



ARANDA VIRTUAL SUPPORT AVS allows remote support to be established to workstations, regardless of the client’s network, allowing remote control and transfer files in real time and securely.

Below is a description of the basic and transversal elements of AVS, which allow the user to subsequently access the remote control management processes. The sections that make up this guide are:



1. Access

Learn how to access the AVS website and identify the application usage requirements.

2. AVS Operation

Learn how Aranda Virtual Support works and its components.

3. Environment

Identify the AVS web interface with which you are going to interact in the different remote support management processes and know the different sections that make it up.

4. Roles

Learn about the roles defined in AVS and their scope in the management of the different remote support processes.

Who is this guide for?

This guide is designed to familiarize the user with the basic elements required to interact with the AVS application at a first level.

What is our documentation?

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

AVS Accesses

Usage Requirements

AVS Website

The supported browsers are as follows:

Browser	Version
Edge	Version >= 88
Google Chrome	Version >= 97.0.4692.71
Mozilla	Version >= 96.0.2

Specialist Agent

To access the remote support features, the specialist agent must be installed on a device that meets the following minimum conditions:

Specialist device	
Virtual processor	2-core CPU
RAM	Minimum 4 GB
Disk Space	Minimum 4 GB

The operating system versions supported by the specialist agent are:

Operating system	Version
Windows 10 LTS 2019	1809
Windows 10 Enterprise LTSC 2021	20H1
Windows 10	20H2
Windows 10	21H1
Windows 10	21H2
Windows 10	22H2
Windows 11	21H2
Windows 11	22H2

The supported browsers are as follows:

Browser	Version
Edge	Version >= 88
Google Chrome	Version >= 97.0.4692.71

Ports used by the Specialist Agent.

Port	Protocol	Description
443	TCP	Required for the Specialist Agent’s connection to the Recording server.
8081	TCP	Required only for output, intended for the connection of the Specialist Agent with the Turn Server at the remote takeover.
	WebSockets	They establish a persistent two-way connection between the specialist agent and the server.
64883	TCP	Required only for output, intended for the connection of the Specialist Agent with external Turn Servers in file transfer.
15000 – 65000	UDP	Range required only for output, intended for the connection of the Specialist Agent with external Turn Servers in file transfer.

## Workstation Agent

⚠ Important: You cannot have the AVS Agent and the Aranda Remote Control (ARC) Agent installed simultaneously on the same workstation. Conflicts can be generated between both agents, preventing proper use.

The minimum conditions for the installation of the agent that the workstation must meet are:

Workstation Requirements	
Virtual processor	2-core CPU
RAM	Minimum 4 GB
Disk Space	Minimum 400 MB

The operating system versions supported by this agent are:

Operating system	Version
Mac OS 12	Monterey
Mac OS 13	Fortune
Mac OS 14	Sonoma
Windows 10 LTS 2019	1809
Windows 10 Enterprise LTSC 2021	20H1
Windows 10	20H2
Windows 10	21H1
Windows 10	21H2
Windows 10	22H2
Windows 11	21H2
Windows 11	22H2
Windows Server 2016	
Windows Server 2019	1809
Windows Server 2022	

Ports used by the Workstation Agent.

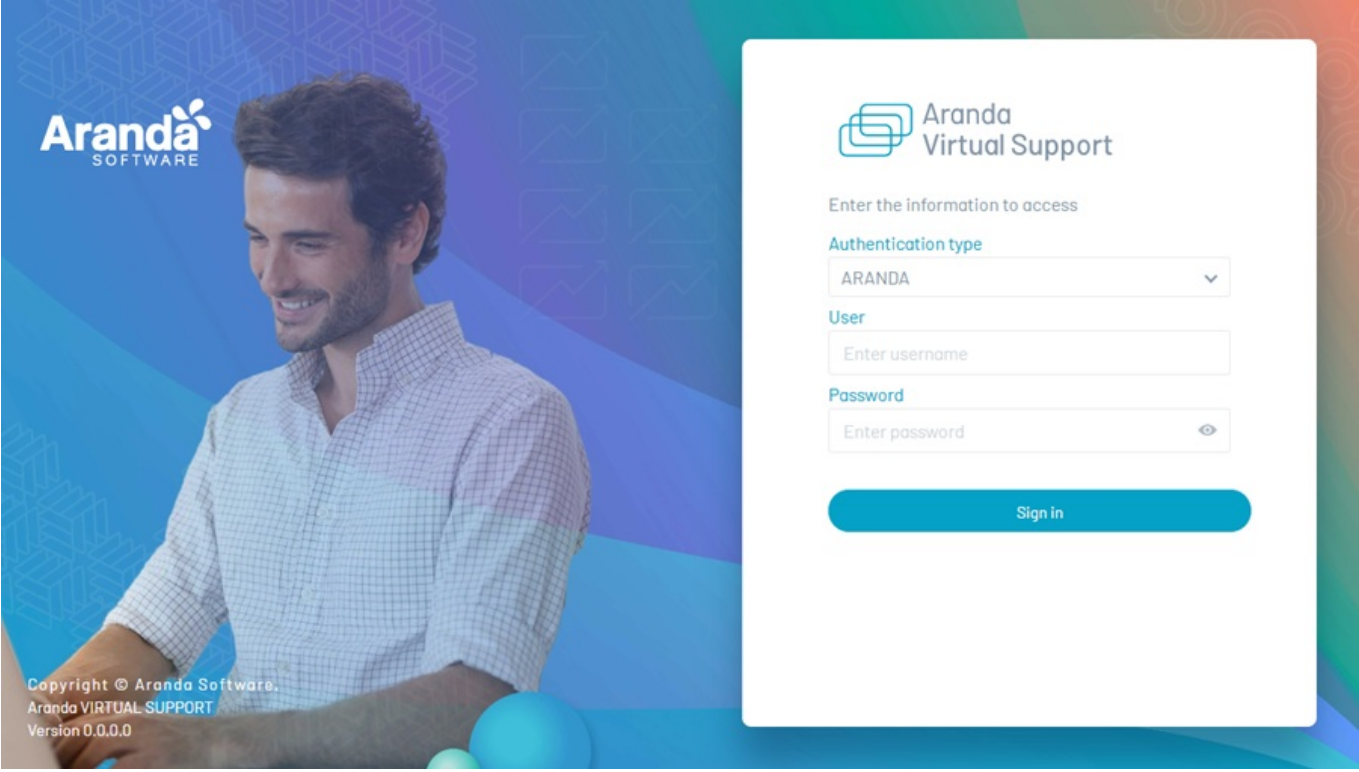
Port	Protocol	Description
443	TCP	Required for the Workstation Agent’s connection to the Notifications server.
8081	TCP	Required only for output, intended for connecting the Workstation Agent to the Turn Server on the remote control socket.
	WebSockets	They establish a persistent bidirectional connection between the AVS agent and the server.
64883	TCP	Required for output only, intended for connecting the Workstation Agent to external Turn Servers in file transfer.
15000 - 65000	UDP	Range required for output only, intended for connecting the Workstation Agent to external Turn Servers in file transfer.

## AVS Accesses

The authentication process on the AVS website will be executed according to the role defined by the organization to develop the different remote support management tasks. The two instances of authentication are:

### Login

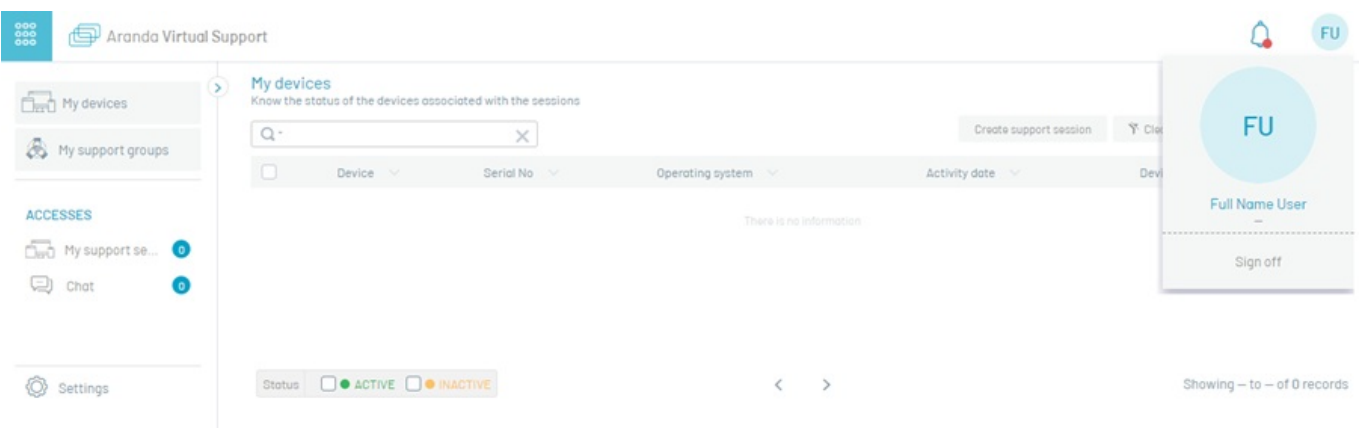
1. Enter the url of the Aranda Virtual Support (AVS) website.
2. To log in to the AVS app, enter the username and password assigned to you, taking into account the [Authentication Fields Specifications](#).



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Logging Out

- 1. To end the session and exit the application, select the user icon in the header menu of the AVS website and click log off.



- 2. Once logged out, the user returns to the home screen and can log back into the AVS website.

Specification AVS Fields

Authentication

Field	Description
User	It can have letters and/or numbers. It does not discriminate between upper and lower case letters.
Password	It must be at least 6 characters, cannot be empty, and cannot contain spaces at the beginning or end.

User Management

Users

Datum	Obligatory	Description
Name	Yes	It can have printable letters, numbers, and/or special characters and does not differentiate between upper and lower case letters.
Username	Yes	It can have printable letters, numbers and/or special characters and does not discriminate between upper and lower case letters.
Password	Yes	It must have 6 characters (default), the number and types of characters depend on the configuration that is made in the <a href="#">Password Policy</a> from the Aranda authentication provider.
Repeat password	Yes	It must contain the same data entered in the password.

The other fields are optional.

User Groups New

Datum	Obligatory	Description
Name	Yes	It can have printable letters, numbers, and/or special characters and does not differentiate between upper and lower case letters.
Group Description	No	It can have printable letters, numbers and/or special characters and does not discriminate between upper and lower case letters.
Group Leader	Yes	It can have printable letters, numbers, and/or special characters and does not differentiate between upper and lower case letters.

Support Management

New Support Groups

Datum	Obligatory	Description
Name	Yes	It should be between 6 and 80 characters long. It can have printable letters, numbers, and/or special characters and does not differentiate between upper and lower case letters.
Description	Yes	It should be between 6 and 255 characters long. It can carry printable letters, numbers and/or special characters and discriminates between upper and lower case letters.

Associate Users

Column	Description
Name	It allows you to organize the information in alphabetical order.
User	It allows you to organize the information in alphabetical order.
Email	It allows you to organize the information in alphabetical order.
Date of creation	It allows you to organize the information from the most recent date to the oldest or vice versa.
Telephone	It allows you to organize the information in alphabetical and numerical order.

Agent Profiles

Datum	Obligatory	Description
Name	Yes	It should be between 6 and 50 characters long. It does not differentiate between upper and lower case letters.
Password	Yes	It must be between 12 and 50 characters, it must have at least one number, one uppercase letter, one lowercase letter, and one printable special character.

How AVS works

How AVS works

From the AVS website, the specialist user offers the remote support service (remote control and file transfer) to the customer’s workstations with the AVS agent installed. Through the AVS web environment, users (administrators, infrastructure) will be able to configure elements required for the service and follow up on remote support sessions.

For the operation of Aranda Virtual Support you must take into account the following components and their scope:



## Website

Through a web environment, the user, according to the established role, will be able to manage the different configuration and remote support processes.

[AVS Remote Support Management](#)

## Agents

The AVS service is provided by two agents; one installed on the client’s workstation and another agent on the specialist’s device, who through the AVS web application will be able to take remote control and transfer files on the workstations.

- [Install and configure the Client Workstation AVS Agent](#)
- [Install the AVS Specialist Agent](#)

## Workstation

The client workstation refers to the computers (desktop, laptop, server) that have the AVS Workstation Agent installed.

## Specialist Device

Specialist devices are the computers (desktop, laptop) that have the AVS Specialist Agent installed.

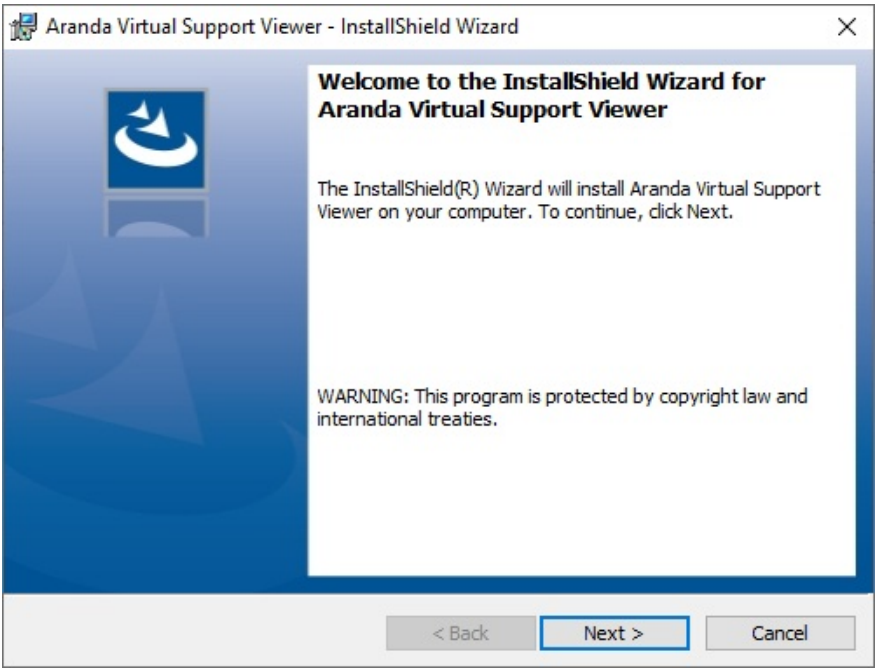
## Specialist Agent Installation

1. To have the specialist’s agent, you must use the installer provided by Aranda:

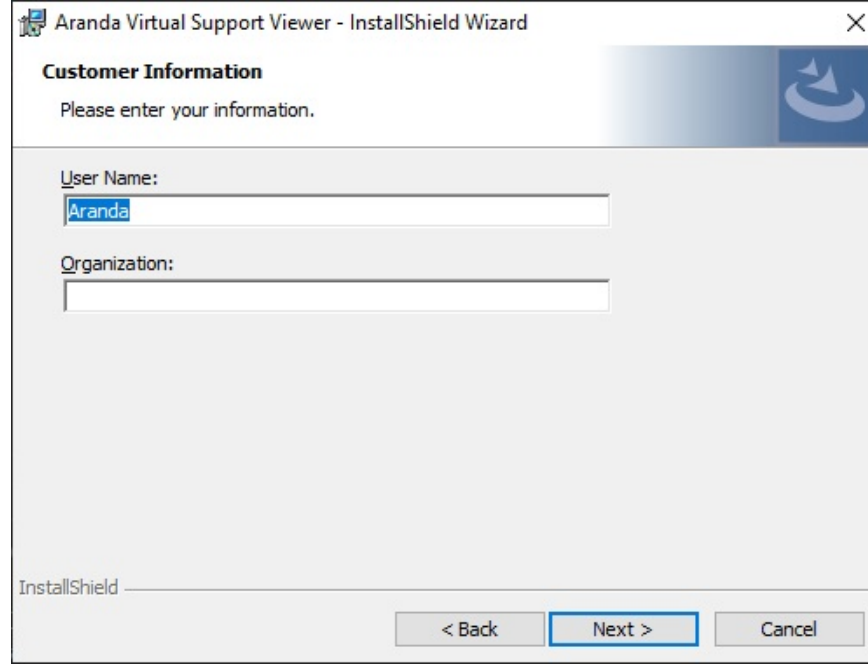


⚠ Note: The installer executable file cannot be tested by antiviruses, as they identify it as a foreign agent and can be blocked or removed from the checked machine.

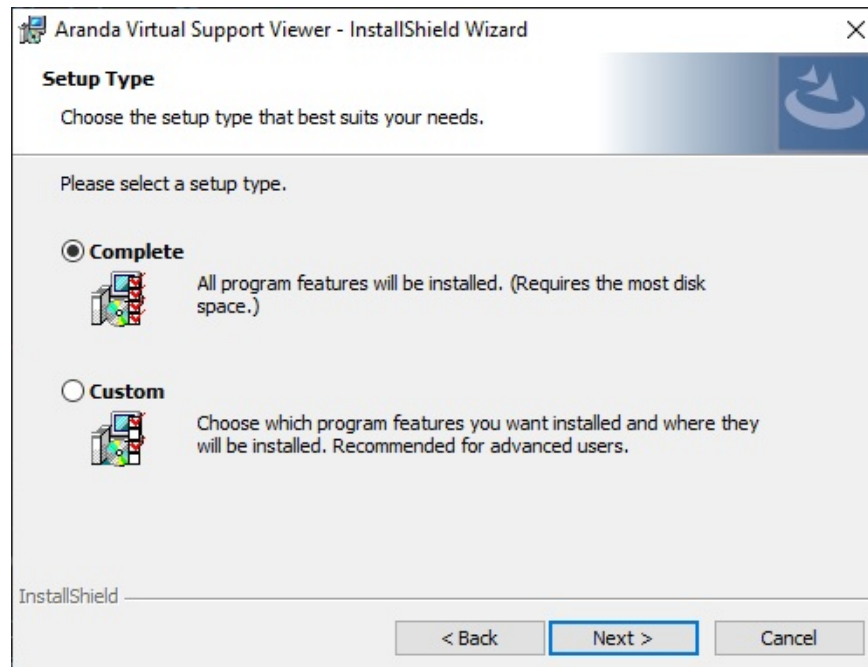
2. When you run the installer you will be able to see the following image:



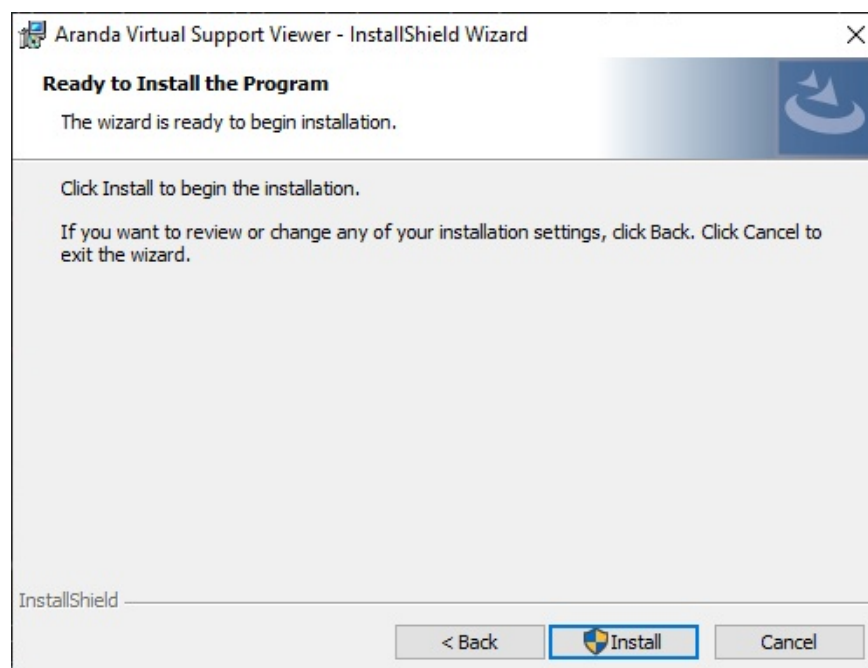
3. You can then configure the company and the user as shown in the following image:



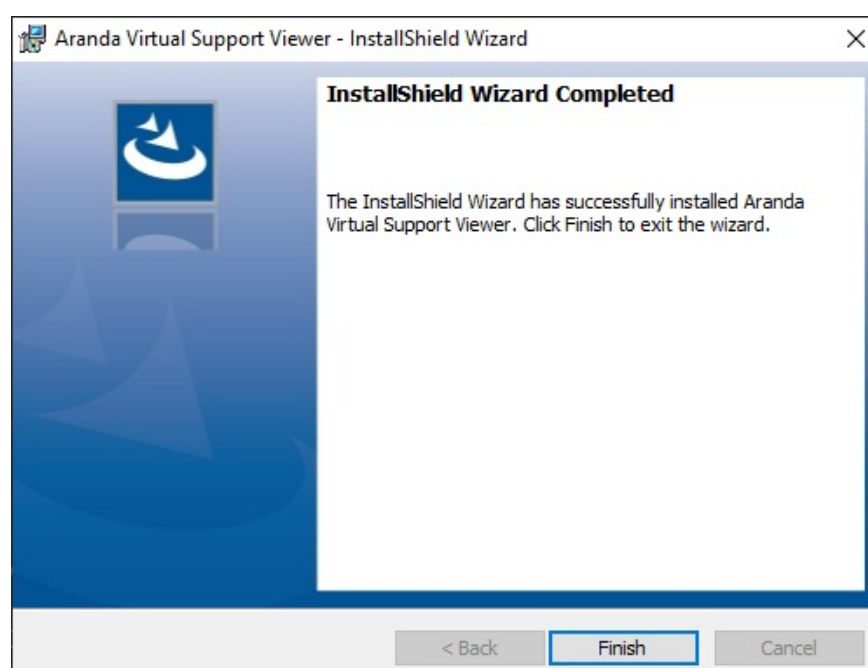
4. It is recommended to choose the complete installation:



5. Start the installation. This step requires admin permissions:

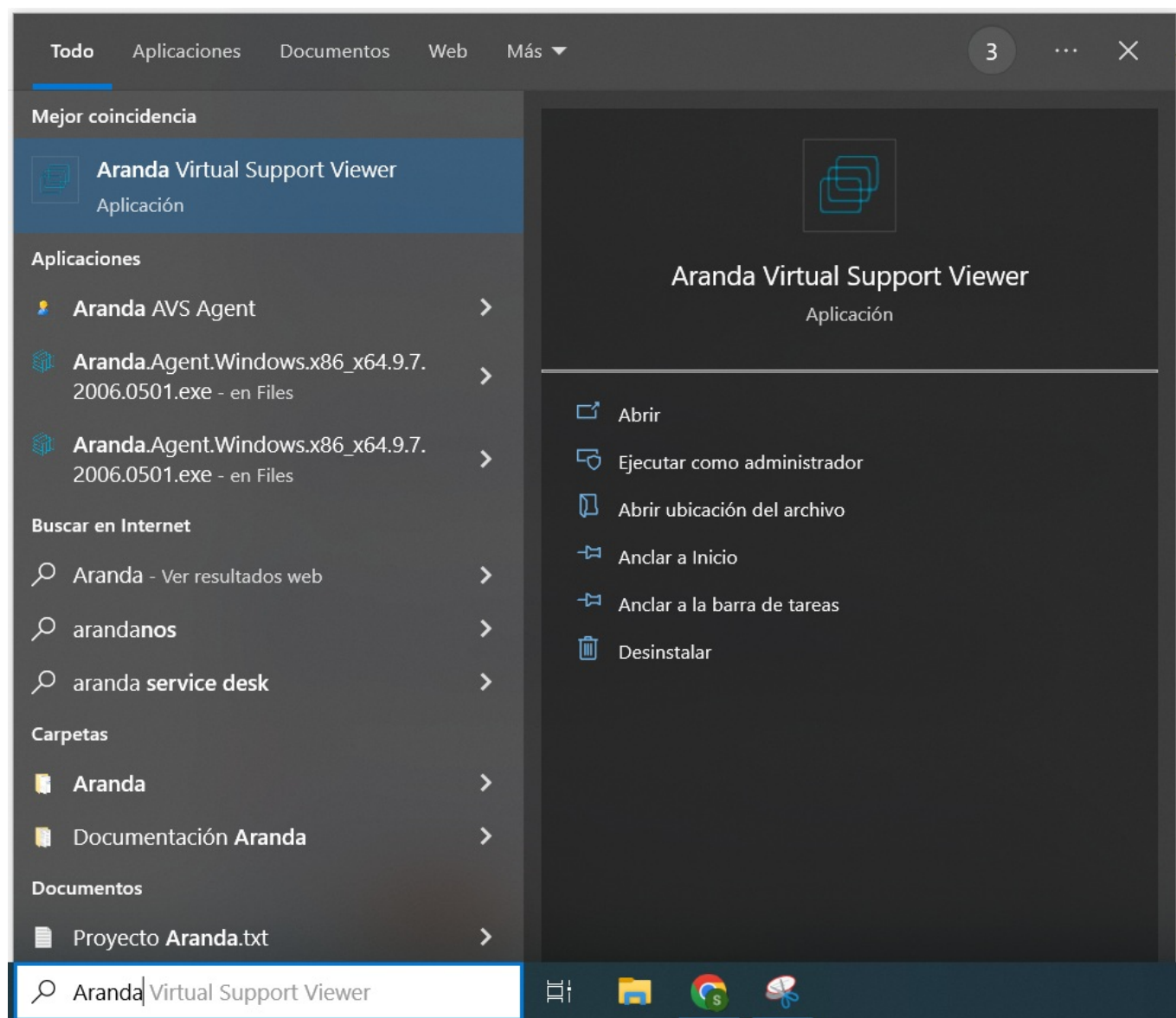


6. Once the installation process is complete, click finish:



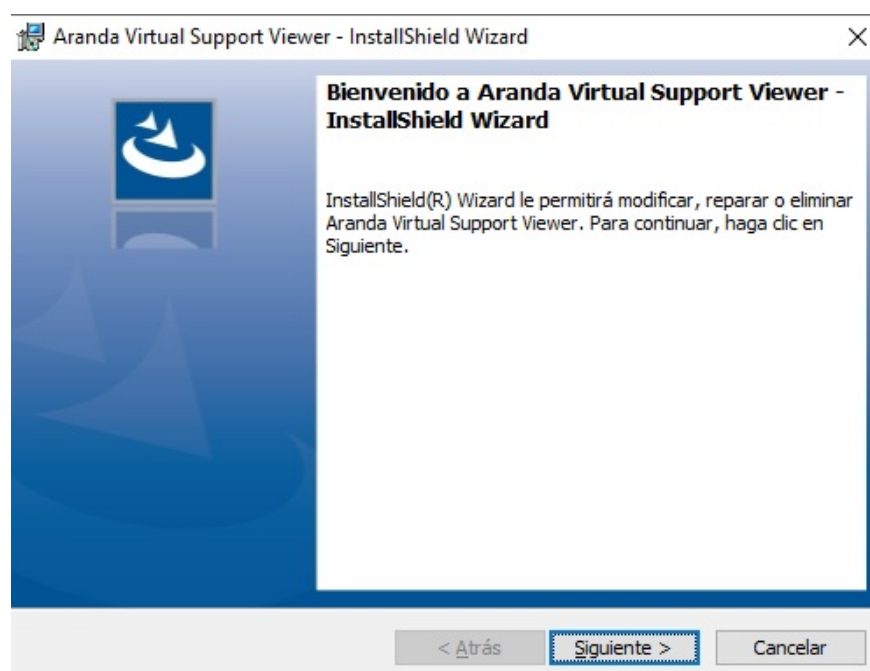
ⓘ Note: If a security alert is issued by the firewall after installation, select the All check-box and click on Allow access.

7. The application can be called from the Windows browser without having to run it beforehand:

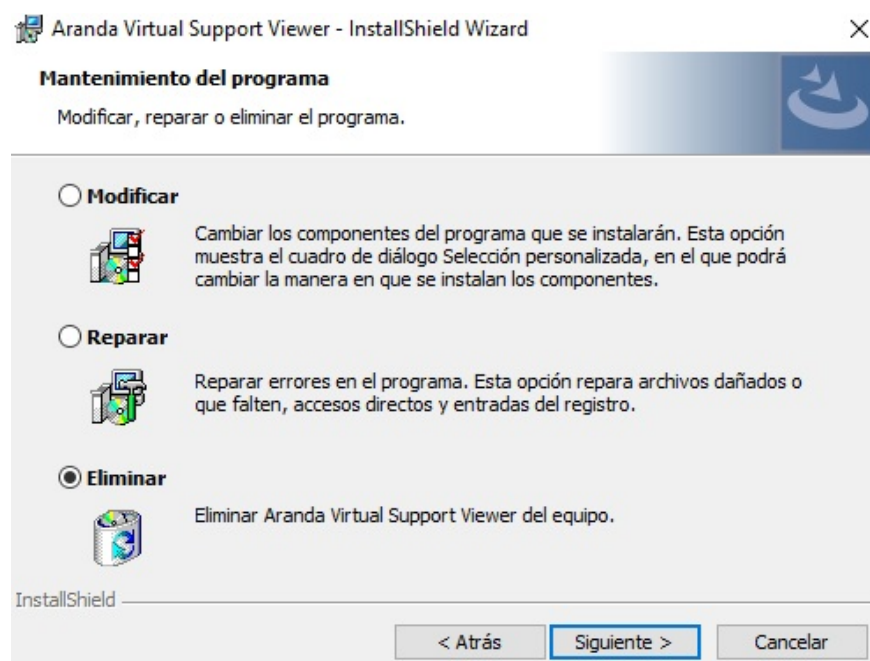


## Uninstall

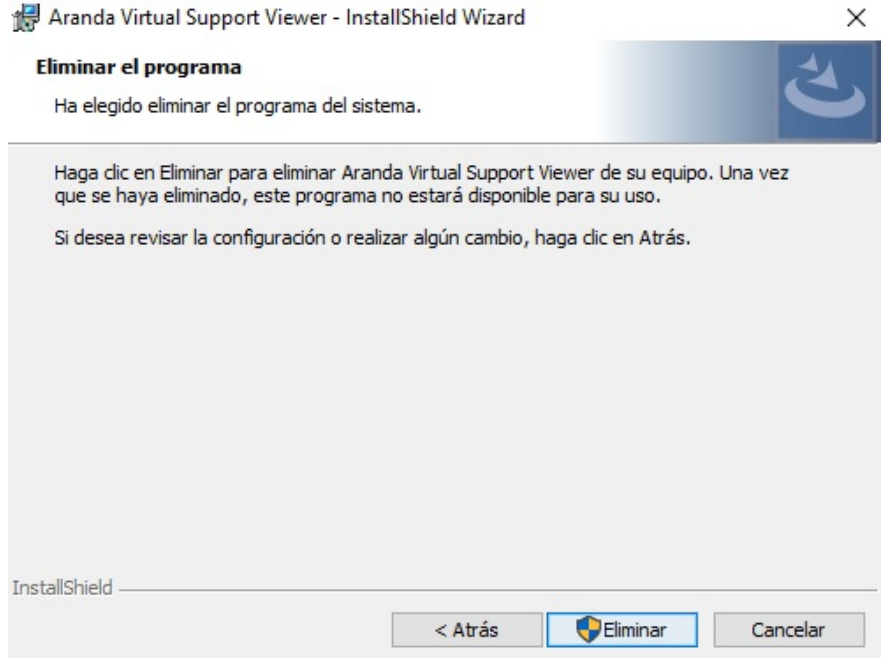
1. Go to the installer of the specialist's agent and double-click on it.
2. The installation wizard will start, click on next:



3. Choose the option Eliminate and click on next:



4. Click Eliminate. Once you accept the confirmation message, the agent will be uninstalled.



## AVS Environment












### Website

The management of remote support and the different configurations are carried out on the Aranda Virtual Support (AVS) website.

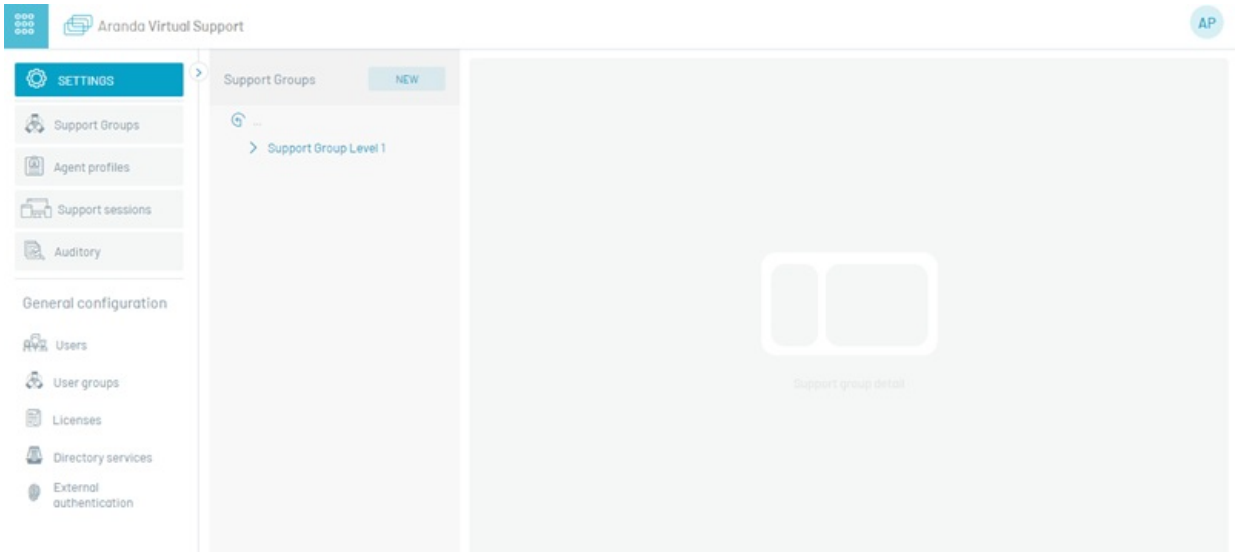
Once logged in, log in to the AVS website with the [Established role](#) (general manager, infrastructure, support manager, specialist). Each of the roles will be able to access different features of the website:

### Main Menu

Group the different functionalities according to the permissions associated with the user's role; the management modules in Aranda Virtual Support are:

Modules	Description	icon
Users	This configuration module allows you to manage manually created or imported users from the Active Directory.	
User Groups	Configuration module that allows you to manage user groups created manually or imported from the active directory.	
Licences	In this configuration module, the purchased licenses are queried.	
Directory Services	This configuration module manages the directory services that can be used by AVS.	
External Authentication	This configuration module manages external authentication providers.	
Support Groups	In this module, you will be able to manage and classify the groups that will be supported.	
Agent Profiles	In this module, the information for authentication and agent authorization processes is configured, for access to support sessions.	
Support sessions	This configuration module manages the support sessions of registered specialists.	
My Devices	In this module, it will be possible to monitor and consult the information of controlled devices.	
Audit	In this module, you will be able to consult the logs of activities carried out by specialists during remote support.	
Chat	This module allows specialists to interact with workstation users.	

Selecting a category from the main menu enables the information view with the corresponding information.



Information View

In this view, the information related to the module chosen in the main menu is displayed and administrative tasks are carried out (which can be: consultation, creation, editing and/or deletion) of the AVS management.

In the information view, you can also find cross-cutting actions that complement management tasks, such as:

- Data Listing: This section groups the information from the found records by module. The information presented is grouped into columns with the data entered.

For most records, when you select a record from the available listing, you can view and edit the associated data, or delete the record.

- ## Users

NEW

COLUMN OPTIONS ▾

AA

APPLICATION ADMINISTRATOR

ENABLED

User: ADMINISTRATOR

Password: \*\*\*\*\*

Email:

Phone:

Creation date: June 25, 2024 11:13

DELETE

✕

Additional Information

▼

This is additional information that completes the user information.

Roles

These are the user roles

No associated roles

Groups





This user is in these groups

AD

ROLES DE USUARIOS

- Administrador General
- Administrador de Soporte
- Especialista
- Infraestructura

The General Administrator can also perform the functions of the Support Administrator and Infrastructure roles.

Rol	Módulos	Permisos
<div> Administrador general</div>	<div> Licencias</div>	<div></div>
	<div><div> Usuarios</div><div> Grupos de Usuarios</div></div>	<div></div>
	<div><div> Perfil de Agente</div><div> Grupos de Soporte</div></div>	<div></div>
	<div> Sesiones de soporte</div>	<div></div>
	<div> Auditoría</div>	<div></div>
	<div><div> Autenticación Externa</div><div> Servicio directorio</div></div>	<div></div>

Role Infrastructure

The user with the Infrastructure role is an IT administrator who is responsible for managing the configuration of some infrastructure resources, as well as collecting information on availability and performance of all its components for the optimal operation of the AVS tool. This role is responsible for the following functionalities:

- Directory Services Configuration (LDAP - Microsoft Entra ID).
- Configure general and special password policies in the local directory.
- Configure the use of external authentications (SAML).
- Configuration of external Turn Servers in on-premise environments.
- Configuration of the local Turn Server in on-premise environments.
- Configuring File Storage in On-Premise Environments.

Rol	Módulos	Permisos
<div> Infraestructura</div>	<div> Autenticación Externa</div>	<div></div>
	<div> Servicio directorio</div>	<div></div>

Support Administrator Role

Users with the Support Administrator role are responsible for planning, directing, organizing, and controlling all activities related to the remote help desk. They must be aware of the hierarchical structure of the organization in order to properly manage the support groups. They are responsible for the following functionalities:

- Create, edit, or delete support groups.
- Relate users or groups of users to support groups.
- Create, edit, or delete agent profiles.
- Manage support sessions from all specialists.
- Release support session licenses.
- Audit all activities related to support sessions, file transfer, and remote control.










Rol	Módulos	Permisos
 Administrador de soporte	<div> Perfil de Agente</div> <div> Grupos de Soporte</div> <div> Sesiones</div> <div> Auditoría</div>	<div></div> <div></div> <div></div>

Specialist Role

Specialists are in charge of offering remote support to workstations, among the functions they can perform are, taking remote control, transferring files and communicating through chat. They are responsible for the following functionalities:

- View devices.
- Create and delete support sessions.
- View the support groups to which they have been assigned.
- Generate the agent configuration code.
- Take remote control.
- Transfer files.
- Interact with users via chat.

📌 Note: To take remote control and transfer files, the specialist must have installed on his computer [The Specialist's Agent](#).

Rol	Módulos	Permisos
 Especialista	<div> Perfil de Agente</div> <div> Mis Grupos</div> <div> Mis Dispositivos</div> <div> Mis Sesiones</div> <div> Chat</div>	<div></div> <div></div> <div></div>