

This solution allows remote support to be established to workstations, regardless of the customer’s network, allowing remote control and transfer files in real time and securely.

Begin with

A user of Aranda Virtual Support must consider the following stages that make up this manual for proper management of remote support in their organization:



1. App Settings

Carry out the assignment and proper administration of licenses.

2. General Settings

Define the users or user groups, configure the directory service, configure external authentication, and assign the roles for remote support management.

3. Support Management

Define the support groups that will be given the remote support service, manage the support sessions, manage the agent profiles, and the unique group code that will serve as input for the agent installation processes on the workstations.

4. Remote Support

Define the agent configuration code for subsequent installation on workstations, establish support sessions with linked devices and take remote control, and execute actions aimed at managing and monitoring your infrastructure.

5. Audit

Monitor all activities performed by the remote support service provider and have access to the recordings of the remote takeover.

Who is this manual for?

This manual is designed for the different roles established (general administrator, infrastructure, support administrator and specialist), so that they can develop the different tasks in remote support management.

What is the value of AVS?

AVS allows easy deployment in the existing infrastructure, allows an inventory of workstations making it easier to keep a history of remote media for auditing.

Cross-platform remote control via the Internet with one or multiple workstations (with Windows systems) in a few seconds and execute the necessary actions to solve problems.

File Transfer securely regardless of type, size or extension, to and from users’ devices, thus avoiding the use of external software.

What is our documentation?

- [AVS Getting Started Guide](#)
- AVS Remote Support Management Manual
- [AVS Agent Manual](#)
- [On-premises installation manual](#)

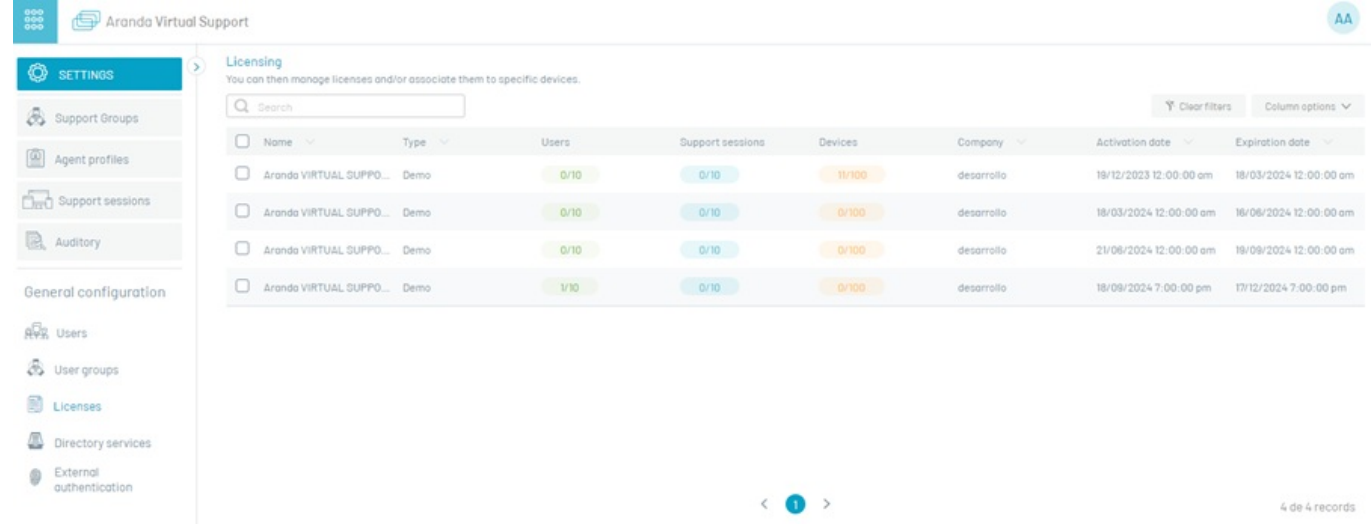
App Settings

License Management

Manage the licenses acquired by the customer and generate the license request to properly manage the organization’s remote support processes.

View license information

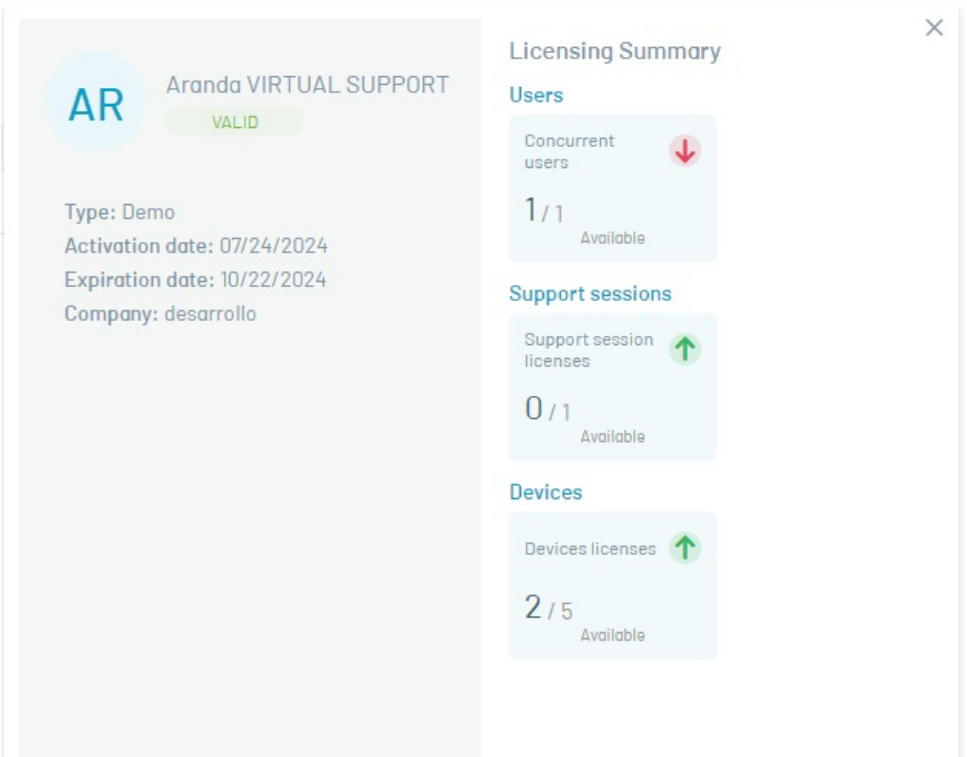
1. Log in to the AVS website with a user with a General Administrator role, select the option Licences from the main menu.



In the information view you can see the list of existing licenses grouped with the following data:

Column	Description
Name	This is the name assigned to the license.
Guy	License Type
Users	Number of concurrent users (Number of licenses used/total number of licenses)
Support sessions	Number of Concurrent Support Sessions (Number Used/Total Number of Licenses) .
Devices	Number of Concurrent Workstations (Number of Licenses Used/Total Number of Licenses)
Enterprise	Company that owns the license
Activation Date	Date on which the licenses are activated
Expiration Date	License expiration date

2. In the information view of the licenses, you will have available actions for managing and organizing the information that are described in the [AVS Getting Started Guide](#)
3. To know the license in detail, in the information view of the AVS website, select a record from the list of available licenses and in the window that is enabled you will be able to view the validity of the license and the number of licenses that have been used by users, support sessions and concurrent devices (Number of licenses used/total number of licenses).



General Settings

General Settings

The general administrator from the AVS Web console will be able to configure the following transversal modules:



1. Users

In this module of Aranda Common you will be able to configure the users in charge of the administration, support, configuration of infrastructure resources and the support of the workstations (Specialists).

The user management process in AVS is performed by users with the General Administrator role.

For more information, please refer to the [User Management ↔](#).

2. User groups

In this module of Aranda Common you will be able to configure and manage user groups to perform the assignment of roles in a more efficient way.

For more information, please refer to the [Group Management ↔](#).

3. Licenses

Aranda Virtual Support allows you to manage the licenses acquired and associate them with the devices required to carry out an adequate management of the organization's remote support processes.

For more information, see the [License Management ↔](#).

4. Directory Services

In this Aranda Common module, you can configure the reCAPTCHA security and directory services that can be used in the Aranda Virtual Support application, such as the LDAP lightweight directory access protocol, which allows you to configure the connection to other business directories, or the Azure Active Directory directory service.

Through the internal provider Aranda, you will be able to configure the specifications for password policies for Aranda access.

For more information, see the [Management Directory ↔ Services](#).

5. External authentication

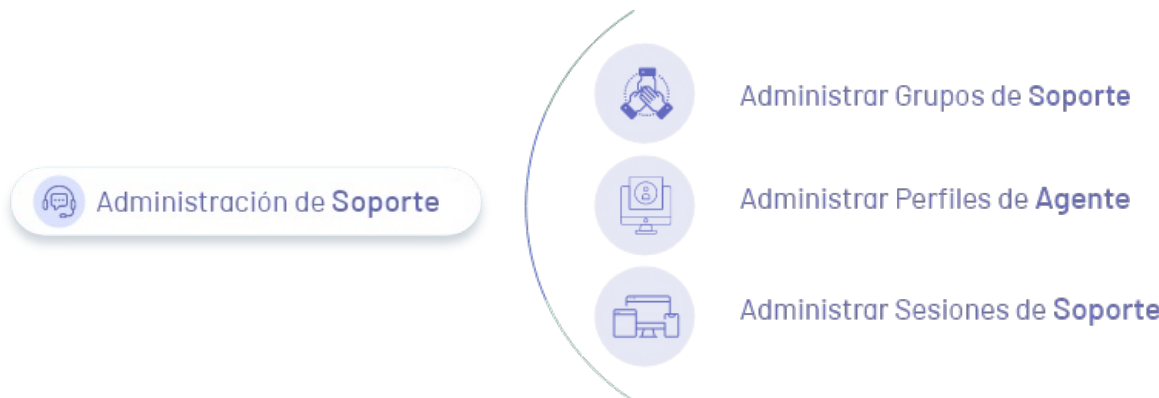
In this Aranda Common module you can define the external authentication providers, which follow the SAML (Security Assertion Markup Language) standard to perform user authentication in the application.

For more information, see the [Authentication Provider ↔ Management](#).

Support Management

Support Management

The management of support administration in AVS is carried out by the user with the role of support administrator or general administrator and will be in charge of developing the following tasks in this area:



1. Manage Support Groups

In Aranda Virtual Support (AVS) a support group can be seen as an area of the organization in charge of supporting devices; There must be at least one support group to offer this service. Through the support group you will be able to generate the unique group code that will be used during the [Manual Agent Configuration](#).

A support group can have devices and other groups associated with it. The creation of required support groups has no quantity restrictions.



2. Manage Agent Profiles

The AVS agent is the component that is installed on workstations to run remote support processes on different devices.

Agent profiles configure the information required for the web application authentication processes and the agent authorization items to access a support session. The profiles are viewed by the specialist in the sections of Configuration and My Support Groups where the customer can choose the configuration that best suits the customer's needs.

3. Manage Support Sessions

Manage the support sessions of the specialists registered in the system.

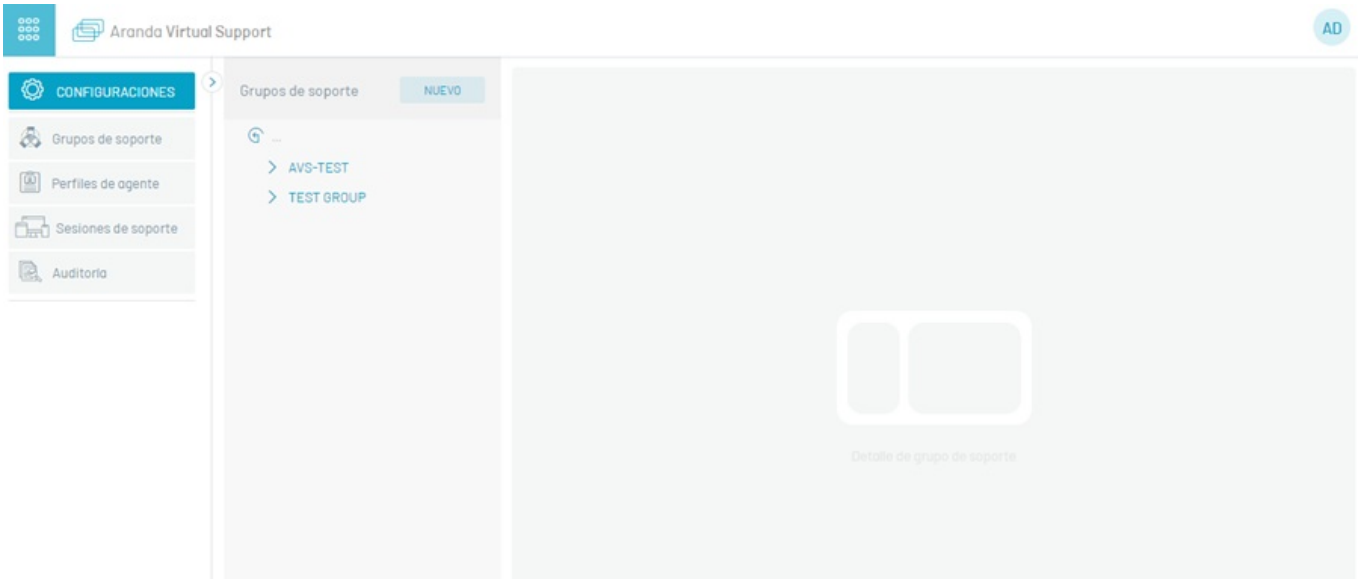
One Support session in AVS it is the instance in which the specialist provides support to the devices in his charge remotely.

Support Groups

In the process of managing and administering support groups, the AVS website allows you to view, create, edit and delete defined groupings.

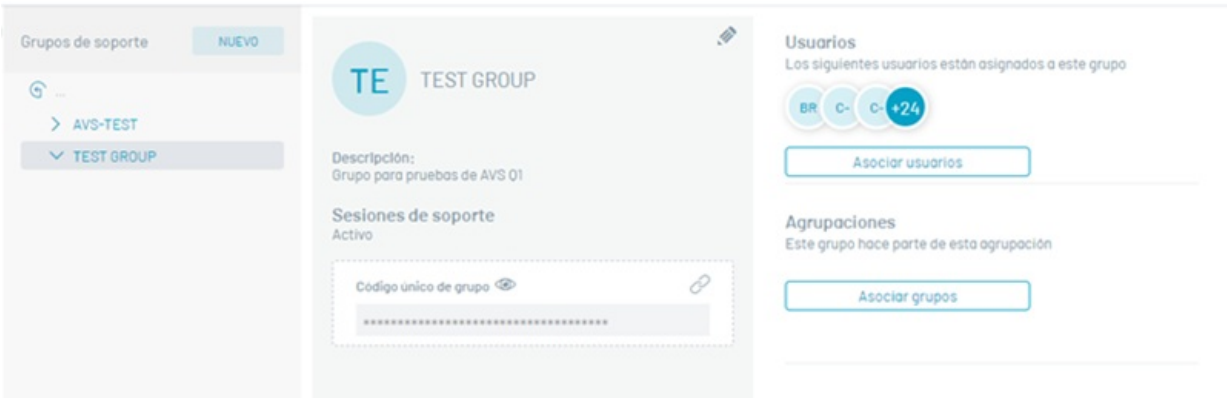
View Support Groups

1. Log in to the AVS website with a user with a Support Administrator or General Administrator role, select the option Support Groups from the main menu. In the information view, you can display a tree-like structure of the support groups of Level 1 registered on the AVS website.



2. When you select a group, three additional sections are enabled:

- Basic Info: Basic group information such as name, description, and unique group code is presented; You will also be able to edit related information.
- Users: In this section you will be able to [Associate users with the support group](#).
- Groupings: In this section you will be able to [Associate user groups with the support group](#).



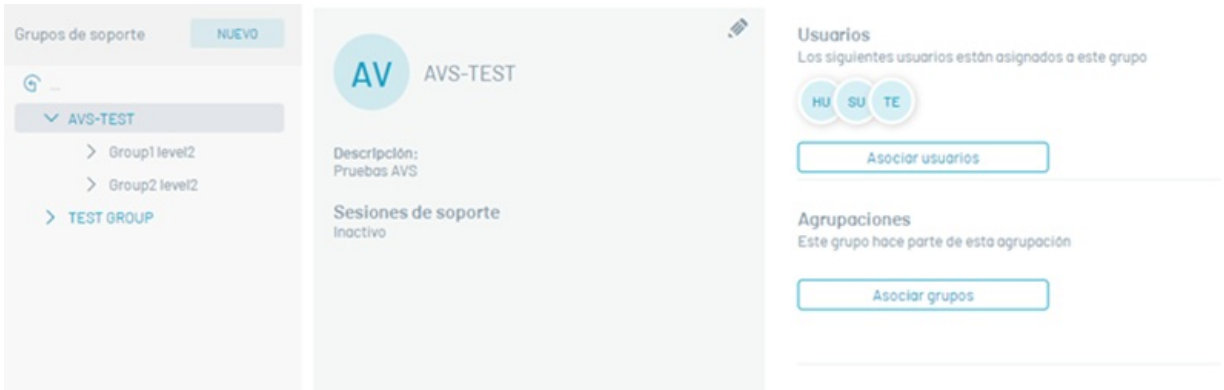
- ⓘ Note:
- If the support group does not have active support sessions, the unique group code will not be displayed.
 - If the group does not have another group assigned to it, the legend appears: “No support groups have been created”.



Create Support Group

The levels at which groups can be created have no limits.

3. To create Support Groups (Levels 2, 3, 4 etc.), log in to the AVS website with a user with a Support Administrator role, select the option Support Groups from the main menu. In the information view, select a parent group, and the New.



4. In the window that is enabled, enter the requested support group information:

Datum	Obligatory	Description
Name	Yes	This is the name assigned to the support group. A parent group cannot have two child groups with the same name.
Description	Yes	It is the purpose or objective for which the support group will be created.
Activate Support Session	No	When you want to create a support group with an active support session, you must select this item.

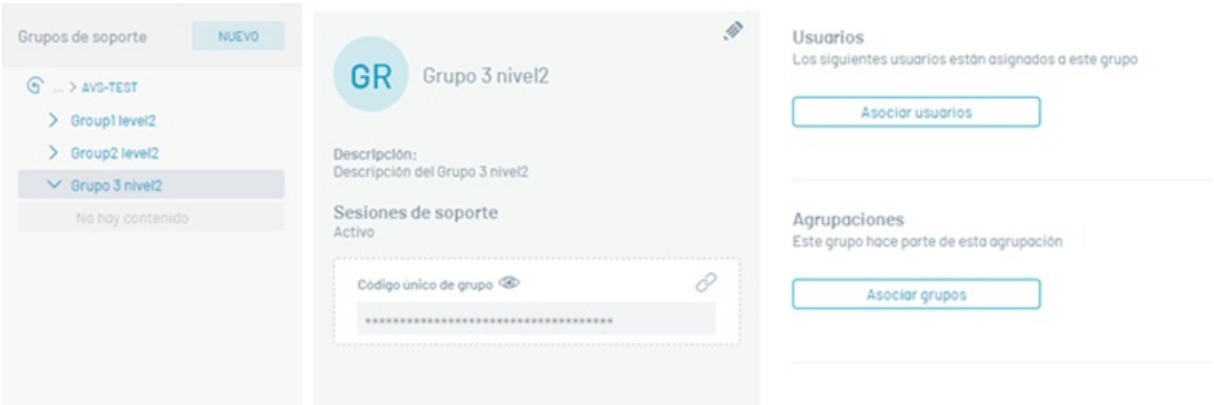
- ⓘ Note: Each of the support group fields must take into account the [AVS Support Management Fields Specifications](#).

5. When you finish setting up the support group, click the Save



to confirm the changes made.

6. Once the support group is created, all its data will be displayed.



Note: The unique group code defined in this instance is the input for the customer to perform the [Manual Agent Configuration](#) on the workstation that you want to associate with the support group.

Edit Support Group

7. To edit a support group, in the information view of the AVS website, select a record from the list of existing groups, in the detail view click the edit icon



and modify the required information (fields).

8. When you finish editing the group, click the Save



to confirm the changes made.

Note: Two support groups belonging to the same parent cannot have the same name.

Delete Support Groups

9. To delete support groups, in the information view, select a record from the existing group list and select the Eliminate to clear the associated information.



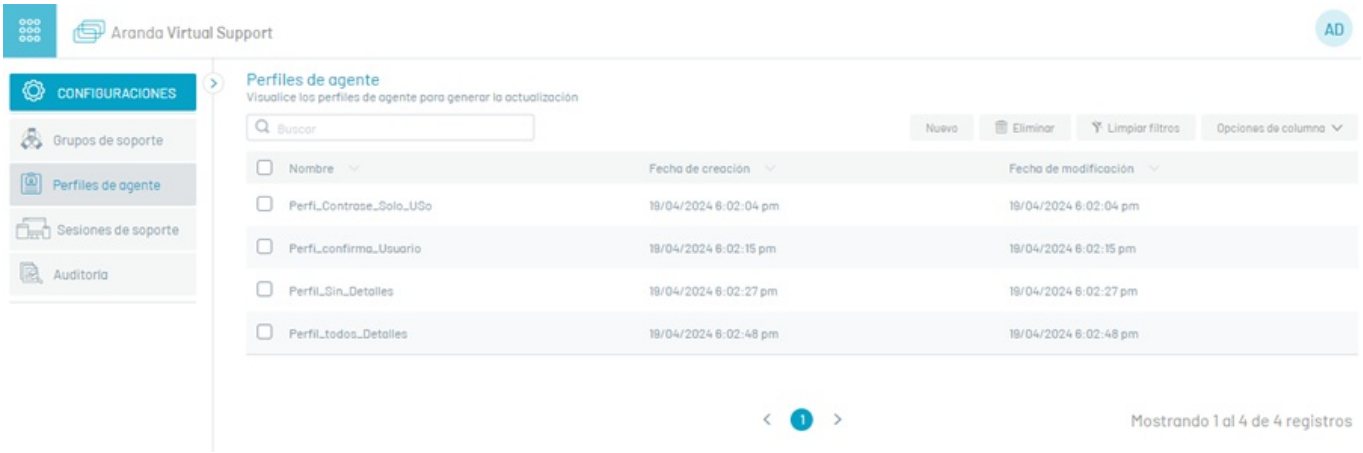
⌵ Note: Support groups that contain subgroups, or have devices associated with them, cannot be deleted.

Managing Agent Profiles

In the AVS support management process, you can manage agent profiles for subsequent agent configuration on the workstation.

View Agent Profiles

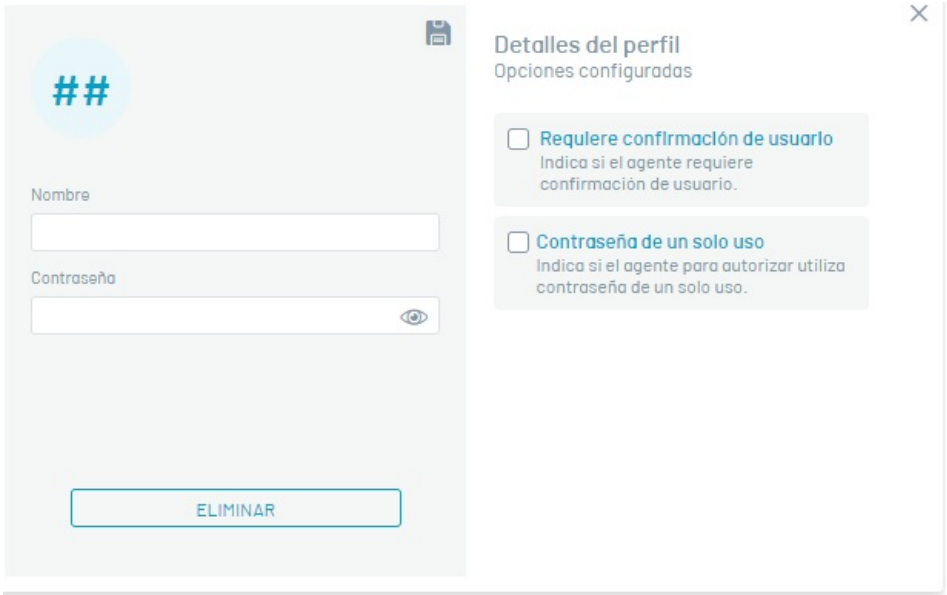
1. Log in to the AVS website with a user with a Support Administrator or General Administrator role, select the option Agent Profiles from the main menu. In the information view, you can view the list of profiles grouped by data such as name, date of creation and date of modification.



2. In the information view of the agent profiles, you will have information management and organization actions available. [AVS Web Environment Information View](#)

Create agent profiles

3. To create the agent profile, log in to the AVS website with a user with a support role, select the option Agent Profiles from the main menu. In the information view, select the New.

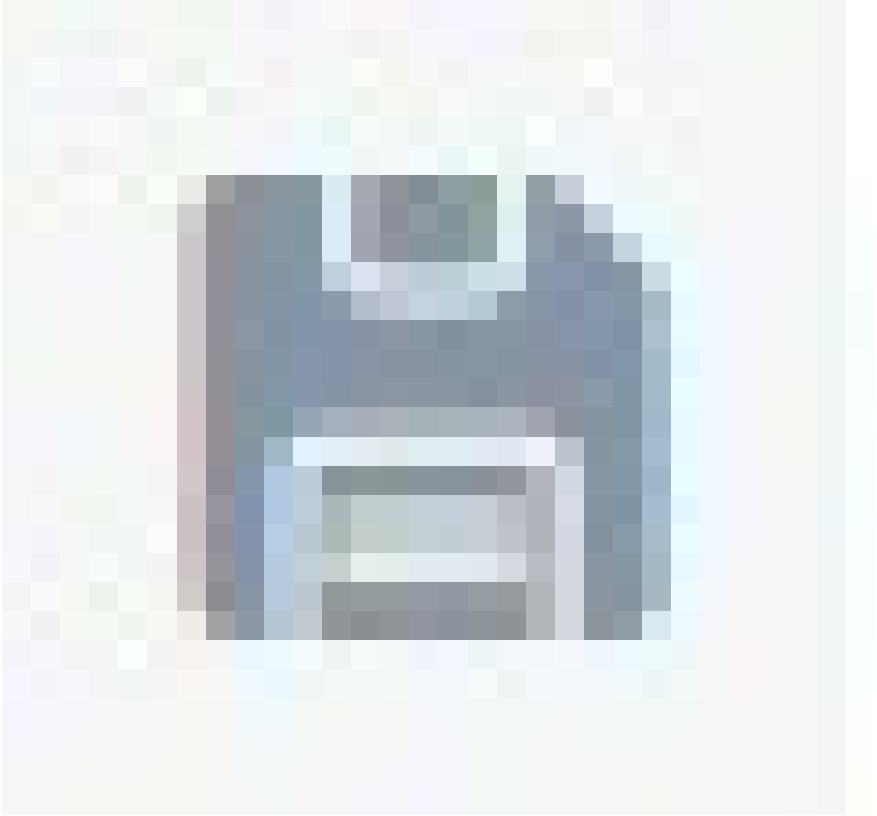


4. In the window that is enabled, enter the requested information from the agent’s profile:

Datum	Obligatory	Description
Name	Yes	It is the name with which the agent profile is identified.
Password	Yes	It is the key entered in the agent’s configuration, used to authorize a support session.
Checkbox to enable “Requires User Confirmation”.	No	It gives the user the power to authorize or not a support session, through a message that reaches him.
Checkbox to enable one-time password.	No	A password used only once to authorize a support session.

⌵ Note: Each of the fields in the agent profile must take into account the [Field Specifications](#) of AVS agent profiles.

5. When you finish setting up the agent’s profile, click the Save



to confirm the changes made.

Edit Agent Profiles

6. To edit an agent profile, in the information view of the AVS website, select a record from the existing profile listing, in the detail view click the Edit

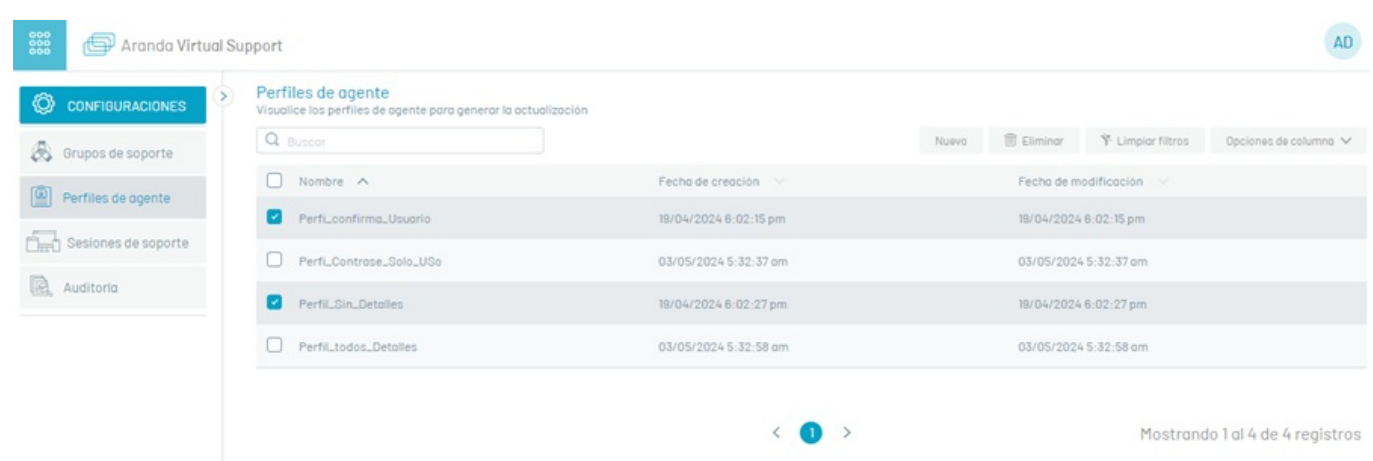


and modify the required information (fields).

7. When you finish editing the agent’s profile, click the Save to confirm the changes made.

Delete Agent Profiles

8. To delete agent profiles, in the information view, select one or more records from the existing profile list and select the Eliminate to clear the associated information.



Alternatively, enter a created agent profile and in the window that is enabled click on the Eliminate

Manage support sessions

View support sessions

1. Log in to the AVS website with a user with a Support Administrator or General Administrator role, select the option Support Sessions from the main menu. In the

information view, you can view the list of support sessions grouped by data such as name, user, email, device, user status, device status, support session status, and expiration date.

Aranda Virtual Support

AD

CONFIGURACIONES

Grupos de soporte

Perfiles de agente

Sesiones de soporte

Auditoria

Sesiones de soporte

Gestione las sesiones de soporte activas.

Buscar

Eliminar

Limpiar filtros

Opciones de columna

	Nombre	Usuario	Correo	Dispositivo	Estado del dispositivo	Estado de la sesión	Fecha de expiración
☐	JU				Activo	Sin autorizar	05/02/2024 2:46 pm
☐	JU				Activo	Sin autorizar	05/02/2024 2:55 pm
☐	TE				Activo	Sin autorizar	04/26/2024 6:33 pm
☐	TE				Activo	Sin autorizar	04/26/2024 6:30 pm
☐	ES				Activo	Sin autorizar	04/25/2024 11:06 am
☐	ES				Activo	Sin autorizar	04/25/2024 10:41 am
☐	JU				Activo	Sin autorizar	04/25/2024 2:10 pm
☐	TE				Activo	Sin autorizar	04/24/2024 3:56 pm
☐	TE				Activo	Sin autorizar	04/24/2024 2:48 pm

< 1 2 >

Mostrando 1 al 9 de 10 registros

2. In the information view of the support sessions, you will have information management and organization actions available. [AVS Web Environment Information View](#)

Delete support sessions

3. To delete a support session, in the information view, select one or more records from the list of existing support sessions and select the Eliminate to clear the associated information.

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Opciones de columna

	Nombre	Usuario	Correo	Dispositivo	Estado del dispositivo	Estado de la sesión	Fecha de expiración
☐	JU				Activo	Sin autorizar	05/02/2024 2:46 pm
☒	JU				Activo	Sin autorizar	05/02/2024 2:55 pm
☒	TE				Activo	Sin autorizar	04/26/2024 6:33 pm
☐	TE				Activo	Sin autorizar	04/26/2024 6:30 pm
☐	TE				Activo	Sin autorizar	04/24/2024 3:56 pm
☐	TE				Activo	Sin autorizar	04/24/2024 2:48 pm
☒	AP				Activo	Sin autorizar	-

< 1 >

Mostrando 1 al 7 de 7 registros

4. You will then receive a successful removal message.

Associate Users and User Groups

Associate Users with Support Groups

1. After selecting the support group on the AVS website, in the Users section, click the Associate users, which enables the window where you can view and add the required users for the defined group.
2. The list of associated users is organized by data such as name, username, email, date of creation, telephone and status (active or inactive).

Asociar usuarios

Asocia aquí usuarios para este grupo

Asociar usuarios

Usuarios asociados

Buscar todos los conceptos

ELIMINAR

LIMPIAR FILTROS

OPCIONES DE COLUMNA

	Nombre ↓	Usuario	Correo	Fecha de creación	Teléfono
☐	BP				
☐	SC				
☐	MV				
☐	CE				
☐	PA				
☐	ES				
☐	BI				

Estado

● ACTIVO

● INACTIVO

< 1 >

1 - 19 of 19 items

3. In the associated users view, you will have information management and organization actions available. [AVS Web Environment Information View](#). It does not apply to filter by status.

Manage users

4. To add one or more users to a support group, select the search field Associate users, when doing so, all users registered in the system are displayed:
5. Select one or more user records and click the Associate.

Asociar usuarios

Asocia aquí usuarios para este grupo

Asociar usuarios

☐

☐

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Cancelar

Asociar

6. To remove a user from a support group, select one or more records from the list of users and click the Eliminate:

Asociar usuarios

Asocia aquí usuarios para este grupo

Asociar usuarios

Usuarios asociados

Buscar todos los conceptos

ELIMINAR

LIMPIAR FILTROS

OPCIONES DE COLUMNA

☐

Nombre

Usuario

Correo

Fecha de creación

Teléfono

☒

BI

☒

OD

☐

AM

☐

GU

☒

NA

☐

PA

☐

MM

Estado

ACTIVO

INACTIVO

1 - 19 of 19 items

Associate User Groups with Support Groups

1. After selecting the support group on the AVS website, in the Groupings section, click the Associate groups, which enables the window where you can view and add the user groups required for the defined group.
2. The list of associated user groups is organized by name, which can be sorted alphabetically.

Asociar grupos

Asocia aquí grupos para este grupo

Asociar grupos

Grupos asociados

Buscar todos los conceptos

Eliminar

Limpiar filtros

☐

Nombre

☐

AR

Aranda

☐

AR

Argentina

☐

BR

Brasil

☐

CH

Chile

☐

CO

Colombia

☐

CO

Costa Rica

☐

GU

Guatemala

☐

ME

Mexico

☐

PE

Peru

Manage user groups

3. To add one or more user groups to a support group, select the search field Associate groups, when you do so, all the groups of users registered in the system are displayed.
4. Select one or more user group records and click the Associate.

Asociar grupos

Asocia aquí grupos para este grupo

Ad

☒

Administrators

☐

☐

☐

☒

Ecuador

☐

☐

Administrativa

☐

Agencia

☒

Marketing

☐

Cancelar

Asociar

5. To remove a user group from a support group, select one or more records from the list of user groups and click the Eliminate. Confirm the deletion by clicking the Yes.

Remote Support Service

The remote support service in AVS is carried out by the user with a specialist role and is in charge of developing the following tasks:



1. View Groups and generate agent configuration code

Specialists associated with support groups will be able to consult the information of their groups, obtain the unique group code and generate the agent configuration code, which will be used during the agent installation process on the workstations.

2. Check Linked Devices

The devices in Aranda Virtual Support correspond to all workstations (laptop or desktop or servers) in the organization with an AVS agent installed.

The AVS specialist will be able to monitor and consult the information of the controlled devices.

3. Manage Specialist Support Sessions

With Aranda Virtual Support, the specialist will be able to manage their own support sessions, to establish control of the devices they are in charge of remotely.

4. Take Remote Control

Establish the connection and remote control with one or more workstations and execute the necessary actions.

5. Transfer Files

The specialist can quickly and securely transfer files from their own computer to a workstation or from the workstation to their own computer, via the AVS web application.

6. Chat

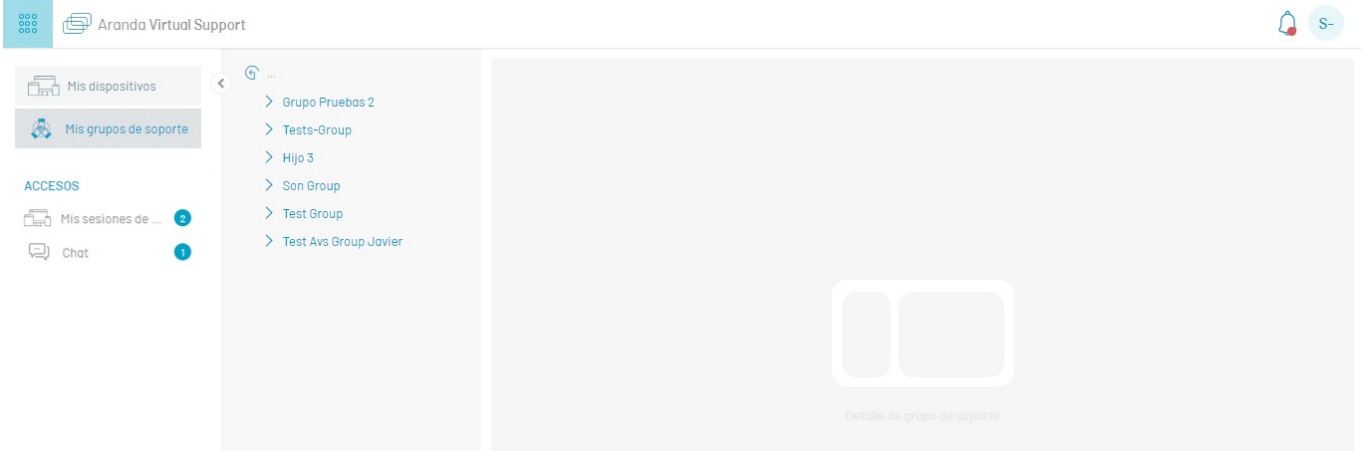
The Specialist can interact with the users of the workstations associated with their groups.

📌 To offer the remote support service, the [Specialist Agent Installation](#).

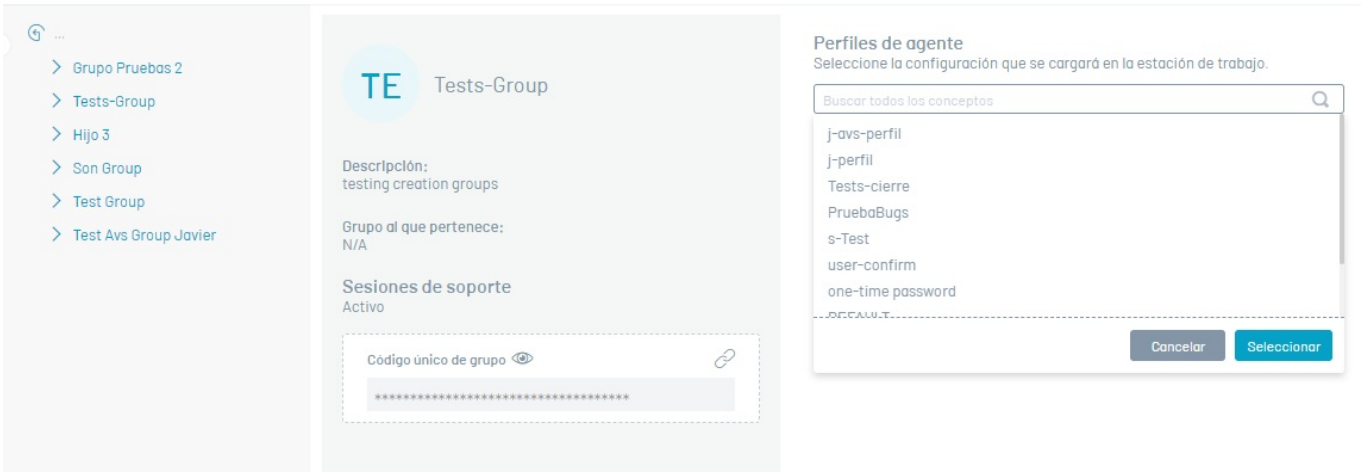
My Support Groups

View my support groups

1. Log in to the AVS website with a user with a specialist role, select the option My Support Groups from the main menu. In the information view you will be able to view the support groups to which you have been assigned.
2. In the window that is enabled, select a support group.



3. When selecting a group, two additional sections are enabled:



- Basic Info: Basic group information is presented as:

Field	Description
Name	This is the name assigned to the support group.
Description	It is the purpose or objective for which the support group was created.
Group to which he belongs	It is the parent group or root group to which that support group belongs. If you do not belong to any group, the letters N/A for “Not Applicable” appear.
Unique Group Code	Group identification code, given for active support sessions.

📌 Note: The unique group code is registered in the [Manual Agent Configuration](#) and it is what allows the connection to be established between the device and the specialist.



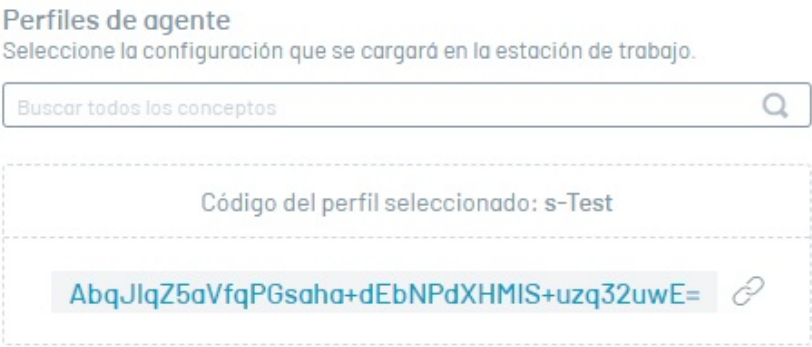
- Agent Profiles: In this section, you can list the agent profiles that were set up during support management.

Generate agent configuration code

1. Log in to the AVS website with a user with a specialist role, select the option My Support Groups From the main menu, select the group to which the workstation belongs according to your organization. Then, click on the search box in the Agent profiles section and select a profile:



2. Click the Select and copy the configuration code by clicking on the link icon:

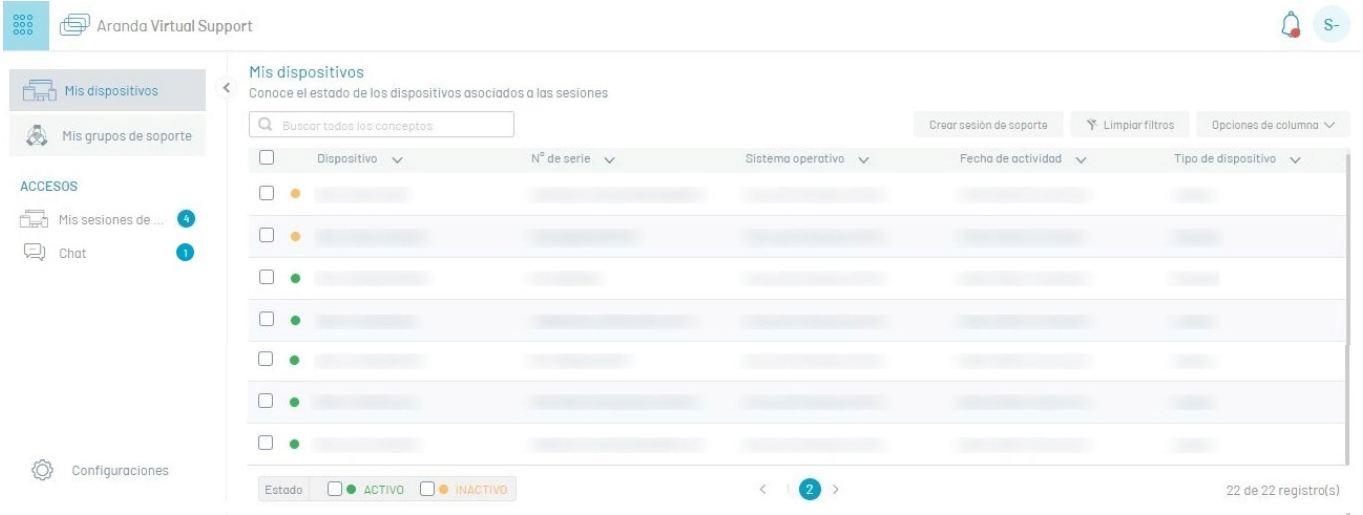


- Notes:
- Selecting the agent profile unifies the agent profile information with the unique support group code and saves it in the Agent Configuration Code.
 - The agent configuration code allows you to enter all the agent's configuration data automatically and the specialist will be in charge of copying it and sharing it with the client for its corresponding [Workstation Installation](#).

My Devices

View My Devices

1. Log in to the AVS website with a user with a specialist role, select the option My Devices from the main menu.



2. In the information view, you can view the list of devices (workstations) linked to the specialist, grouped by data such as:

Column	Description
Devices	It is the name with which the workstation is identified.
Serial Number	This is the serial number of the workstation.
Operating system	Workstation operating system with its respective version.
Activity Date	Date on which the last registration was made by the workstation.
Device Type	The type of workstation can be: Desktop or Server.
State	Before the device name, there is a mark indicating whether the workstation is active (green mark) or inactive (orange mark).
Version	This is the version number of the agent that is installed on the workstation. (Disabled by default, enabled from the column options.)

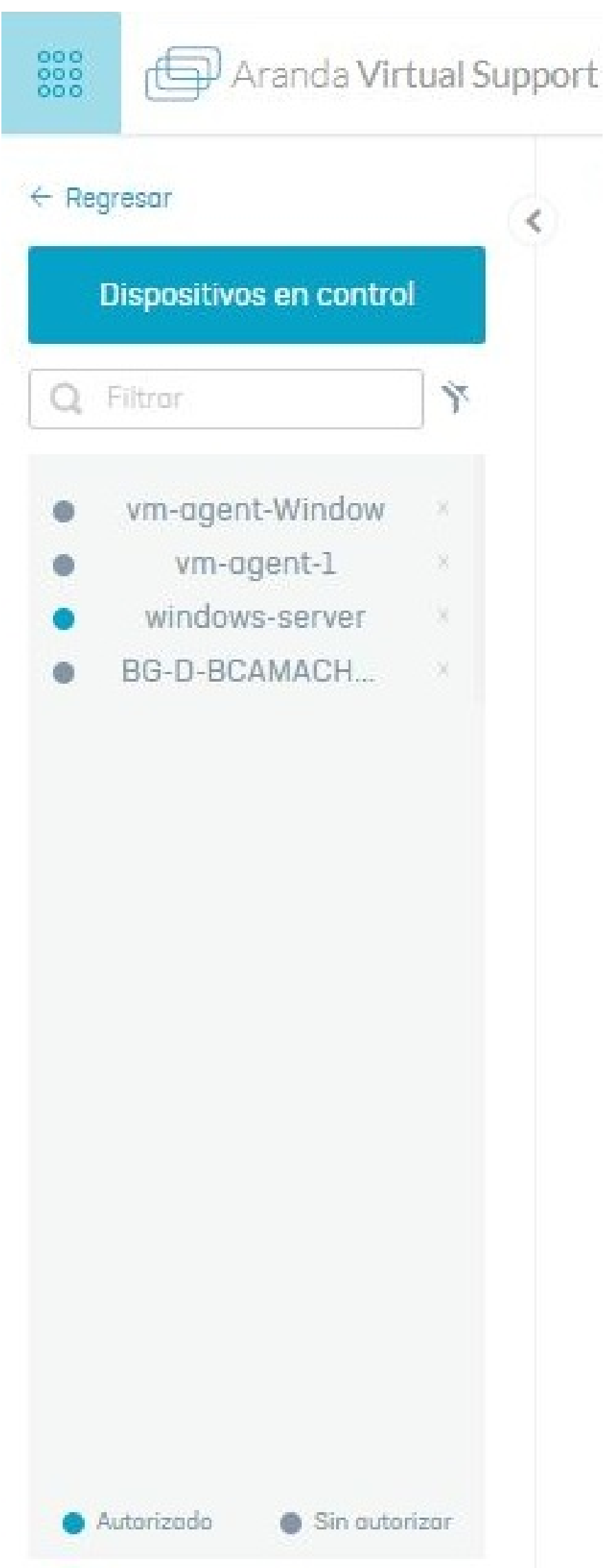
ⓘ Note: When the column Version If there is no data, it is because the workstation has an agent version lower than 9.6.0.

3. In the information view of My Devices, you will have available actions for managing and organizing the information that are described in the [AVS Getting Started Guide](#).

My Support Sessions

View my support sessions

1. Log in to the AVS website with a user with a specialist role, in the Access from the main menu select the option My Support Sessions. Here you can view the Devices in control, which correspond to the list of devices with support sessions created.



2. In the Devices in control You will be able to filter information associated with the device in session and delete existing support sessions. In the search field, you can filter device information with data such as device name, serial number, operating system, or model. The following image shows a filter using the device model:

← Regresar

Dispositivos en control



Latitude 3410



DESKTOP-V5UKG...



From this menu you can also delete a support session, by clicking on the x icon, as shown in the following image:

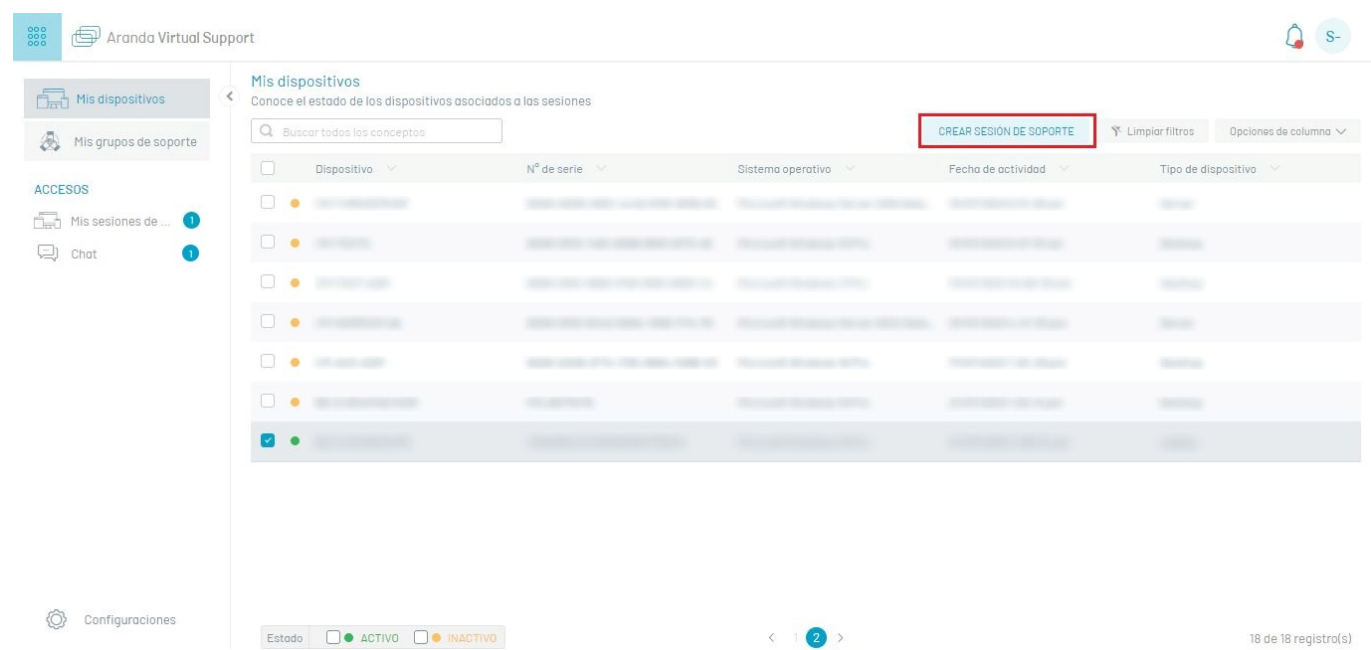


Considerations for creating a support session

A support session can be established for all workstations linked to the AVS agent. If a workstation's device is turned off, the device will be observed in an idle state. Support sessions can be created for active or inactive devices.

Create a support session

3. To create a support session, log in to the AVS website with a user with a specialist role; in the information view of My Devices You will be able to view the list of devices found. Select a device without a support session, in the information view click the CREATE SUPPORT SESSION.



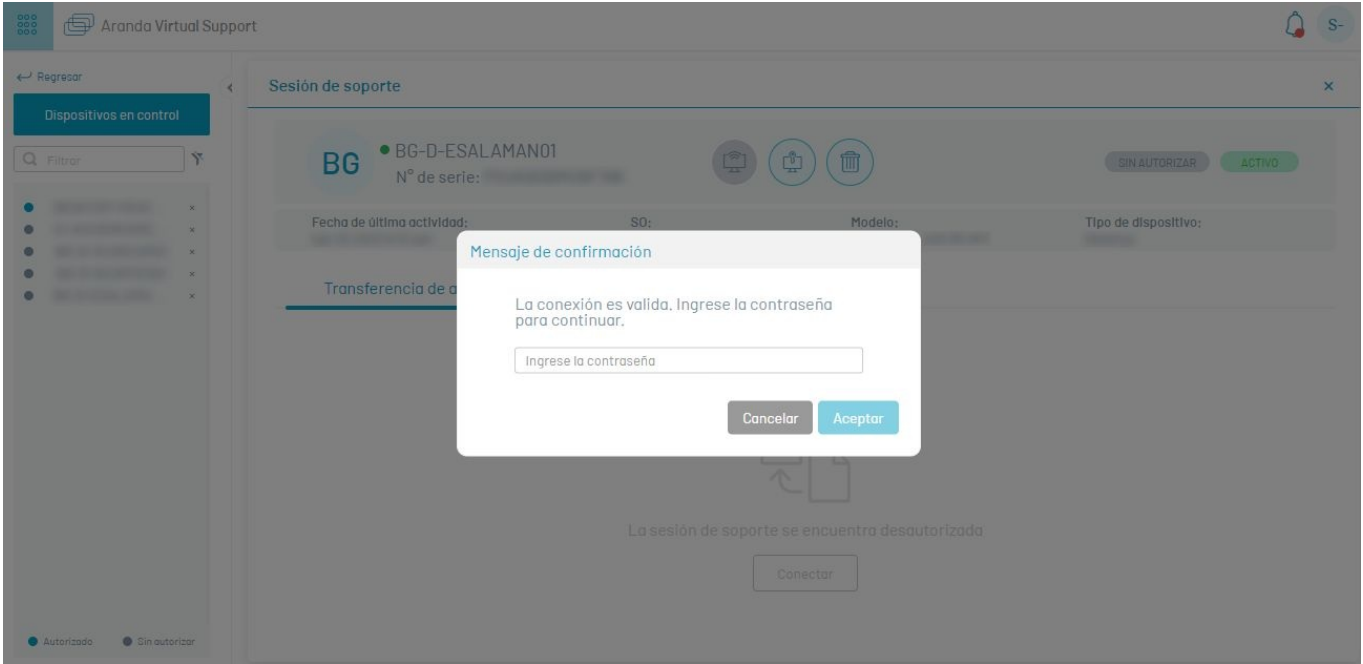
4. A confirmation window is displayed to create the support session, when you click on yes, the message is received The session was successfully created.

Notes:

- When selecting a device with a support session created, the Log in to the support session
- In case the client releases their IP address or uses the ipconfig/release command after creating the support session, it will not be possible to take remote control of the workstation, nor transfer files to and from the specialist, because the connection is lost. To resume the process, the customer must restart the machine and the specialist must reconnect.

Authorize the Support Session

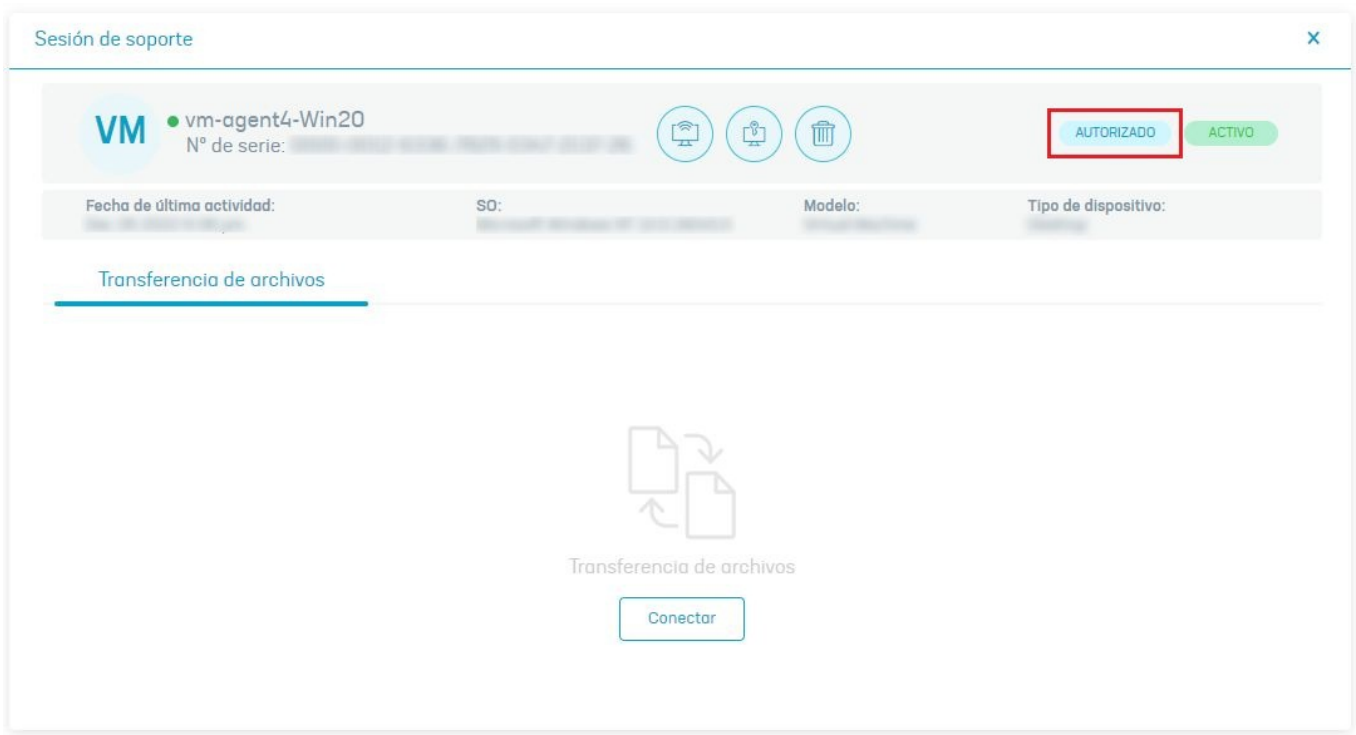
5. If the device is active and the connection is valid, another confirmation message is displayed requesting the entry of the authorization password.



Notes:

- If the device is idle, you will not receive the confirmation message requesting password entry to authorize the support session.
- The authorization password can be either the fixed password or the one-time password that is entered in the workstation agent settings.

6. If the password is correct and the session is authorized, the window is enabled Support Session with basic device information and actions that can be performed during the support session (Take Remote Control, Request Authorization, Delete Session, Transfer Files)



Basic device information

In the support session you will be able to view the following device features:

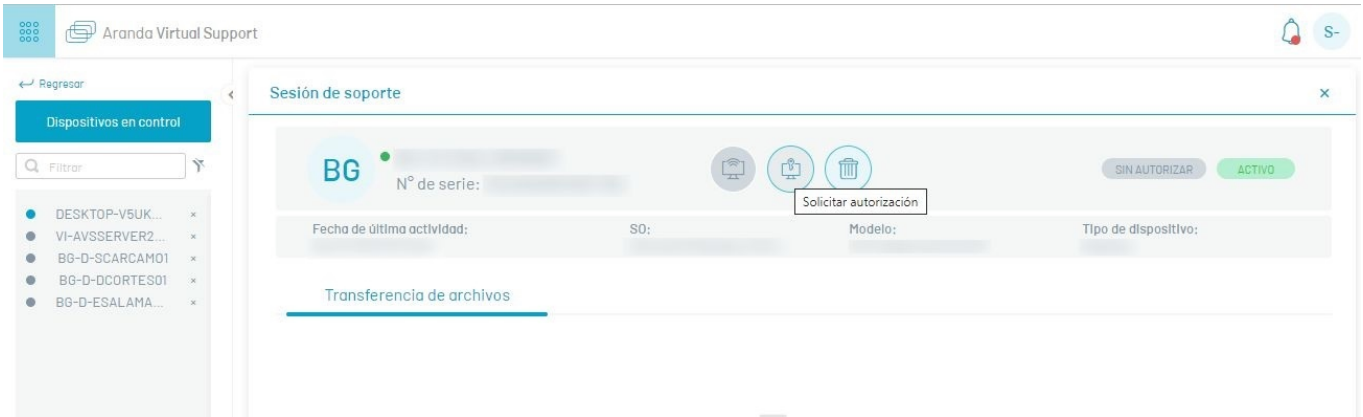
Datum	Description
Name	Device Name
Serial Number	Unique code for device identification
Date of last activity	Last date and time the agent checked in
Operating system	Device operating system, can be: Windows
Model	The device model
Device Type	Device type, can be: Desktop or server

Actions allowed in a support session

At any time during the support session, the specialist may perform the following actions:

Actions	Description
 Take Remote Control	The specialist will be able to take remote control of the selected workstation. The device must be active and the support session authorized.
 Request Authorization	This action allows you to generate authorization for the support session. By activating this option, you will be able to enter the respective password. For authorization to be given, the device must be active. If the device is inactive, the request authorization button will be locked.
 Delete Session	This action ends the support session.

7. Authorization of a support session expires after four (4) hours (default) or according to the configured custom time ([View Support Session Customization](#)). To reauthorize the session, click the Request Authorization icon.



The following image represents the different states in which a support session can be found:



These statuses define whether remote control and file transfer tasks can be set.

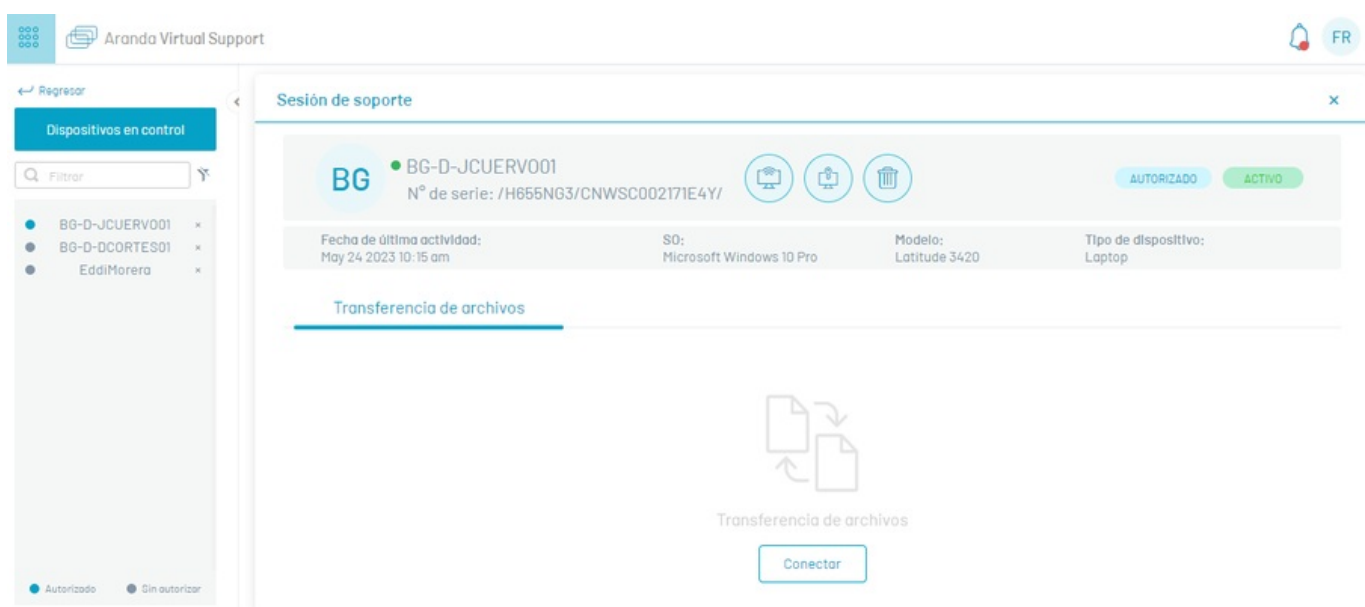
Take Remote Control

To take remote control of a device, the following must be previously configured:

- ▮ Requirements:
- The workstation must have [Agent installed](#) either installed or simply as an executable and have the [Connection Ports](#) Enabled.
 - The workstation must have the server configuration ready and the [Agent Settings](#).
 - The specialist must have the [Specialist Agent](#) on your device, count on the [Connection Ports](#) enabled and have access permissions to the AVS website for device management and support sessions.
 - The [Support session](#) must be active and authorized.

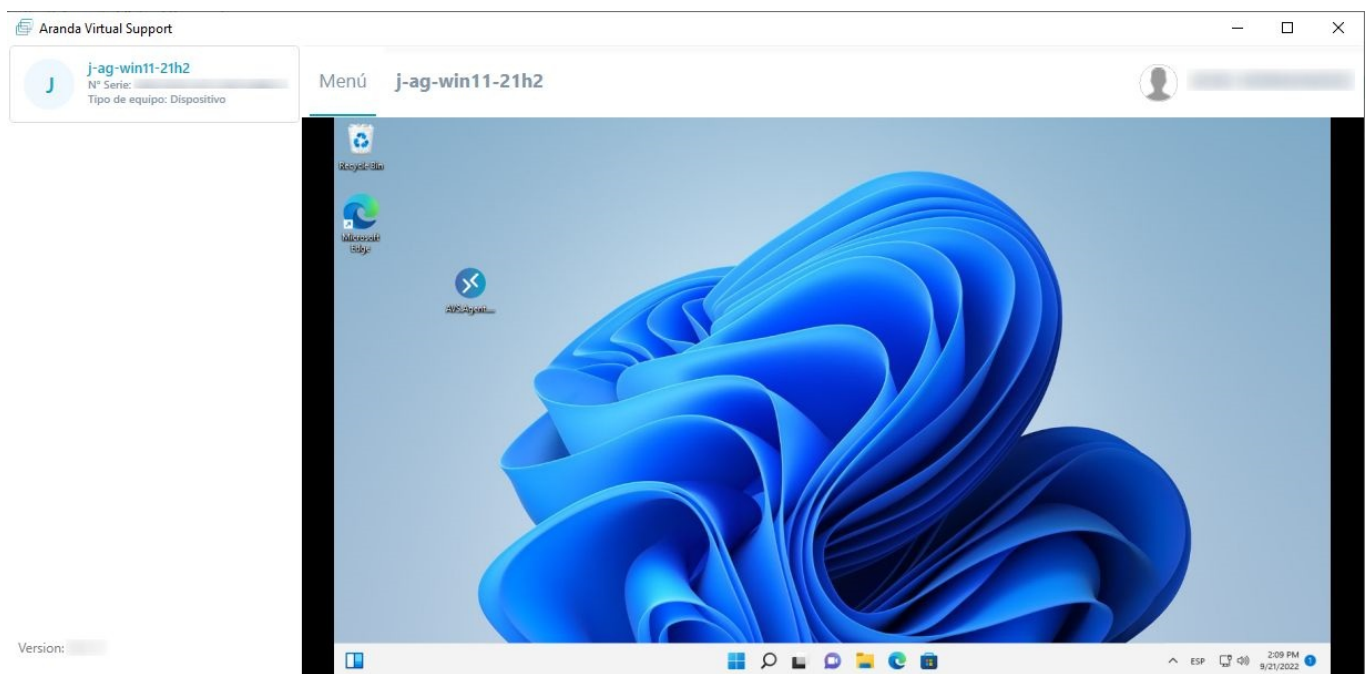
▮ Note: On MacOS stations you must ensure that a user session is logged in before attempting the remote takeover.

1. Log in to the AVS website with a user with a specialist role, select the option My Support Sessions, in the Access from the main menu.
2. In the Devices in control Select the support session. If the device is active and authorized. Select the Take Remote Control



⚠ Note: If the support session is not active or authorized, the “Take Remote Control” button will not be enabled.

3. When confirming the remote takeover, a validation request is sent to the workstation; If successful, a window will pop up showing the image of the remote device through the viewer:



- ⚠ Notes:
- When entering a device via RDP (Azure Virtual Machine or a physical machine) and at the same time taking remote control by the AVS application, the screen may fail. In that case, the RDP screen cannot be minimized; if the screen has this condition, the AVS viewer will not display the device image and the connection will be lost.
 - When taking remote control of a device that has another remote control app open, AVS is not guaranteed to work 100%.
 - Two specialists cannot take remote control of a device simultaneously, as there is intermittency on the viewfinder screen.
 - When the [parameter that allows you to customize the duration of the support session](#), the time of the remote control session will be associated with the parameterized value.

Actions to be performed in the remote control socket

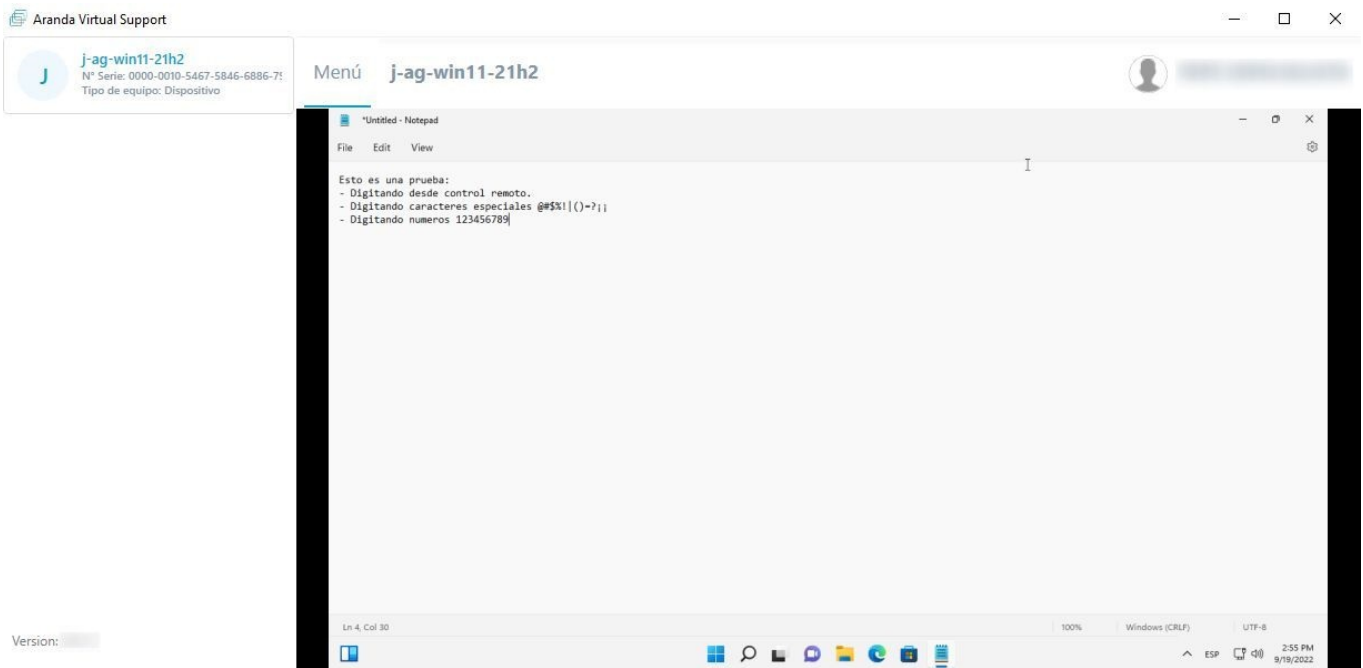
The actions that a specialist can perform when taking remote control of a workstation are the following:

Typing characters

You can write any character as:

- Lowercase or uppercase characters.
- Special characters.
- Characters with accents.
- ASCII characters.
- Numbers.

The specialist can perform keyboard shortcuts to type a specific character.



⌵ Note: When the specialist moves between the viewer and the other windows of the device with Alt + Tab, the Alt key is activated on the workstation device and all keyboard and mouse actions fail (typing text, clipboard actions, double-clicking a file to open it, etc.). To disable this keyboard function, press the Alt key.

Mouse Actions

You can perform actions with the mouse, such as right or left click and be able to see its effect on the workstation, you can move an element from one side to the other with a sustained right click, you can use the mouse wheel in both directions.

Copy and paste clipboard

You can perform the actions of copying and pasting text from the specialist’s device to the workstation or vice versa, using keyboard shortcuts or by right-clicking.

- ⌵ Notes:
- When you copy and paste text from one device to another, accents and special characters are not recognized.
 - Copying and pasting files cannot be performed through the AVS viewer; You can do this in the [File Transfer](#).

User Account Control (UAC) Questions

When the specialist needs to perform an action that leads to a UAC question, and the user does not have good internet speed, the process of consultation and solution to the UAC question and the return to the main screen can be somewhat delayed.

To optimize the speed of the application, enter in the Viewer Menu, select the option Image quality and in the list that is displayed, the Yield. If you get no response from the viewer with this option or it crashes, log out and take remote control again.

Menu

For a description of the configuration options provided by the [AVS Viewer Menu](#)

File Transfer

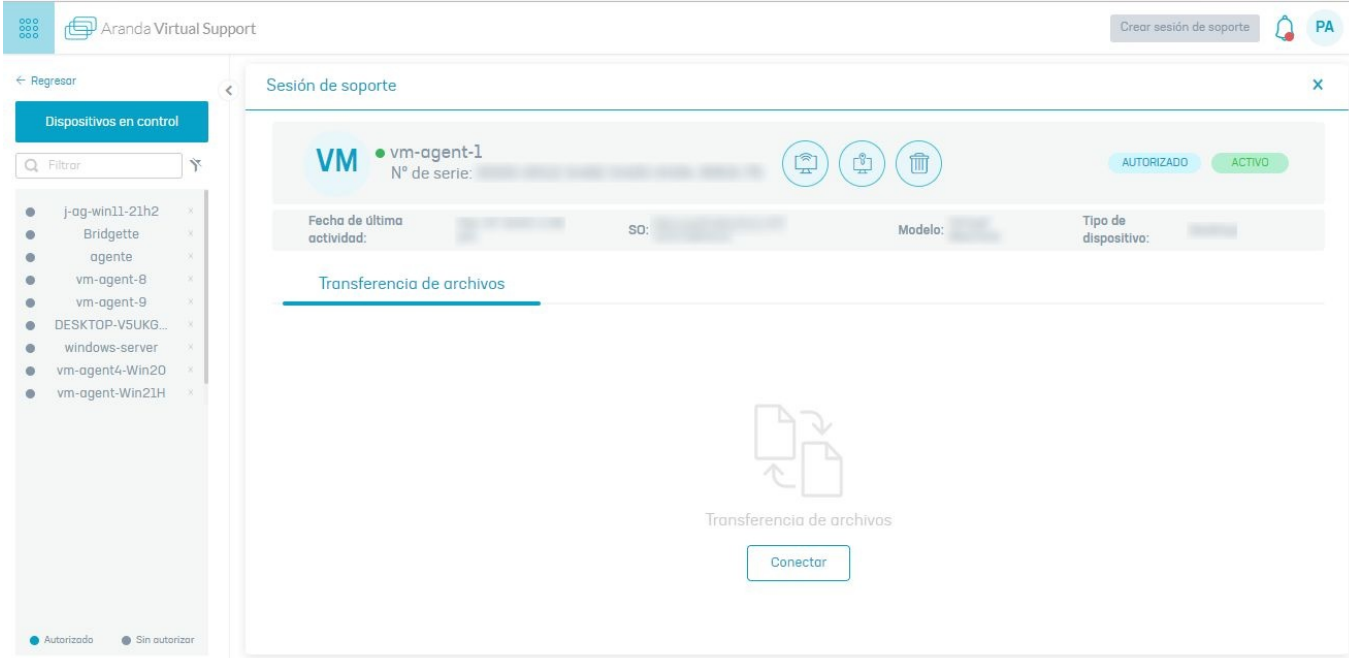
To perform the file transfer, the following conditions must be met:

- ⌵ Requirements:
- The workstation must have [Agent installed](#) and if required, the [Agent Settings](#).
 - The specialist must have the [Specialist Agent](#) on your device and have access permissions to the AVS website for device management and support sessions. The [Support session](#) must be active and authorized.
 - The specialist must have ports 5021 and 5029 available.

⌵ Important Currently, file transfer functionality is not available for MacOS endpoints.

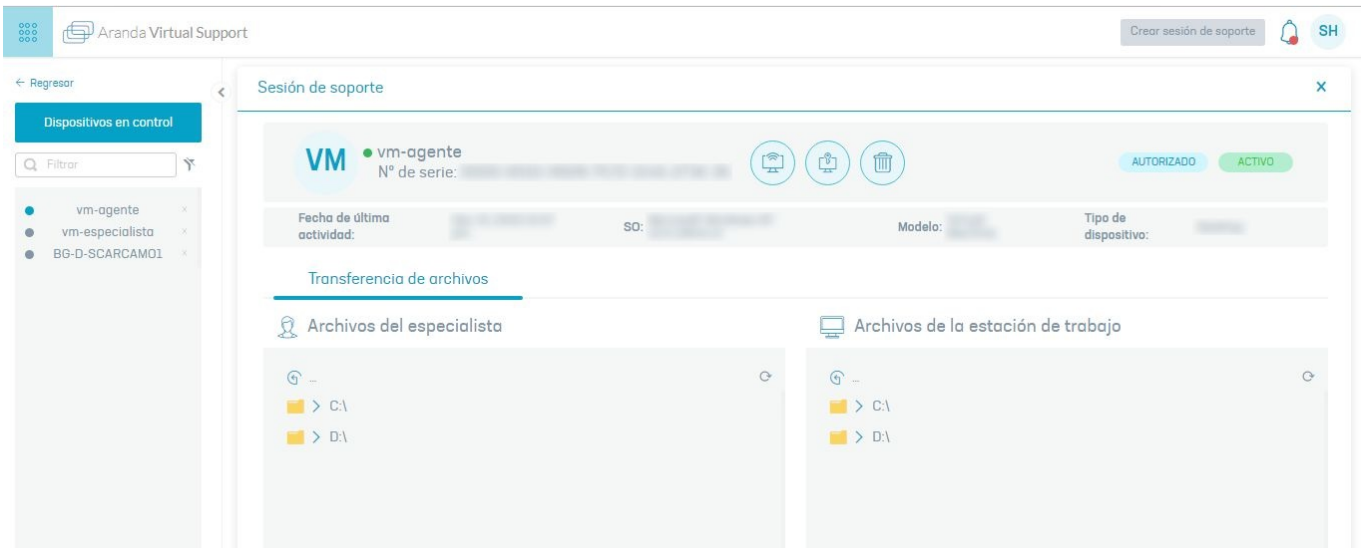
In addition to the above requirements, the specialist must follow the following steps:

1. Open the support session and click Connect:



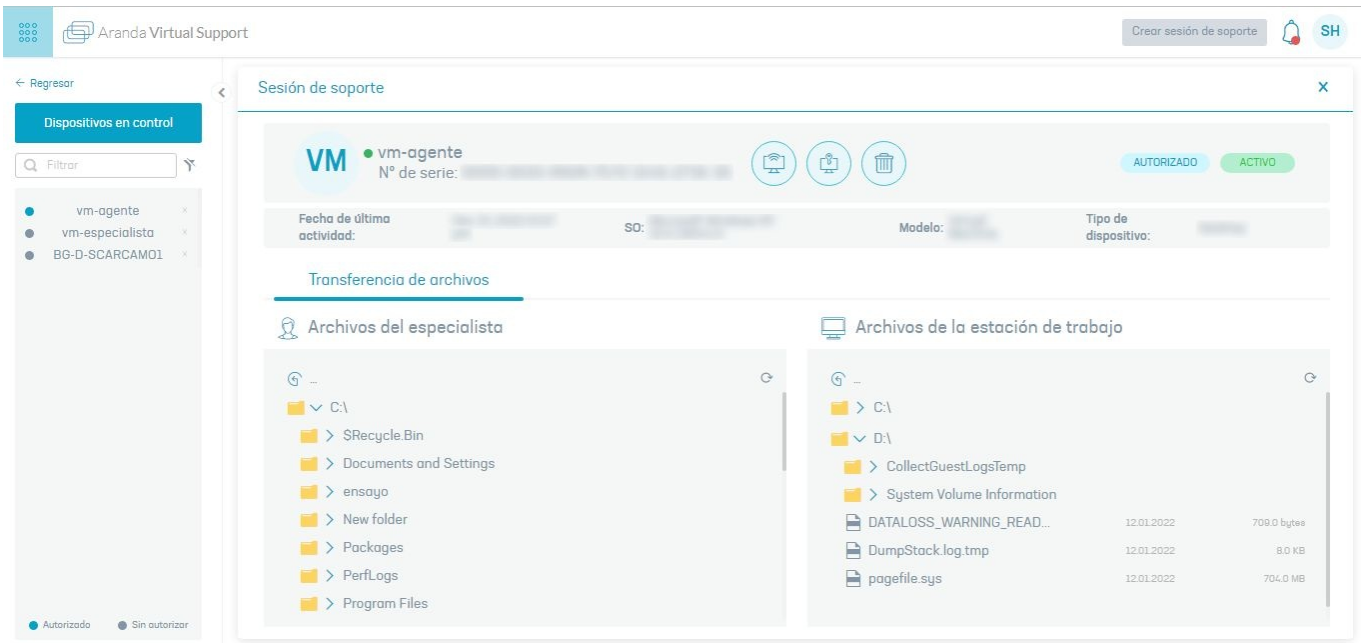
⚠ Note: During connection, the Take Remote Control and Request Authorization will not be available.

2. This action enables two windows showing the devices and disk drives of the specialist and workstation computers, allowing the connection between both machines:



3. Selecting a disk drive opens the folders and files in it. The files have the following information:

- File name with its respective extension (.exe, .xlsx, .txt, .pdf, .docx)
- Size in bytes (KB, MB, GB)
- Date modified.



⚠ Note: When the specialist performs a file transfer for the first time, the workstation user receives a security alert from the Firewall [Agent-generated permissions](#).

Transfer files

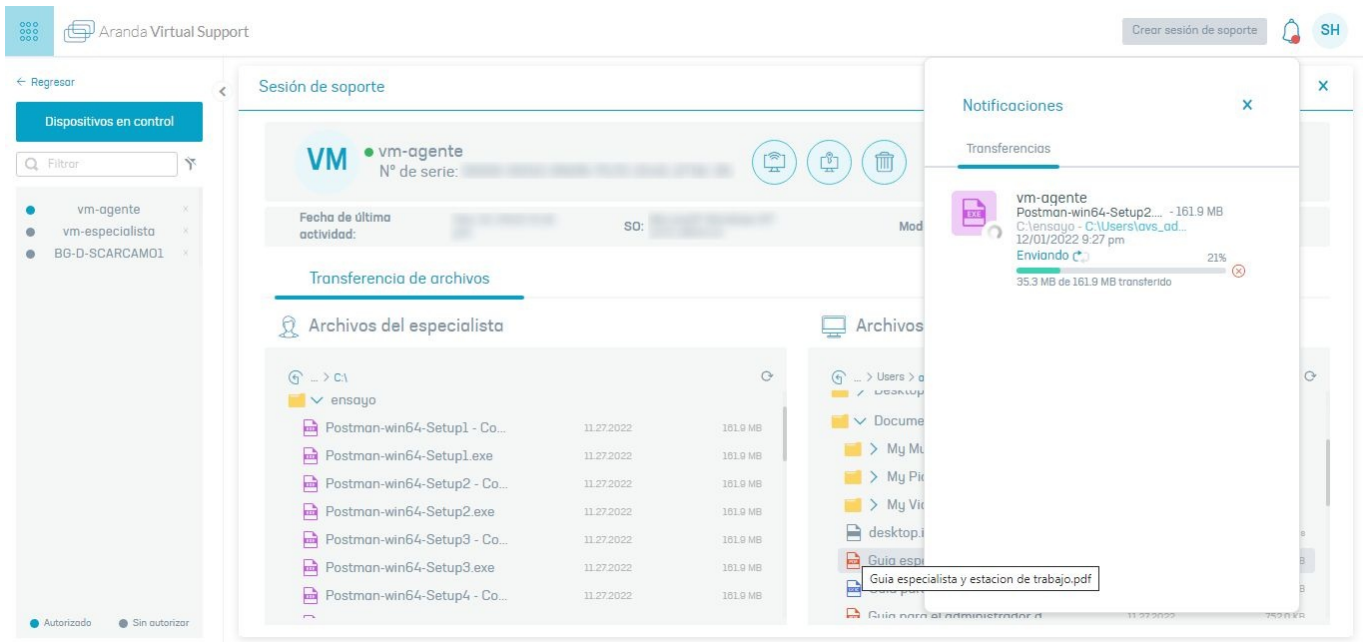
1. To perform a file transfer from one device to another, select a file, move it, and save it to the desired folder. File transfer is bidirectional between the workstation and the specialist.

2. Performing the above action enables a pop-up asking if you want to transfer the file.

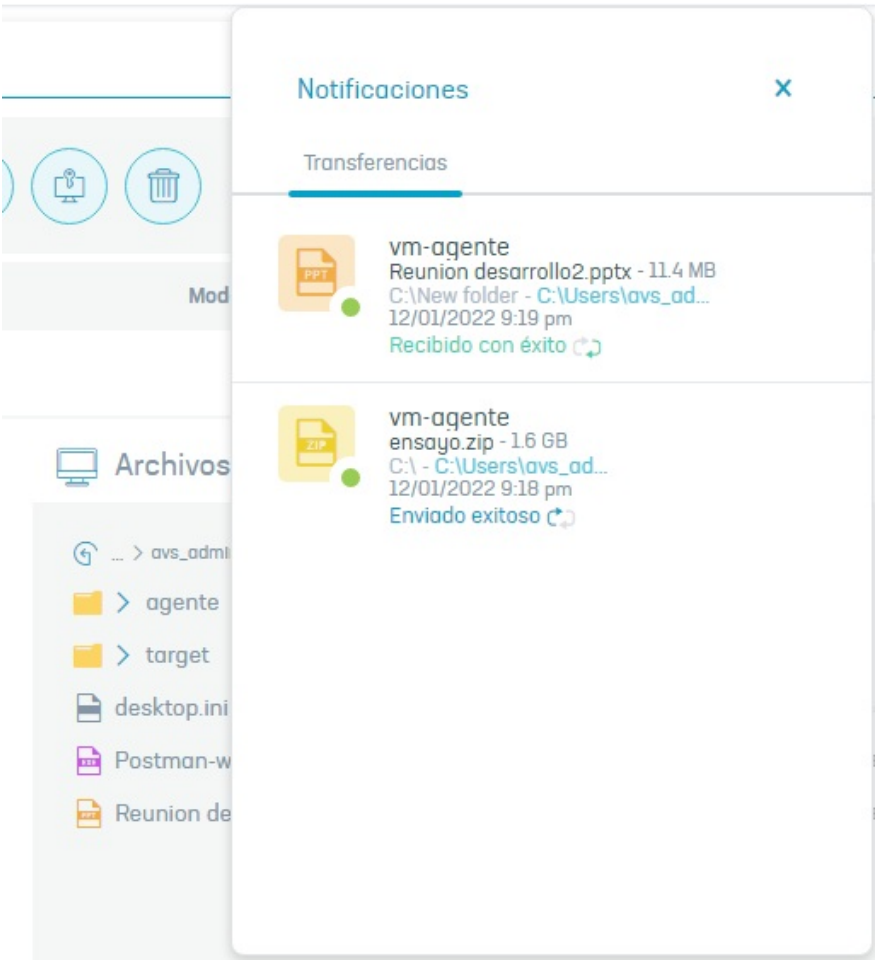
3. When confirming the transfer, a transfer start message is received and the notification tray is observed with the following information:

- Workstation Name
- File Name
- File size in bytes (KB, MB, GB)
- File Source Path
- File destination
- Transfer Date
- Transfer Progress Percentage
- Number of bytes transferred

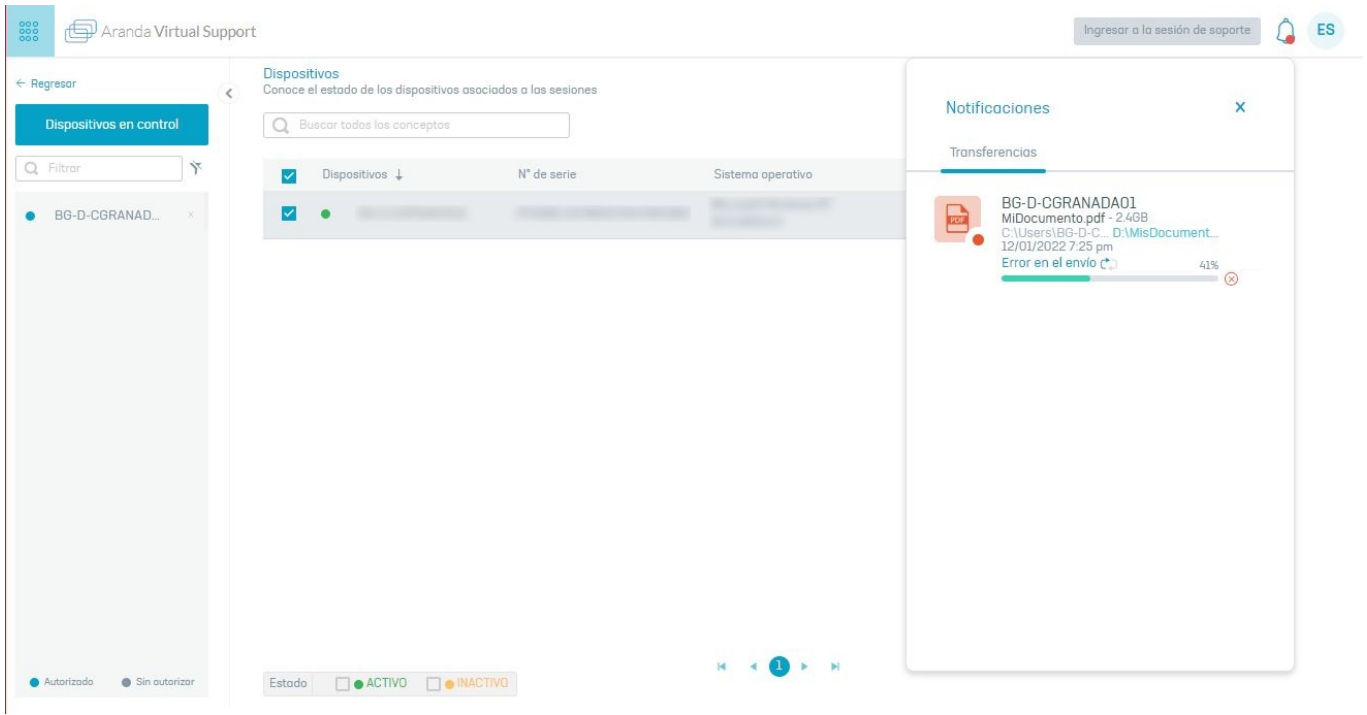
- Message indicating whether the specialist is sending or receiving the file



4. If the transfer was successful, a message will appear in the notification tray: “Successful Submission” or “Successfully received”.



5. If the transfer fails, an error message will appear in the notification tray:



6. Failed transfers can be canceled for deletion with the close.

- ▮ Notes:
- You can't drag folders from one device to another.
 - When an unauthorized action is performed or an error occurs, one of the following messages is received:

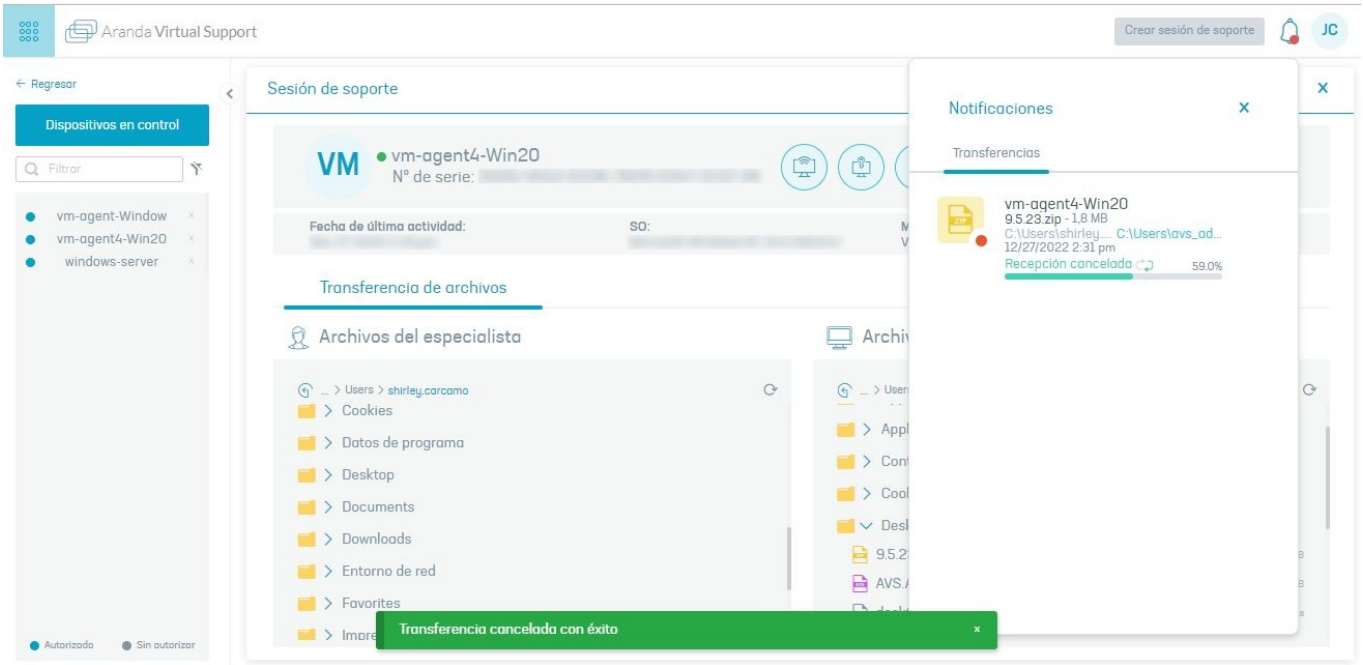
Message	Description
Connection to workstation lost	When trying to connect the specialist to the workstation, the workstation has problems with the internet or the connecting equipment.
Maybe you want to transfer the file to the other site?	It occurs when a file is sent to the same source device (e.g., from workstation to workstation).
Maybe you want to transfer the file to a folder?	It occurs when a file is dragged and dropped into another file, from one device to another.
The transfer of this file is already in progress	It occurs when a file is transferred twice at the same time to the same folder.
Specialist service has fallen	This message is presented due to failures when trying to connect the specialist’s devices and the workstation.

Cancel File Transfer

1. Any failed or ongoing transfers may be cancelled. To cancel, click the close icon to the right of the transfer progress bar.



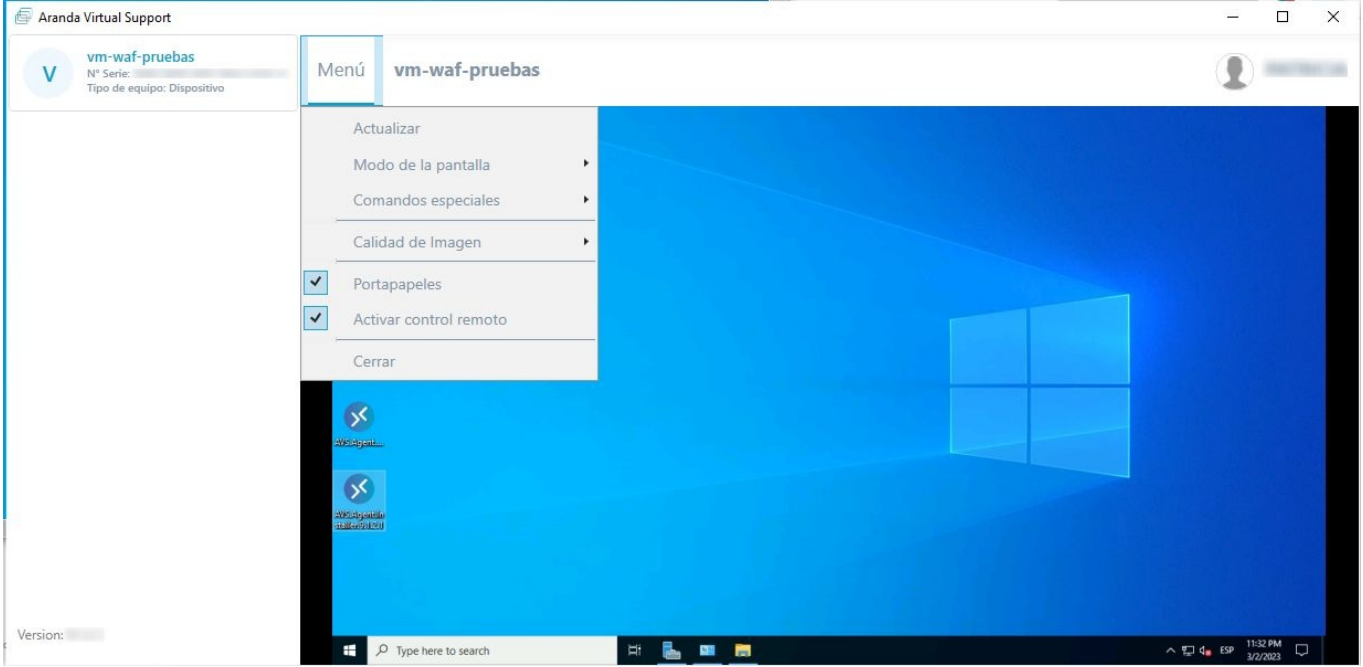
2. A pop-up window will open asking if you want to cancel the transfer. Click OK 3. If the cancellation is successful, the message “Transfer successfully canceled”:



Viewfinder Take Remote Control

Menu

1. In the viewfinder we can find a menu with the configuration options of the remote control socket described below:



Display Mode

1. It has the function of being able to adjust the viewer screen, it has the following options:

Value	Description
Full screen	This option allows you to view the viewfinder in full screen.
Adjust Display	This option comes by default, and takes measurements from the specialist’s screen.
Scale screen	This option allows you to take the size of the workstation’s screen.

Special Commands

1. Special commands have the function of executing key combinations that cannot be performed from the remote control. The available combinations are as follows:

- Ctrl + Alt + Del
 - Ctrl + Break
 - Ctrl + Esc
- 📌 Notes:

 - When the user’s internet speed is low, the use of the Ctrl + Alt + Del command may take some time to execute, both for Windows Server login and to enable the functionality window that activates the command and its available options. To optimize the speed, go to the AVS Viewer Menu, select the Image quality and in the list that is displayed, the Yield. If you get no response from the viewer with this option or it crashes, log out and take remote control again.
 - If you have a remote control session connected to another application, using the “Ctrl + Alt + Del” command in the AVS viewer may not work, as the other applications may interfere with administrator permissions.

Keyboard shortcuts that can’t be used in AVS

All keyboard shortcuts that are performed with the Windows key cannot be used in AVS; for example: Windows Key + D, Windows Key + Tab, Windows Key + Up Arrow or Down Arrow, etc. As well as shortcuts like Alt + Tab and special commands enabled in the menu.

Image quality

It serves to improve the quality of the image or the speed at which information is received from the workstation, this depends on the needs of the specialist who takes remote control. It has the following options:

Value	Description
Quality	This option allows you to view the viewfinder with high image quality.
Balancing quality and performance	This option comes by default, and allows you to work with good performance and acceptable image quality.
Yield	This option improves connection speed, but lowers image quality.

Activate functionalities

Button	Description
Clipboard	This is used to enable or disable the clipboard of the workstation.
Activate remote control	It is used to activate or deactivate the remote control, if this option is disabled, the mouse or keyboard cannot be used.
Close	It is used to end the remote connection.

Chat

⚠ Important: Chat does not handle conversation history, so when you log out of the Aranda Virtual Support website, conversations will be deleted.

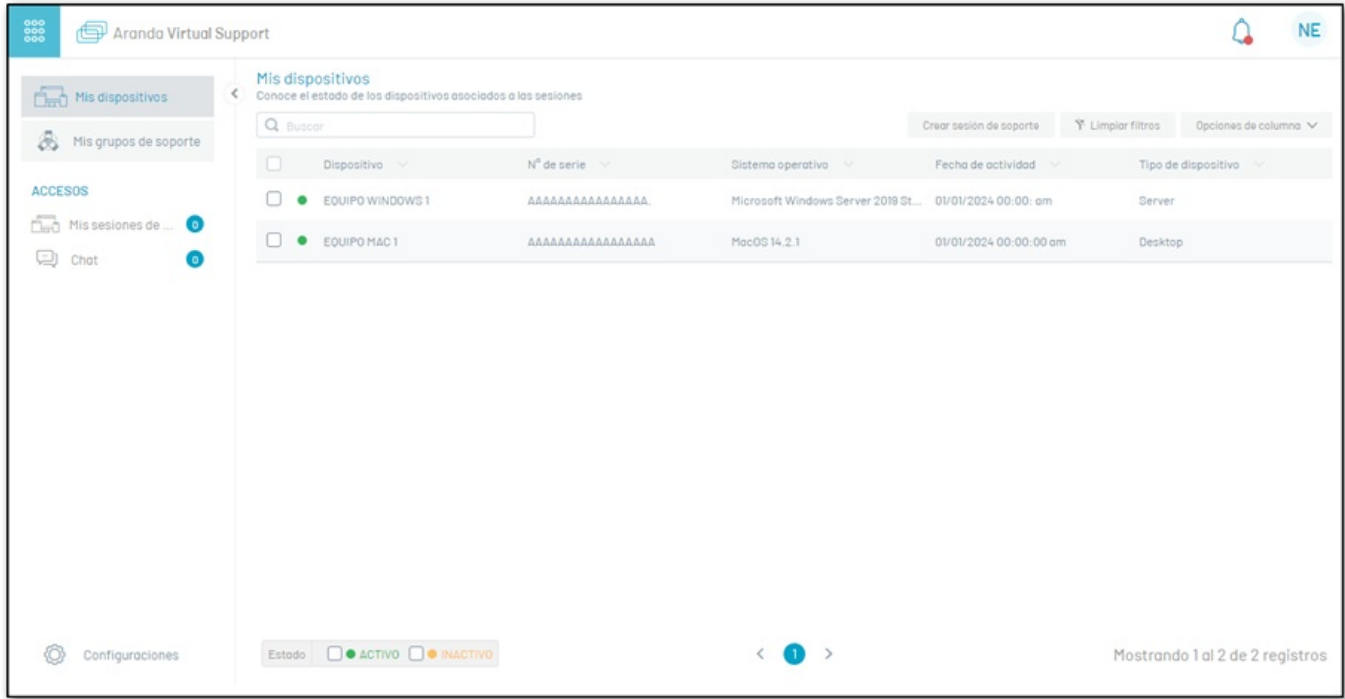
The chat module allows specialists to communicate with workstation users. To access the chat service and start a conversation with a workstation user, follow these steps:

Requirements

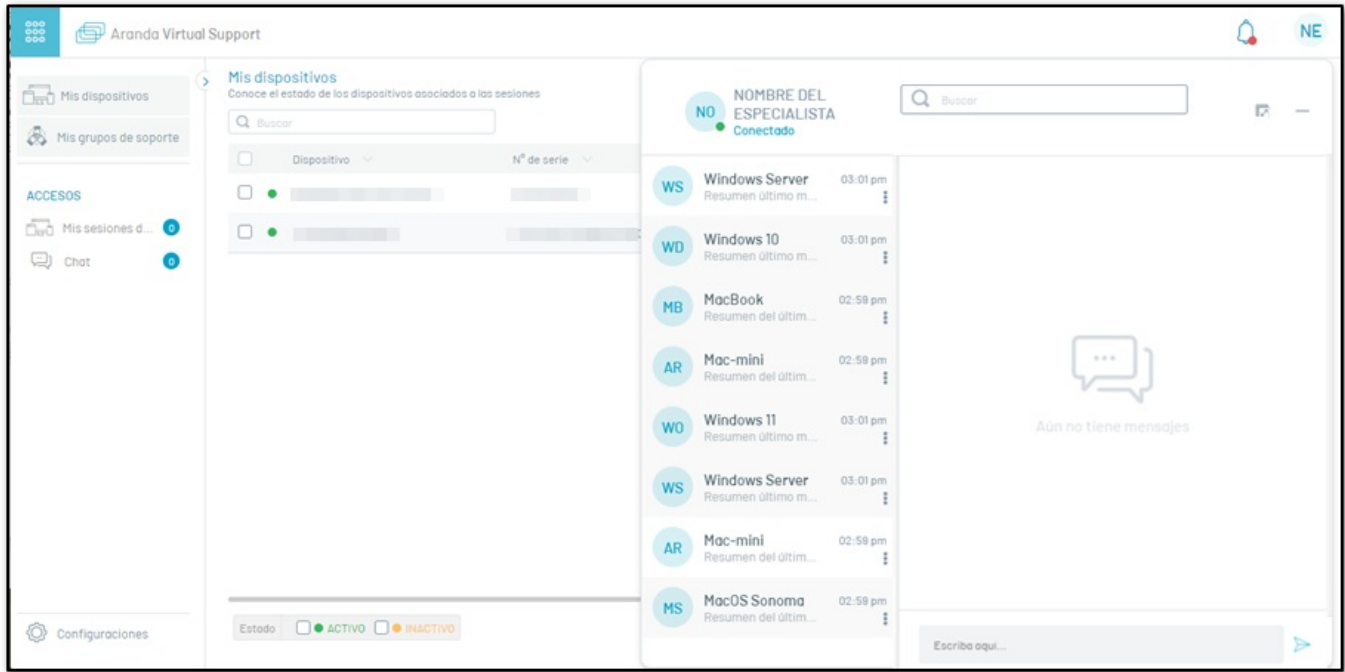
- On the workstation, [The Agent](#) must be installed or started in Runtime (Windows) mode and be in the Online.
- The workstation must be associated with the session specialist's support groups.

Access to Chat

1. Log in to the AVS website with the credentials that have the Specialist role and select the option Chat from the main menu.



2. The chat window is enabled where the following options will be enabled:



Header

In the Header you will be able to display the name of the session specialist, the status (Connected - Disconnected) and a field to search and select the devices (workstations) associated with the session specialist's groups.

Recent Chats

In the chat view you will be able to see a list of the active chats you have. The list is associated with the following information:

- Name of the device (workstation).
- Date of the last message sent or received.
- Summary of the last message sent or received.
- Option to remove a chat from the list (three-dot icon).

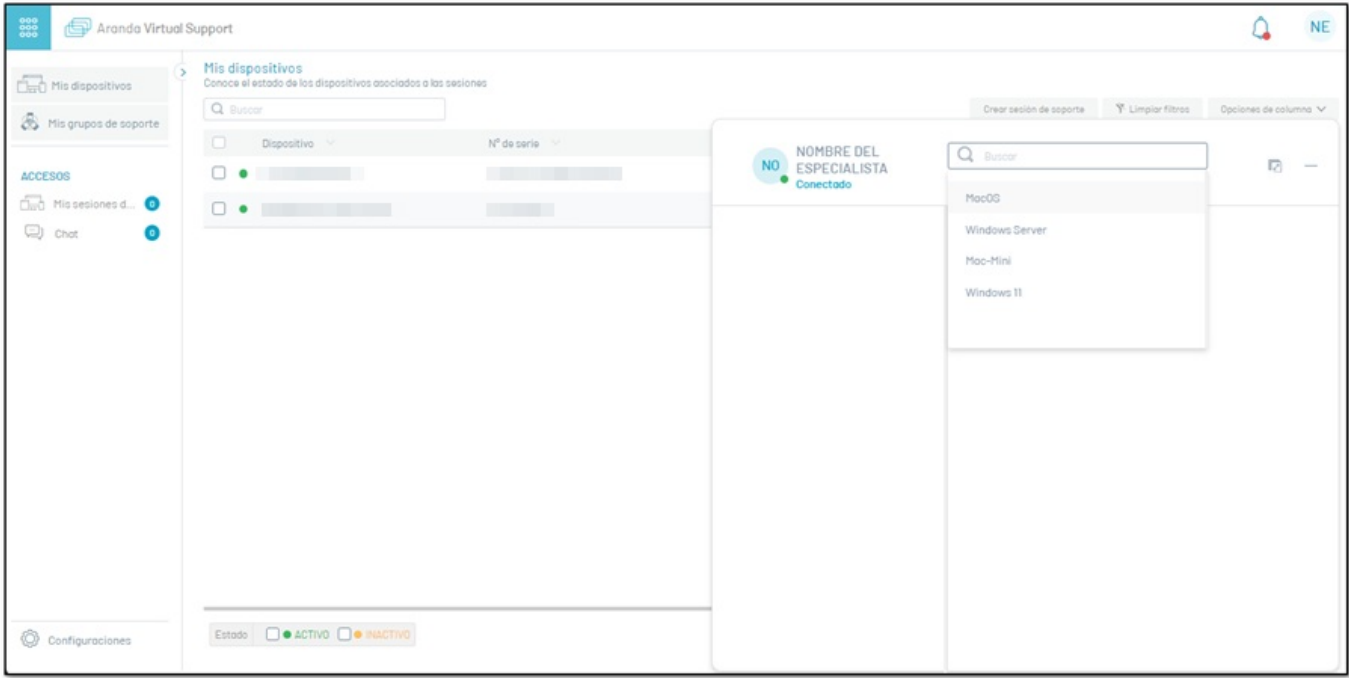
Conversation Section

This section allows the specialist to send and receive messages continuously to the users of the workstations (devices). Sent messages will be right-aligned, while received messages will be left-aligned, presenting a chronological order to make it easier to follow the conversation. In this section you will find the following elements:

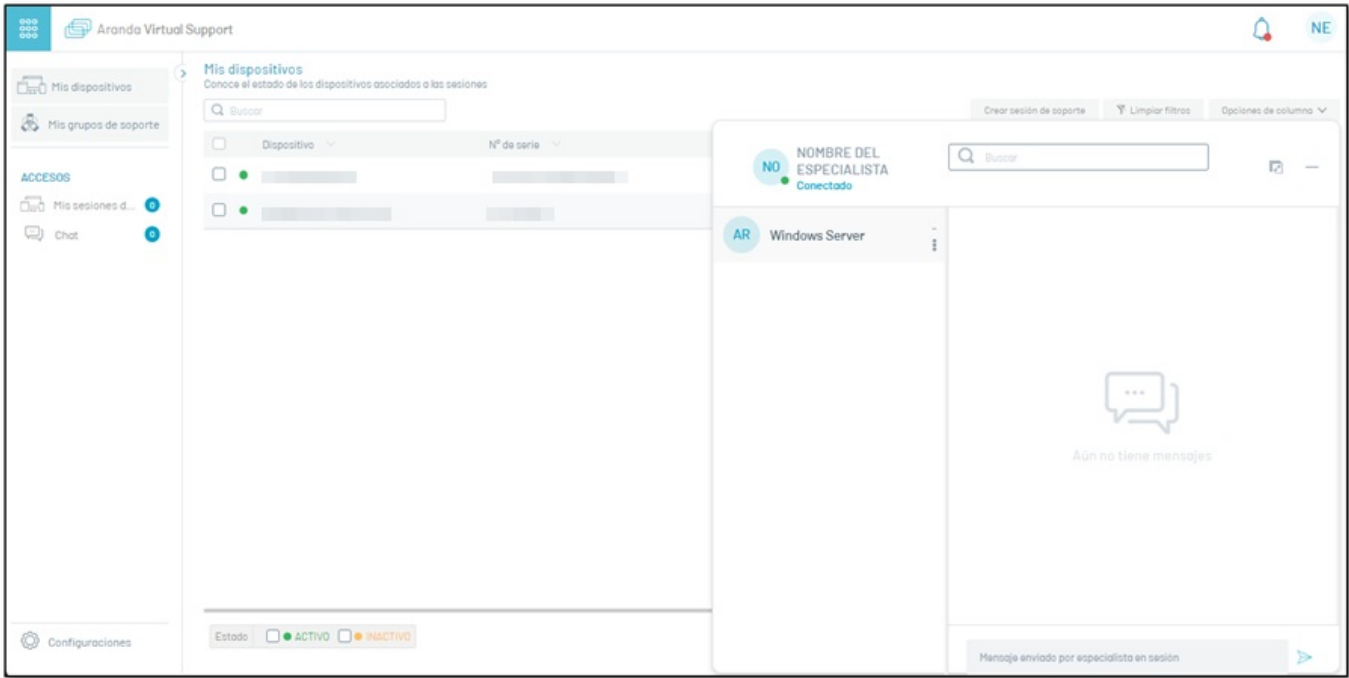
- Text field that allows you to write the message to be sent.
- Send button (paper airplane icon).

Send Message from Chat

1. To send a message to a workstation user, select the device from the list of chat generated in the query. In this field, you can also filter by typing the name of the device.



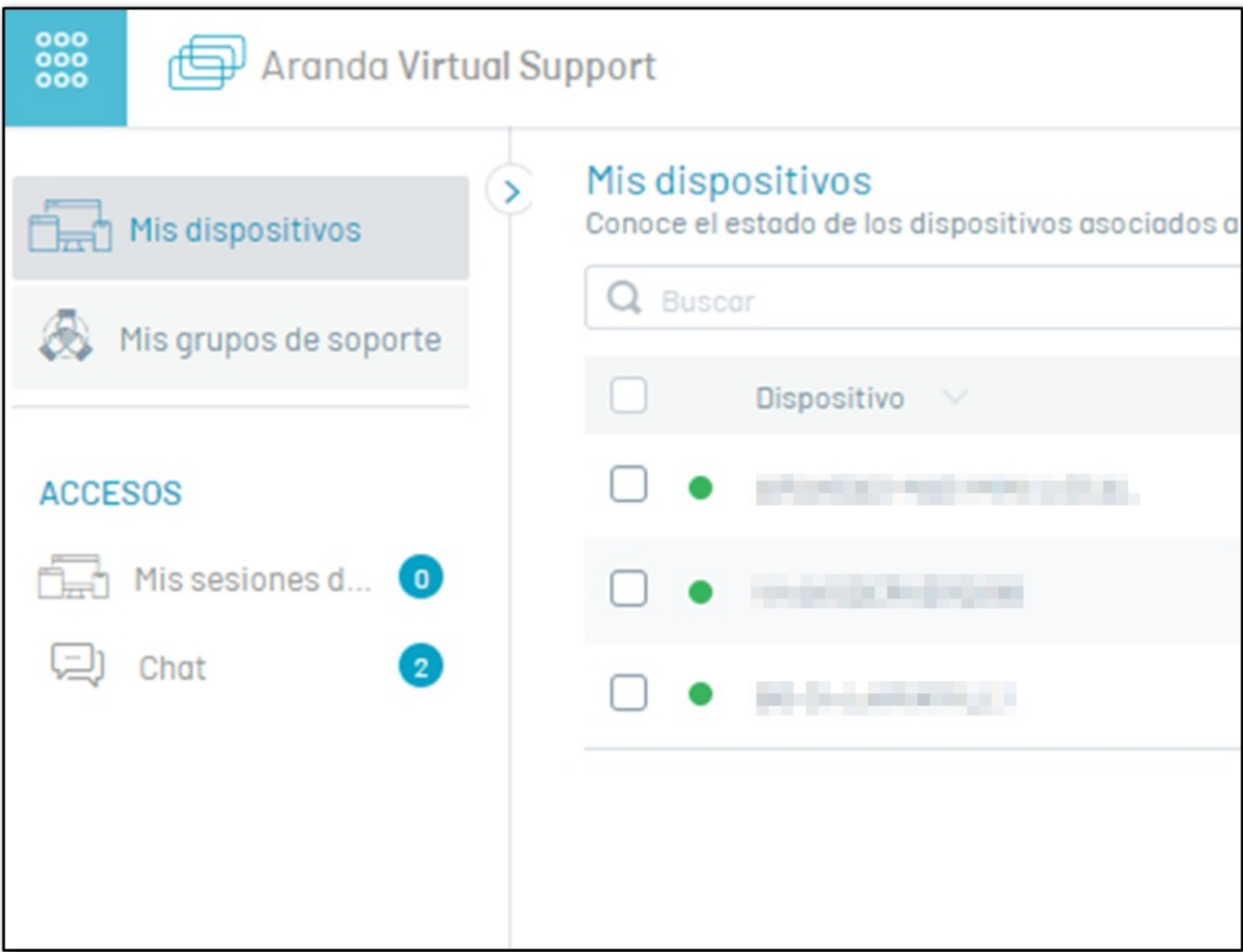
2. By selecting the device, it will be able to be seen in the list of recent chats and the Conversation Section is enabled where you can start the conversation. Type the message in the text field provided and press Enter to send it or click the Send (paper airplane icon).



3. When the message is sent, it is recorded in the conversation section of the chat window, showing the timestamp of the sending.

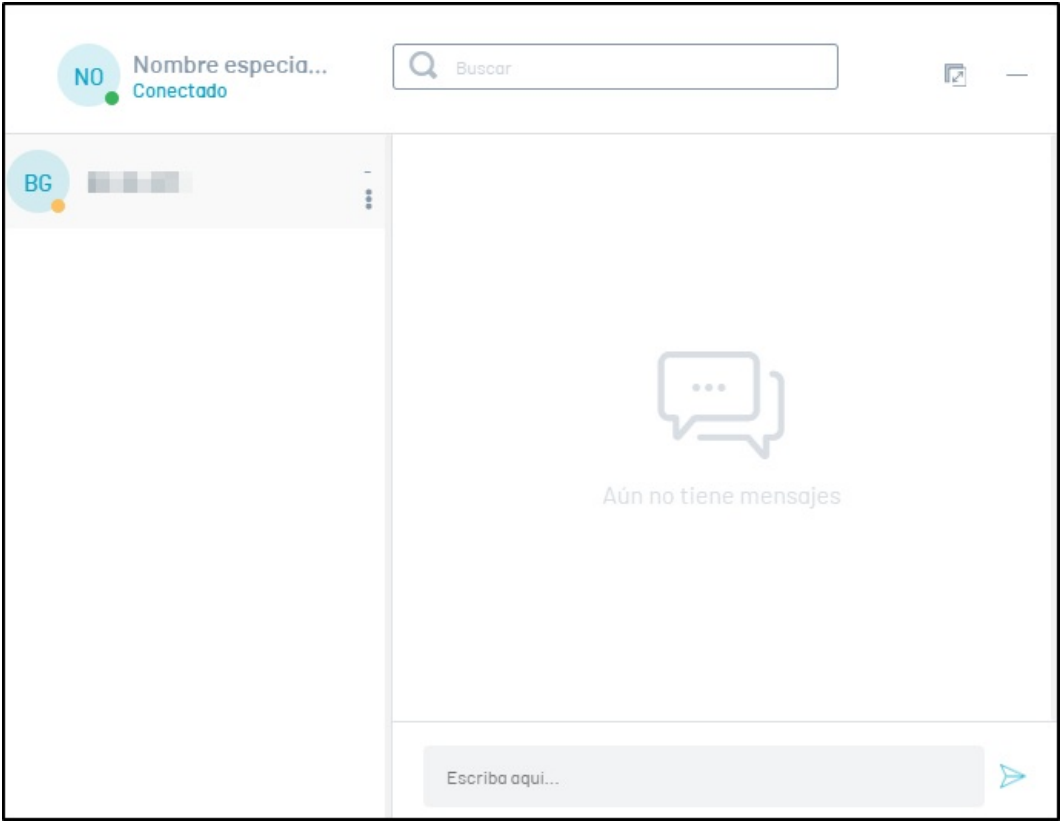
Receiving Messages and Notifications

When the specialist receives a new message, they will be notified through the counter located in the chat option of the main menu.



Handling Lost Connection During User Interaction

In case the connection is lost during a conversation between the specialist and the workstation user, the Text Field that allows typing the message to be sent will be disabled and the specialist will not be able to send messages until communication is restored, the status icon will remain in yellow while the device is offline:



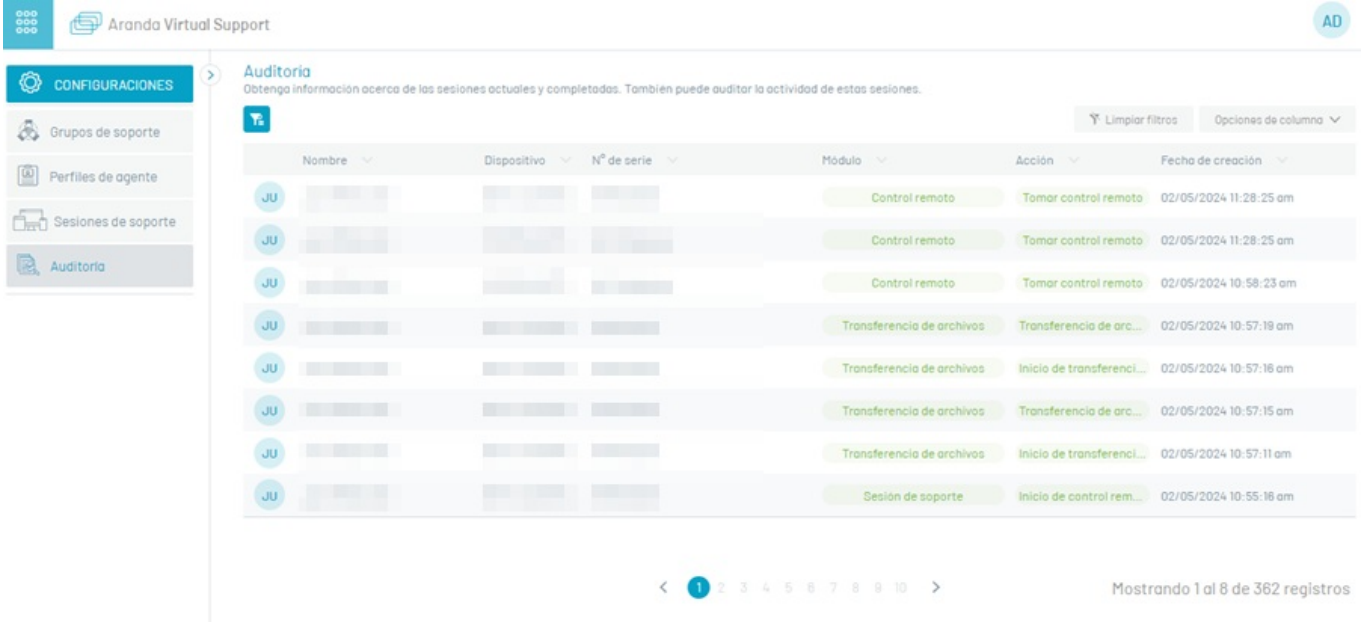
ⓘ Note: During the loss of connection to the workstation in a user interaction, the specialist’s message will not be sent. By re-establishing the connection, the specialist will be able to continue the conversation.

Audit

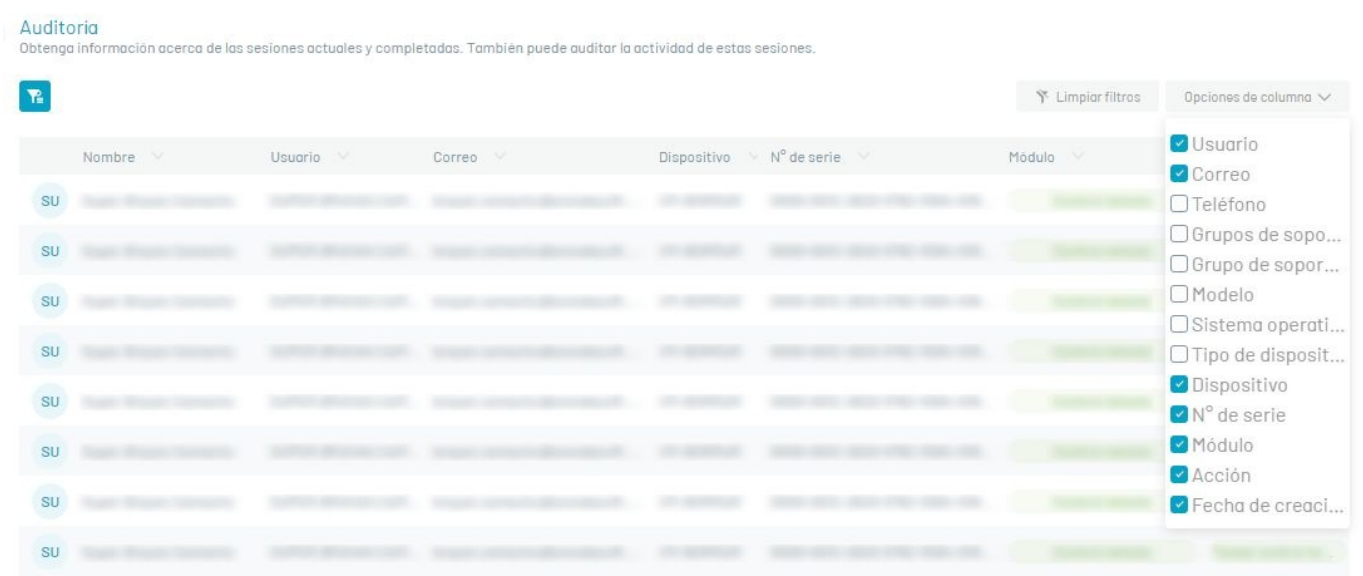
Audit

This module allows administrators to have a detailed record of the activities performed by specialists, from the creation of support sessions to the remote takeover.

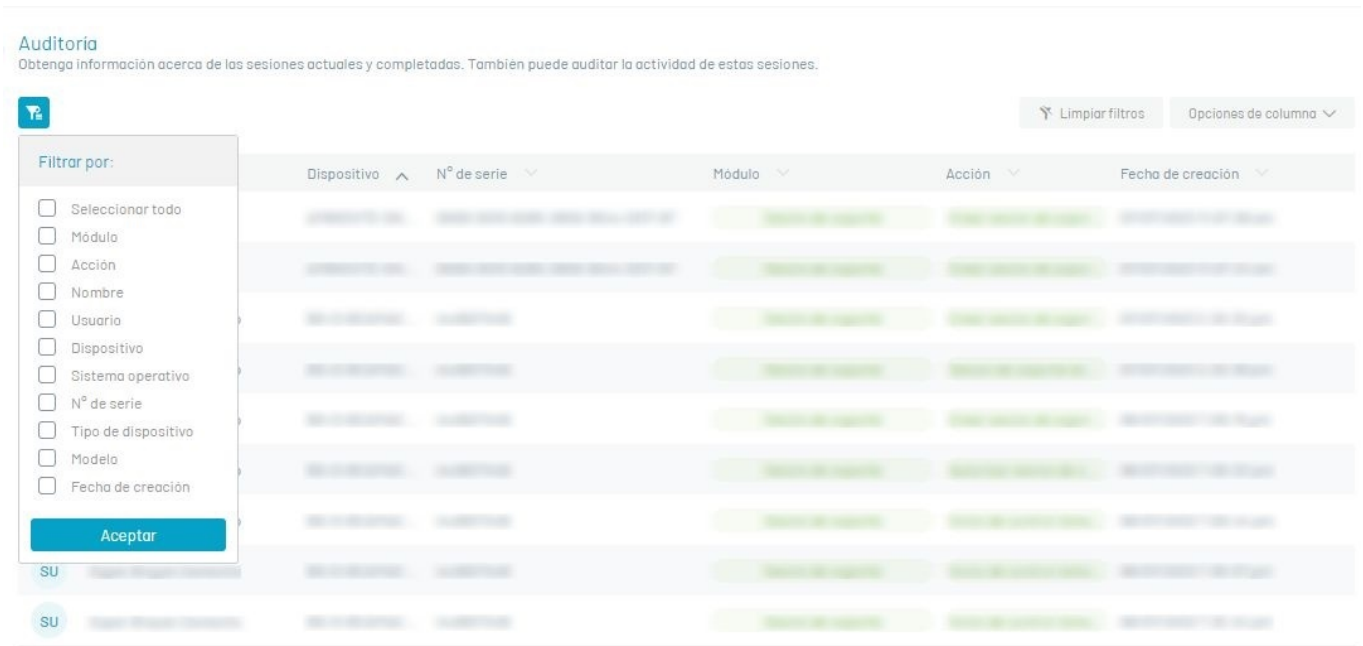
1. To obtain the audit logs, log in to the AVS website with a user with a Support Administrator or General Administrator role, select the option Audit from the main menu. In the information view you can view the list of sessions grouped by data such as Name, Device, Serial Number, Module, Action and Date of Creation



2. By selecting the Column Options In the information view, you can select additional user, device, and support group data.

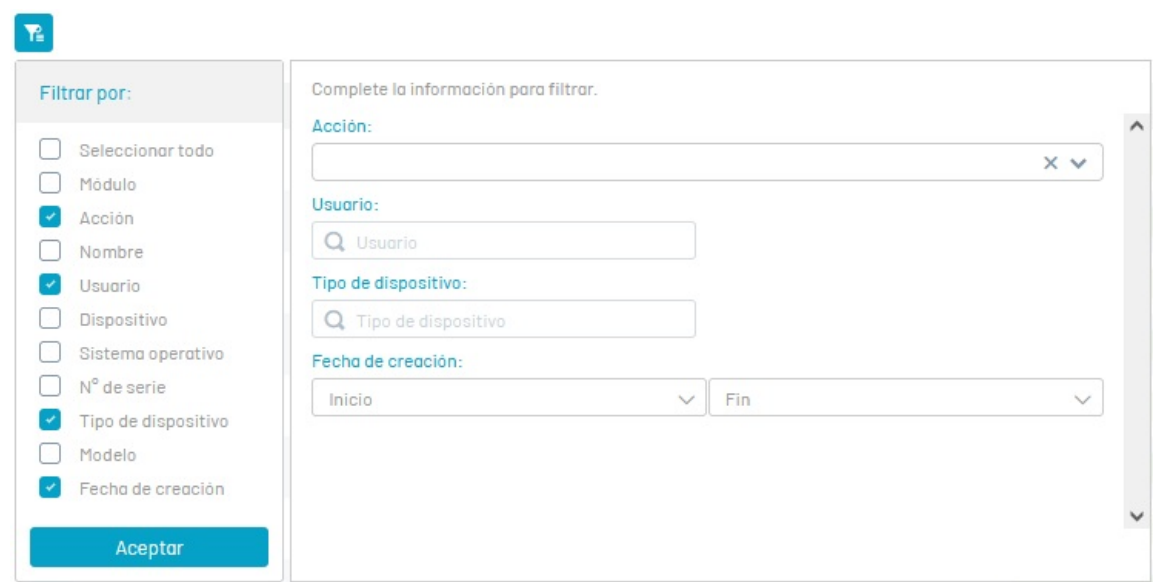


3. By selecting the filter icon, you will be able to consult the specialist’s activity records using different criteria to consult the information.



4. One or more filters can be selected at a time. Here’s an example using several filters:

- Click on the Action, User, Device Type, and Date Created checkboxes.



- In the pop-up window, select the action you want to filter (in this case Authorize Support Session)

Filtrar por:

☐ Seleccionar todo

☐ Módulo

☒ Acción

☐ Nombre

☒ Usuario

☐ Dispositivo

☐ Sistema operativo

☐ N° de serie

☒ Tipo de dispositivo

☐ Modelo

☒ Fecha de creación

Aceptar

Complete la información para filtrar.

Acción:

Crear sesión de soporte

Autorizar sesión de soporte

Contraseña inválida en sesión de soporte

Confirmación de sesión de soporte denegada

Sesión de soporte eliminada

Inicio de control remoto

Inicio de transferencia de archivos

Transferencia de archivo finalizada

Transferencia de archivo cancelada

- Enter the user and device type data (For the example the user is called S-Specialist and the device is type Server)
- Select the date range in which the action you want to filter was performed (The chosen range is July 5-10, 2023).

Filtrar por:

☐ Seleccionar todo

☐ Módulo

☒ Acción

☐ Nombre

☒ Usuario

☐ Dispositivo

☐ Sistema operativo

☐ N° de serie

☒ Tipo de dispositivo

☐ Modelo

☒ Fecha de creación

Aceptar

Complete la información para filtrar.

Fecha de creación:

julio 05, 2023

julio 10, 2023

< Julio > 2023

LUN

MAR

MIÉ

JUE

VIE

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- Once you have all the information, click on Accept and on the filter icon

This will allow you to see the records that meet the selected criteria:

Auditoría

Obtenga información acerca de las sesiones actuales y completadas. También puede auditar la actividad de estas sesiones.

Limpiar filtros

Opciones de columna

Nombre	Dispositivo	N° de serie	Módulo	Acción	Fecha de creación
S-			Sesión de soporte	Autorizar sesión de s...	10/07/2023 12:37:54 pm
S-			Sesión de soporte	Autorizar sesión de s...	07/07/2023 3:57:15 pm
S-			Sesión de soporte	Autorizar sesión de s...	07/07/2023 3:43:21 pm
S-			Sesión de soporte	Autorizar sesión de s...	07/07/2023 3:29:19 pm
S-			Sesión de soporte	Autorizar sesión de s...	07/07/2023 3:10:14 pm
S-			Sesión de soporte	Autorizar sesión de s...	07/07/2023 2:41:32 pm

5. To return to audit logs after you turn on a filter, click Clean filters

Notes:

- Remote control logs can take several minutes to load after a remote control session has ended.
- By default, audit logs are valid for 15 days, i.e. after 15 days, the logs including recordings of remote control sessions will be deleted. If you want to have a different validity, you must make the configuration in the database.

Recording Remote Control Sessions

AVS V9 allows you to record remote support sessions and track the specialist’s delivery of the remote control service. In these sessions, the content of the remote screen is recorded. It is not possible to record audio, nor the actions performed from the AVS viewer.

At the end of a remote control session or after a disconnection that takes more than 10 minutes to reconnect, the video will be sent to the storage provider. In case of problems with the internet, the recording will try to be sent every 30 minutes until I manage to upload.

📌 Note: In a multitenant environment, recordings are saved in a storage container supported by Aranda.

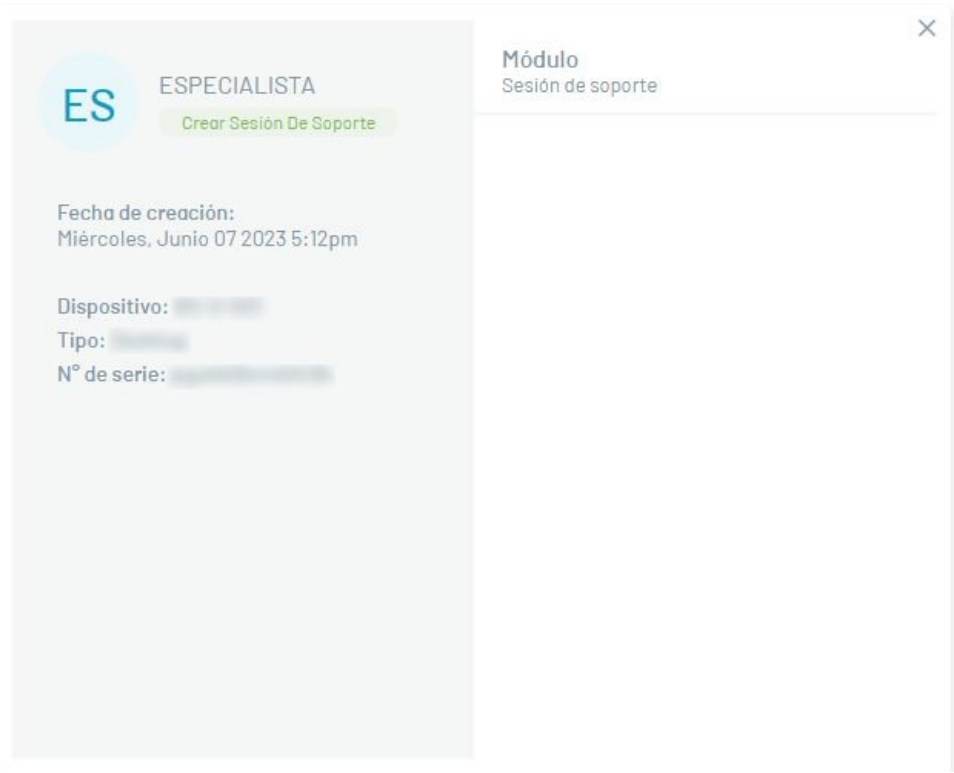
Detailed audit information

Each of the audit logs has a detailed view according to the action that has been executed.

All modules present the following general information:

Datum	Description
Name	It is the name with which the user identifies himself.
Telephone	It is the phone number to communicate with the user.
Email	It is the email registered by the user to send or receive information.
Device	It is the name with which the device is identified.
Serial number	This is the serial number of the device.
Device Type	The type of device can be: Desktop, Laptop or Server
Module	There are four modules: support sessions, file listing, file transfer and remote control.
Action	The actions that are audited are: Support session creation, support session deletion, authorization request, authorization rejection
Date of creation	Date on which the action was carried out.

The following image shows the detailed information of the Support sessions with the stock Create Support Session



The file transfer module presents the following additional data:

Datum	Description
Source Path	This is the full path of the source folder location.
Destination Route	This is the full path of the destination folder location.
File Name	This is the name of the file being transferred.
Transfer Mode	Indicate if the transfer is sent or received by the specialist, if it was canceled or if there was any error.

The following image shows the audit detail for the module File Transfer

ES

ESPECIALISTA

Transferencia De Archivo Finalizado

Fecha de creación:

Martes, Junio 06 2023 6:08pm

Dispositivo:

Tipo:

N° de serie:

Módulo

Transferencia de archivos

Histórico

Ruta de origen

C:\Users\ \Videos

Ruta de destino

C:\Users\ \Desktop

Nombre del archivo

142579 (Original).mp4

Modo de la transferencia

Recibido con éxito

The Remote Control module presents the following additional data:

Datum	Description
Recording Started	Date and time of start of the remote control recording.
Finished Recording	Date and time of completion of the remote control recording.

The detail of this module includes a Download Recording From which you can access a file in MP4 format to download the video of the remote control session:

S-

S-SPECIALIST

Tomar Control Remoto

Fecha de creación:

Viernes, Junio 09 2023 4:05pm

Dispositivo:

Tipo:

N° de serie:

Módulo

Control remoto

Histórico

Grabación iniciada

05/20/2023 9:40 am

Grabación finalizada

05/20/2023 9:55 am

Descargar grabación