Aranda Tools

Documentation and Installers Version 8

Learn about the latest releases and access the installers of version 8 of Aranda Tools.

Release Notes Aranda Tools

Release Notes 8.9

Release Notes Aranda Tools 8.9.0

Sending emails with Google Modern Authentication (OAuth 2.0)

A setting has been made to the service (MAILER) that allows supporting the sending of emails using modern authentication (OAuth 2.0) from the provider Google.

> ⚠ Important: During the installation of this version, it is obligatory manually update the DLL (Aranda.DBManager.Business.dll) located in the default path, as an adjustment has been made to the DBManager that optimizes its performance.
>
> How to update the DLL:
>
> 1. Stop the service: Before upgrading, stop the Windows service Aranda DBManager Windows Service to avoid conflicts or locks in the file.
> 2. Update the DLL: Replace the existing DLL with the new version. Download the updated file from the link below: Download updated DLL.
> 3. Start the service: After the DLL is updated, start the Windows service Aranda DBManager Windows Service for the changes to take effect.
>
> ⚐ NOTES OR ADDITIONAL INSTRUCTIONS:
>
> - Run the "at_8.9.0.exe" file and follow the instructions in the installer.
> - The executable file works as an installer and as an update tool for the "ASDK Server Modules" and "Mailer".
> - This update applies only to databases in version 8.0.169

Release Notes 8.8

Release Notes Aranda Tools 8.8.4

DBManager Service Improvement: AFW_MAP_PROVIDER_LOG

To control the number of records stored in the AFW_MAP_PROVIDER_LOG table, a setting has been made to the DBManager service. This service now runs a log cleanup task based on the settings provided in the ASDKLMTimer and ASDKLMDaysLog keys in the web.config file.

Configuration in the web.config file

A new set of keys has been introduced in the web.config file:

- ASDKLMTimer: This key determines the recurrence in seconds at which the log cleanup task will run. The default value is 86400, equivalent to 24 hours.
- ASDKLMDaysLog: This key sets the period in days for record retention in the AFW_MAP_PROVIDER_LOG table. The default is 15 days.

Automated Cleaning Task

- The AFW_MAP_PROVIDER_LOG table is automatically cleaned up based on the day retention policy set in ASDKLMDaysLog.
- The frequency of this task is determined by the configuration in ASDKLMTimer, ensuring efficient and automatic management of records.

> ⚠ Important: During the installation of this version, it is obligatory manually update the DLL (Aranda.DBManager.Business.dll) located in the default path, as an adjustment has been made to the DBManager that optimizes its performance.
>
> How to update the DLL:
>
> 1. Stop the service: Before upgrading, stop the Windows service Aranda DBManager Windows Service to avoid conflicts or locks in the file.
> 2. Update the DLL: Replace the existing DLL with the new version. Download the updated file from the link below: Download updated DLL.
> 3. Start the service: After the DLL is updated, start the Windows service Aranda DBManager Windows Service for the changes to take effect.
>
> ⚐ NOTES OR ADDITIONAL INSTRUCTIONS:
>
> - Run the "at_8.8.4.exe" file and follow the installer's instructions.
> - The executable file works as an installer and as an update tool for the "ASDK Server Modules" and "Mailer".
> - This update applies only to databases in version 8.0.167

Release Notes Aranda Tools 8.8.3

CASE PM-39612-19-201187:

Adjustments are made in AAMSettings to support the configuration of SQL user with paswword, when configuring connections to SQL Server database.

> ⚐ Note:
>
> - For the correct configuration with user type (SQL user with paswword), fill in the fields (User for connection – Password – Server – Database) and select the

option (Check).
- If there is a previous configuration of a Database and you want to select a new database from the same server, delete the data from the (Database) field before Connecting, to generate the Database listing.

UNDERSTANDING IMPLEMENTED CHANGES

Sending emails on behalf of third parties with Modern Authentication (OAuth 2.0):

An adjustment is made to the service (MAILER) that allows supporting the sending of emails on behalf of third parties when modern authentication (OAuth 2.0) is configured.

Currently this action was carried out by associating the specialist's email in the name sender of the email.

Mail can now be sent on behalf of a third party from the (Send Mail) option when handling the case in the Specialist Web Console (ASDKV8), and when an account is configured in the (Sending Account) field in the AAMSettings Mail Templates settings.

> ⚐ Note: The user account configured on the mail server must have the appropriate permission ("Permission to Send As") in the company's Active Directory. This account must be associated with the accounts authorized for impersonation. In the event of impersonation of an account without permissions, the Mailer service generates an exception, which you can view in the Event Viewer.

—
⚐ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the "at_8.8.3.exe" file and follow the installer's instructions.
- The executable file works as an installer and as an update tool for the "ASDK Server Modules" and "Mailer".
- This update applies only to databases in version 8.0.157

Release Notes Aranda Tools 8.8.2

CASE PM-36897-19-201117:

An adjustment is made in the service (MAILER) that allows supporting the sending of emails on behalf of third parties, with the basic authentication configured in the mail server for Aranda Service Desk (ASDK).

> ⚐ Note: Currently Modern Authentication (OAuth 2.0) does not allow sending emails on behalf of third parties, to solve this situation the specialist's email is configured in the name sender of the email

—
⚐ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the "at_8.8.2.exe" file and follow the installer instructions.
- The executable file works as an installer and as an update tool for the "ASDK Server Modules" and "Mailer".
- This update applies only to databases in version 8.0.155

Release Notes Aranda Tools 8.8.1

CASE 200784:

Adjustments are made to the service (MAILER) to support modern authentication settings (OAuth 2.0).

> ⚐ Note: For this update, it is essential to have Microsoft .NET Framework 4.8 on the application server, before performing the update or installation of the product

—
⚐ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the "at_8.8.1.exe" file and follow the installer instructions.
- The executable file works as an installer and as an update tool for the "ASDK Server Modules" and "Mailer".
- This update applies only to databases in version 8.0.149

Release Notes Aranda Tools 8.8.0

CASE 200784:

Adjustments are made to the service (MAILER) to support modern authentication settings (OAuth 2.0).

Note: Microsoft .NET Framework 4.8 installed on the machine is required before upgrading or installing the product.)

⚐ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the "at_8.8.0.exe" file and follow the instructions in the installer.
- The executable file works as an installer and as an update tool for the "ASDK Server Modules" and "Mailer".
- This update applies only to databases in version 8.0.148.

Release Notes 8.7

Release Notes Aranda Tools 8.7.5

CASE 200857:

Adjustments are made in the DBManager service, to match the query with CMDB when asynchronous updates of the CIs are made and the responsible is modified.

⚐ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the "at_8.7.5.exe" file and follow the installer instructions.
- The executable file works as an installer and as an update tool for the "ASDK Server Modules" and "Mailer".
- This update applies only to databases in version 8.0.147.

Release Notes Aranda Tools 8.7.4

Asynchronous IC Update:

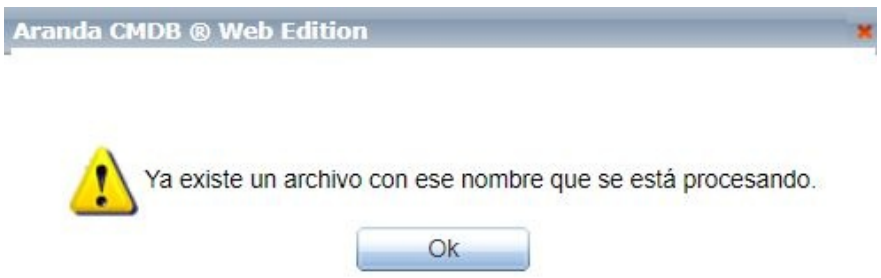
The way CIs are updated from the CMDB web console is modified to be an asynchronous process.

Clicking on CI Update will display a window to load the Excel file (.xls o.xlsx format) to be processed. The file used must be in the same format as the files that are generated from the CMDB web Excel export options, the order of the fields must not change, and the values must be in the same format.

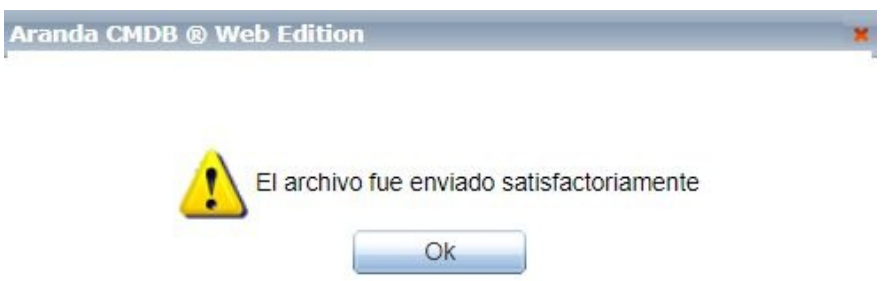
In this same window are displayed the files of the CI updates that the logged-in user has sent from the web CMDB. For each record, the following is displayed:

- Name: File name.
- State: File processing status. Possible states are:
- Scheduled: File uploaded raw.
- In process: File that is being processed.
- Process completed: File processed successfully.
- File error: A file that could not be processed because it has incorrect values or in incorrect formats.
- Process: Percentage of progress of the file processing.

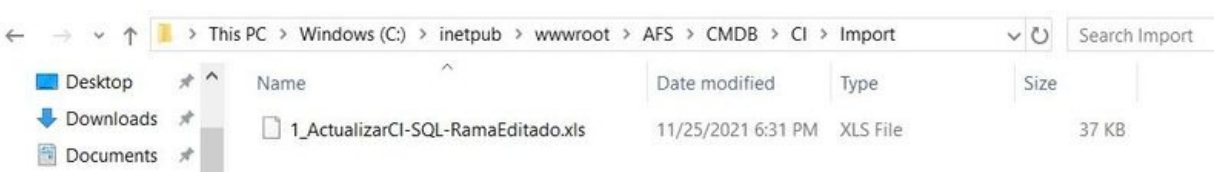
If a user attempts to upload a file with the same name as one of their uploaded files that are in process, the following message will be generated



If the file upload is successful, the following message is displayed:



The uploaded files are saved in AFS (C:\inetpub\wwwroot\AFS\CMDB\CI\Import) concatenating the ID of the user who performs the upload (IDusuario_NombreArchivo) to the file name.



The files are processed by DBManager using a scheduled task (Import CIS) that runs according to the time configured in the CMDBImportTimer parameter of the configuration file. This time defaults to 60 seconds.

```
Aranda.DBManager.Windows.Service.exe.config
116   <appSettings>
117     <add key="ASDKTimer" value="30" />
118     <add key="CMDBTimer" value="43200" />
119     <add key="ASDTimer" value="60" />
120     <add key="AAMTimer" value="21600" />
121     <add key="ASDKMSTimer" value="60" />
122     <add key="CMDBImportTimer" value="60" />
123   </appSettings>
```

When the scheduled task runs, files are processed in the Scheduled state. A thread is handled for each file to be read and each time the scheduled task is executed, it is checked if there are files to process and load 10 threads at a time. When processing is complete, the AFS file is deleted.

If the DBManager is stopped, starting the service again does the following:

1. It is validated if there are files that have been in state for 3 or more days In process with a percentage of progress less than 100%, if so, it begins its processing again.
2. Validates if files exist in a state In process with a percentage of progress of 100%, if so the record is in the Completed Process status.

The following logs can be found in the event viewer for the CI update performed by DBManager:

- Execution of the scheduled task:

```
Information   11/25/2021 5:39:34 PM   DBManager CMDB Module   0   None
Event 0, DBManager CMDB Module
General   Details
DBManager CMDB Module total execution time: 00:00:00.004
00:00:00.004   Import CIS
```

- Start File Processing:

```
Information   11/25/2021 6:06:54 PM   DBManager CMDB Module   0   None
Event 0, DBManager CMDB Module
General   Details
Executing CMDB import file ActualizarCI-SQL-RamaEditado.xls
```

- Completion of processing:

```
Information   11/25/2021 6:07:08 PM   DBManager CMDB Module   0   None
Event 0, DBManager CMDB Module
General   Details
The file ActualizarCI-SQL-RamaEditado.xls has been successfully processed.
```

- Common mistakes:

```
Error   11/25/2021 6:05:49 PM   DBManager CMDB Module   0   None
Event 0, DBManager CMDB Module
General   Details
The file ActualizarCI-Error.xlsx contains incorrect values or in incorrect formats.
```

```
Error         11/24/2021 1:40:45 PM   DBManager CMDB Module   0   None
Information   11/24/2021 1:40:42 PM   DBManager CMDB Module   0   None
Event 0, DBManager CMDB Module
General   Details
Ci # 20164 could not be processed. Error: Input string was not in a correct format.
```

Validations to take into account in the IC update process:

- The fields (PROJECT, CATEGORY, ID) in Excel are not updatable, these fields are used to perform searches and validations of the other fields in the file.
- Excel fields that have no changes in values are not updated.
- Fields that are blank in Excel are not updated with the exception of grouping, which, being a mandatory field, if left blank, is updated to -1.
- If a value is sent in Excel that does not exist in any of the following fields, the value is created in the corresponding table:
- CURRENT STATUS

- PROGRAMMED STATUS
- MODEL
- BRAND
- COST CENTER (ID)
- DEPARTMENT
- NUMBER OF DEPARTMENT
- COUNTRY
- CITY
- SITE
- BUILDING
- FLOOR
- FILIATION
- If Excel sends a value that does not exist in any of the following fields, the field is not updated and the value is not created.
- MANUFACTURER
- RETAILER
- RESPONSIBLE
- If the DATE SCHEDULED STATUS field comes blank in Excel and the scheduled status changes, neither field is updated in the CI, since the scheduled status requires a scheduled status date.

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⚐ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the "at_8.7.4.exe" file and follow the instructions in the installer.
- The executable file works as an installer and as an update tool for the "ASDK Server Modules" and "Mailer".
- This update applies only to databases in version 8.0.136.

Release Notes Aranda Tools 8.7.3

Report health status from the Teams bot:

A new functionality is implemented in the web configuration console (BASDK) and in DB Manager, to enable the sending of daily notifications (Monday to Friday) of the Health Report (Health Report) to the Teams bot.

To configure the sending of notifications of the health status report, you must enter BASDK (User Console / Scheduled Health Report Notifications).

The following fields are displayed there:

- Enable sending notifications to MS Teams for health status logging: Checkbox field that is unchecked by default.

  If checked, it enables the health status log notification to be sent to the Teams bot and enables and validates the other fields in the form.

  If unchecked, sending health status log notifications to the Teams bot is disabled and the other fields in the form are disabled.

- Default Project: Mandatory field type list that allows you to select the project for the health status report. Only projects in active status and visible to users are listed.
- Case Type: Mandatory field type list that allows you to select the type of case to be used (Incidents, Changes, Service Requirements).
- Category: Mandatory field type list that allows you to select the category to use. The categories of the selected project that are visible to users are listed.

  This field is cleaned up when you change the selected project or case type.

- Service: Mandatory field type list that allows you to select the service to be used. The active services associated with the selected category are listed.

  This field is cleaned up when you change the selected project or case type.

- Timetable: Required field that allows you to enter/select the time of sending the notification to the Teams bot.

When saving the configuration, if any of the required fields is not filled in, the corresponding error is generated indicating the name of the field not filled in.

The new menu option has the following permissions:

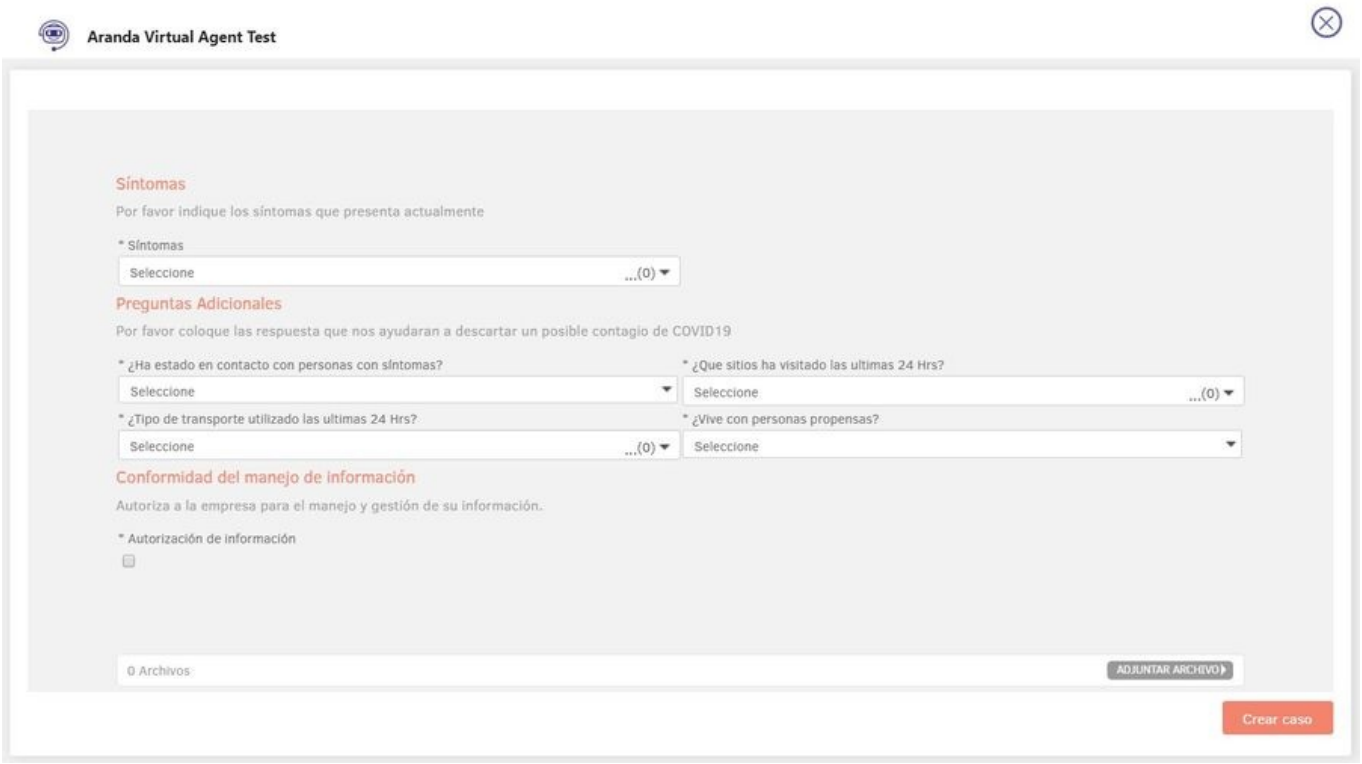
- VIEW HEALTH REPORT NOTIFICATIONS: If permission is enabled, the menu option is displayed, if not, the menu option is not displayed.
- EDIT HEALTH REPORT NOTIFICATIONS: If the permission is enabled, the "Save" button is displayed and the settings are allowed to be saved, if not, the "Save" button is hidden and the settings are not allowed to be saved.

The process of sending health status record notification to your Teams bot does the following:

- If the checkbox (Enable sending notifications to MS Teams for health status logging) is disabled, notifications are not sent.
- If the checkbox (Enable sending notifications to MS Teams for health status logging) is enabled, Aranda DB Manager runs the notification sending process daily (Monday to Friday) at the configured time, and if users are found to send the notification, Aranda Push sends the notification to the Teams bot.
- The daily notification will be sent only to users who install the bot or run the bot's commands (except for the help command) after enabling notifications for the health status report to the Teams bot.

In the Teams bot, the daily notification is displayed in a card like the following.

When you click on "Make my registration", a pop-up window is displayed with the case creation form according to the project, case type, category and service selected in the settings.



⚐ Note: The environment in which this development is installed must have Aranda Push installed (at least version 8.0.4) and Aranda Tools (at least version 8.7.3), to ensure the correct execution of the sending of notifications.

—

⚐ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the "at_8.7.4.exe" file and follow the instructions in the installer.
- The executable file works as an installer and as an update tool for the "ASDK Server Modules" and "Mailer".
- This update applies only to databases in version 8.0.136.

Aranda Tools Installers

Installers 8.9

Installers 8.9.0

Update scripts:

Scripts

Download links

The update/installation package can be downloaded from:

Aranda Tools 8.9.0

Minimum DB version required for this update/installer: DB 8.0.169

Installers 8.8

Installers 8.8.4

Update scripts:

Scripts

Download links

The update/installation package can be downloaded from:

Aranda Tools 8.8.4

Minimum DB version required for this update/installer: DB 8.0.167

Installers 8.8.3

Update scripts:

Scripts

Download links

The update/installation package can be downloaded from:

Aranda Tools 8.8.3

Minimum DB version required for this update/installer: DB 8.0.149

Installers 8.8.2

Update scripts:

Scripts

Download links

The update/installation package can be downloaded from:

Aranda Tools 8.8.2

Minimum DB version required for this update/installer: DB 8.0.149

Installers 8.8.1

Update scripts:

Scripts

Download links

The update/installation package can be downloaded from:

Aranda Tools 8.8.1

Minimum DB version required for this update/installer: DB 8.0.149

Installers 8.8.0

Download links

The update/installation package can be downloaded from:

Aranda Tools 8.8.0

Minimum DB version required for this update/installer: DB 8.0.148

Installers 8.7

Installers 8.7.5

Download links

The update/installation package can be downloaded from:

Aranda Tools 8.7.5

Minimum DB version required for this update/installer: DB 8.0.147

Installers 8.7.4

Download links

The update/installation package can be downloaded from:

Aranda Tools 8.7.4

Minimum DB version required for this update/installer: DB 8.0.136

Release Notes Aranda Tools in PDF

Release Notes Aranda Tools in PDF

Check here the list of fixed bugs and/or features implemented in previous versions:

Release Notes

Aranda Tools

Release_AT_8.7.2	Release_AT_8.7.1	Release_AT_8.6.5
Release_AT_8.6.4	Release_AT_8.6.3	Release_AT_8.6.2
Release_AT_8.6.1	Release_AT_8.6.0	Release_AT_8.5.3
Release_AT_8.5.2	Release_AT_8.5.0	Release_AT_8.4.2
Release_AT_8.4.1	Release_AT_8.4.0	Release_AT_8.3.3
Release_AT_8.2.3	Release_AT_8.2.0	Release_AT_8.1.5
Release_AT_8.1.4	Release_AT_8.1.3	Release_AT_8.1.2
Release_AT_8.1.1	Release_AT_8.1.0	

Aranda DBTools

Release Notes DBTools in PDF

Check here the list of fixed bugs and/or features implemented in previous versions:

Release Notes

DBTools

Release_DBTOOLS_8.0.5	Release_DBTOOLS_8.0.4	Release_DBTOOLS_8.0.3
Release_DBTOOLS_8.0.2	Release_DBTOOLS_8.0.1	

Aranda DBTools Installers

DB Tools 8.0.5 Installers

Aranda DBTools (ADBT)

Aranda DBTools 8.0.5 is available for Aranda products

Aranda DATABASE TOOLS is a tool created to speed up and improve the process of creating and updating versions of ARANDA SOFTWARE solutions in databases.

Aranda DATABASE TOOLS allows you to centralize and speed up the process of updating and creating the Aranda database that you have configured while ensuring the correct operation of the ARANDA SOFTWARE products installed.

Aranda DBTOOLS replaces the DBInstaller and DBPatch tools of Aranda products.

Download links

The update/installation package can be downloaded from:

Aranda DB Tools 8.0.5

Database update: Minimum DB version required for this update/installer: DB 8.0.120

> ⚐ Note: ADBT must be used for all Aranda products with the exception of Aranda 360 and Aranda Vitual Support. You must have Windows Installer 3.1 or higher, download and run the .MSI file

DB Tools Utilities Installers

Download links

The update/installation package can be downloaded from:

Aranda DB Tools Utilities

> ⚐ Note: ADBT must be used for all Aranda products with the exception of Aranda 360 and Aranda Vitual Support. You must have Windows Installer 3.1 or higher, download and run the .MSI file

Aranda File Server

Release Notes Aranda File Server in PDF

Check here the list of fixed bugs and/or features implemented in previous versions:

Release Notes

Documentation of interest

Release_AFS_8.3.12.pdf	Release_AFS_8.3.11.pdf	Release_AFS_8.3.10.pdf
Release_AFS_8.3.9.pdf	Release_AFS_8.3.8.pdf	Release_AFS_8.3.7.pdf
Release_AFS_8.3.6.pdf	Release_AFS_8.3.5.pdf	Release_AFS_8.3.4.pdf
Release_AFS_8.3.3.pdf	Release_AFS_8.3.2.pdf	Release_AFS_8.3.1.pdf
Release_AFS_8.3.0.pdf	Release_AFS_8.2.4.pdf	Release_AFS_8.2.3.pdf
Release_AFS_8.2.2.pdf	Release_AFS_8.2.1.pdf	Release_AFS_8.2.0.pdf
Release_AFS_8.1.9.pdf	Release_AFS_8.1.8.pdf	Release_AFS_8.1.7.pdf
Release_AFS_8.1.6.pdf	Release_AFS_8.1.4.pdf	Release_AFS_8.1.3.pdf

Aranda File Server Installers

Aranda File Server 8.3.12 Installers

The upgrade package can be downloaded from:

Aranda File Server

Database Update:

The minimum version of the script package to use with this update is DB 8.0.165 or later:

Aranda File Server 8.3.11 Installers

The upgrade package can be downloaded from:

Aranda File Server

Database Update:

The minimum version of the script package to use with this update is DB 8.0.93 or later:

Aranda File Server 8.3.10 Installers

The upgrade package can be downloaded from:

Aranda File Server 8.3.10

Database Update:

The minimum version of the script package to use with this update is DB 8.0.93 or later

Aranda Web Configuration

Release Notes Aranda Web Configuration (AWCF) in PDF

Check out the following link for the explanation and functionalities of the new WEB console configurator:

Release Notes

Web Console Configurator

Configurador_9.4.5	Configurador_9.4.4	Configurador_9.4.3
Configurador_9.4.2	Configurador_9.4.1	Configurador_9.4.0
Configurador_9.3.1	Configurador_9.3.0	Configurador_9.2.0
Configurador_9.1.7	Configurador_9.1.6	Configurador_9.1.5
Configurador_9.1.4	Configurador_9.1.3	Configurador_9.1.2
Configurador_9.1.1	Configurador_9.1.0	

Aranda Web Configuration Installers

Aranda Configurator 9.4.5

★ ARANDA CONFIGURATOR. LATEST VERSION AVAILABLE FOR DATABASE 8.0.142

Download links

Download the installer from the website below to configure the consoles:

Aranda Configurator 9.4.5

> ⚐ Note: This configurator applies to Aranda Version 8.0.142

Aranda Configurator 9.4.4

★ ARANDA CONFIGURATOR. LATEST VERSION AVAILABLE FOR DATABASE 8.0.139

Download links

Download the installer from the website below to configure the consoles:

Aranda Configurator 9.4.4

> ⚐ Note: This configurator applies to Aranda Version 8.0.139

CMDB Importer

Release Notes CMDB Importer in PDF

Check here the list of fixed bugs and/or features implemented in previous versions:

Release Notes

CMDB Importer

Release_CMDBImporter_8.0.7.0	Release_CMDBImporter_8.0.6.0	Release_CMDBImporter_8.0.5.1
Release_CMDBImporter_8.0.5.0	Release_CMDBImporter_8.0.4.0	Release_CMDBImporter_8.0.2.1

CMDB Importer Installer

CMDB Importer 8.0.7.0 Installers

The instructions for use can be downloaded from the following link:

ARANDA_CMDB Importer

Download links

The update/installation package can be downloaded from:

CMDB Importer 8.0.7.0

Database update: 8.0.104 or later.

- The excel file format is available at the following download link:

CMDBImporterExampleV8

Aranda Active Directory Synchronizer

Using and Referencing Aranda Active Directory Synchronizer (AADS)

Aranda Active Directory Synchronizer is a tool created to speed up and improve the process of updating users from an active directory.

The tool creates a service which is permanently monitoring from a server with Domain Access some basic changes of the users in the DA and performs the synchronization against data in the Profile application.

The synchronized fields are:

Fields	Description
LDAP SERVER	(It is important to follow this syntax): LDAP://NOMBRESERVIDOR
USER	(It is important to follow this syntax- You must be an Active Directory Administrator user): DOMAIN\USER
PASSWORD	(The Password Set)
FILTER	(Objectcategory=User)

Fields for Tool Mapping

Fields	TAG
Username (Login)	samaccountname
Address	streetAddress
Company	Company
Building	physicalDeliveryOfficename
Department	Department
Domain	Domain
Email	mail
Mobile	Mobile
Real Name of User	displayName
Phone1	telephoneNumber
Phone2	facsimileTelephoneNumber
Phone3	homePhone
Title	Title
Country	co
City	l

Release Notes AADS in PDF

Check here the list of fixed bugs and/or features implemented in previous versions:

Release Notes

Active Directory Synchronizer

Release_AADS_8.3.4	Release_AADS_8.3.3	Release_AADS_8.3.2
Release_AADS_8.3.1	Release_AADS_8.3.0	Release_AADS_8.2.0
Release_AADS_8.1.0	Release_AADS_8.0.22	Release_AADS_8.0.21
Release_AADS_8.0.20	Release_AADS_8.0.19	Release_AADS_8.0.18
Release_AADS_8.0.17	Release_AADS_8.0.16	Release_AADS_8.0.15
Release_AADS_8.0.14	Release_AADS_8.0.13	Release_AADS_8.0.12
Release_AADS_8.0.11	Release_AADS_8.0.10	Release_AADS_8.0.9
Release_AADS_8.0.8	Release_AADS_8.0.7	

Aranda Active Directory Synchronizer Installers

Active directory 8.3.4 installers

Download links

The update/installation package can be downloaded from:

Aranda Active Directory 8.3.4

Minimum DB version required for this update/installer: DB 8.0.165 or later.

Active Directory 8.3.3 Installers

Download links

The update/installation package can be downloaded from:

Aranda Active Directory 8.3.3

Documentation of bug fixes and/or features in Update Pack can be downloaded from: Minimum DB version required for this update/installer: DB 8.0.104 or later.

Aranda Interactive Voice Response

Release Notes Aranda Interactive Voice Response in PDF

Check here the list of fixed bugs and/or features implemented in previous versions:

Release Notes

Aranda IVR

Release_AIVR_8.1.3

Aranda Interactive Voice Response Installer

Aranda IVR 8.1.3 Installers

Aranda Interactive Voice Response

Aranda IVR 8.1.3 is available for Aranda products

Aranda IVR is the technology in charge of the automated interaction of support services that is integrated into Aranda's service desk in order to reduce the cost of calls to and from the company, and facilitating the registration of cases by the customer.

This service provides appropriate pre-recorded voice responses and recognition of simple answers dialed or dialed by the user for any situation via telephone, making it easier for the company to manage a large number of simultaneous support calls, enabling cost reduction and improving the level of customer service, avoiding the loss of calls that would enter the waiting queue of a specialist.

The upgrade package can be downloaded from:

Aranda IVR 8.1.3

AT Authorization Installer

Installers Authorization

The Installation Package can be downloaded from:

ATAuthorization_8.1.4.exe

Aranda Push Installer

Aranda Push Installers

The Installation Package can be downloaded from:

ArandaPush_8.0.5.exe

Aranda Integration Service Installer

Aranda Integration Service Installers

The Installation Package can be downloaded from:

Aranda.Integration.Service_8.1.2.msi