt)
It is crucial for remote management and gathering system information. Blocking it could interfere with management and diagnostic tools.
- Print Spooler (Spooler)
Responsible for managing print jobs. Disabling it would prevent printing on the machine.
- Remote Procedure Call (RPC)(RpcSs)
A fundamental service for communication between different services and applications of the system. Its interruption could cause failures in multiple services and applications.
- Cryptographic Services (CryptSvc)
Manage crypto-related operations, such as digital signatures and encryption keys. Blocking them could affect updates and overall security.
- Windows Installer (MSIServer)
Required to install, maintain, and remove software. Blocking it would affect the ability to install or update apps.
- ElevatorService (Elevator_Service)
This service is related to running applications with elevated privileges (administrative). It is important for certain tasks that require administrator permissions, such as installing programs. Disabling it might prevent some apps from running properly.
- Windows Time (w32time)
Synchronizes system time with network time servers. This is important for system time accuracy, especially in network environments.
- Server (LanmanServer)
It is crucial for sharing files and printers on a network. Disabling this service would disrupt the ability to share resources on a network.