

Learn about the latest releases of Aranda Virtual Support (AVS)

Here you can find information about AVS feature updates.

Release Notes 9.7

Release Notes 9.7.0

Understanding Changes to AVS9

- Enable the functionality to configure reCAPTCHA security for authentication providers in the Directory Services. This functionality does not apply to external authentication (SAML).
- The login image of the Aranda Virtual Support. In addition, when the external authentication accesses are greater than two, they will be grouped.

Additional Notes or Instructions

- Automatic agent update requires the services of the common.

- AVS is released with common version 9.9.1.6
- AVS is released with Common Services version 9.9.1.6
- AVS is released with database version 9.5.48

IMPORTANT!

- Remember that in joint installations between Aranda products, you must have the same compatibility as the Common version.
- AVS Agent and Aranda Remote Control (ARC) Agent cannot be installed simultaneously on the same workstation. Conflicts can be generated between both agents, preventing proper use.

Known Issues

At the remote control socket

- 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.
- When you copy and paste text from one device to another, accents and special characters are not recognized.
- Remote takeover on MacOS stations fails when there is no previously logged in user session. You must ensure that a user session is logged in before attempting the remote takeover.
- During remote takeover on MacOS stations, the use of special commands is not functional. It is recommended that you avoid using such commands until this issue is addressed in future updates.
- File transfer functionality is not available for the MacOS agent.
- The transfer of files from the workstation to the specialist should be done one at a time; if it is performed simultaneously, an error is generated.

Installers 9.7.0

UpdatePack 9.7.0

Installers Workstation Agents

Download links AVS Agents Windows

- [AVS.Agent.Installer.9.7.0.exe](#)
- [AVS.Agent.Installer.msi](#)

Download links AVS MacOS Agents

- Intel [Aranda Virtual Support Workstation.9.7.0_x64.pkg](#)
- Apple Silicon (M1-M2) [Aranda Virtual Support Workstation.9.7.0_arm64.pkg](#)
- Uninstaller [Aranda Virtual Support Workstation Uninstaller.9.7.0.pkg](#)

➤ Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Installer Agent Specialist

- [AVS.Specialist.Installer.9.7.0.exe](#)

➤ Note: For the installation of the specialist agent you must take into account the following [Requirements](#) and follow the instructions in [Specialist Agent Installation](#).

AVS On-Premise Installer

- [AVS.Server.Installer.9.7.0.exe](#)

➤ Notes:
- Version 9.7.0 of the on-premise AVS Release Notes is compatible with the Database version 9.5.48.
- For installation you must take into account the following [Requirements](#) and follow the instructions in [AVS Installation](#).

Release Notes 9.6

Release Notes 9.6.2

Understanding Changes to AVS9

➤ Note: It is crucial to install this agent version to ensure compatibility with chat functionality, as older versions of the agent may not be supported.

For this release, the following adjustments were made:

- Service-related issue is fixed ArandaStunWebRTCServerService in deployments on-premises, the service will correctly apply the settings defined in the turn-server.toml.
- Optimized login loading of the Aranda Virtual Support website.
- Password control is enabled at the time of authorizing a support session, avoiding accepting without filling in the field.
- The sidebar of the AVS website configuration options is adjusted.
- Device licensing is improved.
- Adjusting the translation of roles.
- The notification server is optimized; The new route to validate the site is <dominio/notificacionavs>.
- A Parameter that allows customization the duration of the support session. Customization must be done in the database, applying an insert command (INSERT) as the example shown below.

```
**Example configuration for a duration of 30 minutes:**
```

```
INSERT INTO AFW_SETTINGS
(sett_key, sett_application_id, sett_value, sett_description, sett_project_id)
VALUES('NArcSupportExpirationTime', 36, 'N30', 'NAuthorization Session Expiration Time for Support', NULL);
```

```
Applying the above command will also affect the duration of the remote.
```

Additional Notes or Instructions

- Automatic agent update requires the services of the common.

- AVS is released with common version 9.9.1.6
- AVS is released with Common Services version 9.9.1.6
- AVS is released with database version 9.5.47

IMPORTANT!

- Remember that in joint installations between Aranda products, you must have the same compatibility as the Common version.
- AVS Agent and Aranda Remote Control (ARC) Agent cannot be installed simultaneously on the same workstation. Conflicts can be generated between both agents, preventing proper use.

Known Issues

At the remote control socket

- 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.
- When you copy and paste text from one device to another, accents and special characters are not recognized.
- Remote takeover on MacOS stations fails when there is no previously logged in user session. You must ensure that a user session is logged in before attempting the remote takeover.
- During remote takeover on MacOS stations, the use of special commands is not functional. It is recommended that you avoid using such commands until this issue is addressed in future updates.
- File transfer functionality is not available for the MacOS agent.
- The transfer of files from the workstation to the specialist should be done one at a time; if it is performed simultaneously, an error is generated.

Installers 9.6.2

UpdatePack 9.6.2

Installers Workstation Agents

Download links AVS Agents Windows

- [AVS.Agent.Installer.9.6.2.exe](#)
- [AVS.Agent.Installer.msi](#)

Download links AVS MacOS Agents

- Intel [Aranda Virtual Support Workstation.9.6.2_x64.pkg](#)
- Apple Silicon (M1-M2) [Aranda Virtual Support Workstation.9.6.2_arm64.pkg](#)
- Uninstaller [Aranda Virtual Support Workstation Uninstaller.9.6.2.pkg](#)

🔗 Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Installer Agent Specialist

- [AVS.Specialist.Installer.9.6.2.exe](#)

🔗 Note: For the installation of the specialist agent you must take into account the following [Requirements](#) and follow the instructions in [Specialist Agent Installation](#).

AVS On-Premise Installer

- [AVS.Server.Installer.9.6.2.exe](#)

🔗 Notes:

- Version 9.6.2 of the on-premise AVS Release Notes is compatible with the Database version 9.5.47.

- For installation you must take into account the following [Requirements](#) and follow the instructions in [AVS Installation](#).

Release Notes 9.6.0

Disconnecting Devices

PM-57639-19-201639

A task is implemented that changes to an inactive state workstations that have not reported to the notification server for more than an hour, the task releases the license of each device that is marked as inactive.

Understanding Changes to AVS9

🔗 Note: It is crucial to install this agent version to ensure compatibility with chat functionality, as older versions of the agent may not be supported.

For this release, the following adjustments were made:

- The initial version of the on-premise installer of Aranda Virtual Support (AVS.Server.Installer.9.6.0).
- Enables the functionality to configure special password policies from the authentication provider Aranda in the Directory Services section. This functionality only applies to users who are created locally in the Aranda directory.
- A task is implemented that changes to an idle state workstations that have not reported to the notification server for more than an hour.
- The column is added Version in the device table, which helps identify the version of the agent installed on the workstation (versions prior to the released one will be shown blank).
- Added functionality lock (Take Remote Control - Request Authorization) in the support session while connecting for file transfer.
- Adjusting the translation of roles.

Additional Notes or Instructions

- Automatic agent update requires the services of the common.

- AVS is released with common version 9.9.0.11
- AVS is released with Common Services version 9.9.0.11
- AVS is released with database version 9.5.45

IMPORTANT!

- Remember that in joint installations between Aranda products, you must have the same compatibility as the Common version.

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

Known Issues

At the remote control socket

- 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.
- When you copy and paste text from one device to another, accents and special characters are not recognized.
- Remote takeover on MacOS stations fails when there is no previously logged in user session. You must ensure that a user session is logged in before attempting the remote takeover.
- During remote takeover on MacOS stations, the use of special commands is not functional. It is recommended that you avoid using such commands until this issue is addressed in future updates.
- File transfer functionality is not available for the MacOS agent.
- The transfer of files from the workstation to the specialist should be done one at a time; if it is performed simultaneously, an error is generated.
- In deployments on-premises, a service-related issue is identified ArandaStunWebRTCServerService, which does not apply the settings configured in the turn-server.toml. To fix this issue, follow the steps below:

1. Stop the service ArandaStunWebRTCServerService.
2. Open the CMD console with administrator privileges.

3. Eliminate the service ArandaStunWebRTCServerService using the following command:

```
sc delete "ArandaStunWebRTCServerService"
```

4. Recreate the service ArandaStunWebRTCServerService with the following command:

```
sc create ArandaStunWebRTCServerService binPath= "%C:\Program Files (x86)\Aranda\Aranda Remote Control\Stun Server\Aranda.ARC.Turn.Stun.WebRTC.exe" --config="%C:\Program Files (x86)\Aranda\Aranda Remote Control\Stun Server\turn-server.toml" start= delayed-auto DisplayName=" "
```

5. Start the service ArandaStunWebRTCServerService.

Installers 9.6.0

UpdatePack 9.6.0

Installers Workstation Agents

Download links AVS Agents Windows

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- [AVS.Agent.Installer.msi](#)

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- Uninstaller [Aranda Virtual Support Workstation Uninstaller.9.6.0.pkg](#)

🔗 Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Installer Agent Specialist

- [AVS.Specialist.Installer.9.6.0.exe](#)

🔗 Note: For the installation of the specialist agent you must take into account the following [Requirements](#) and follow the instructions in [Specialist Agent Installation](#).

AVS On-Premise Installer

- [AVS.Server.Installer.9.6.0.exe](#)

🔗 Notes:

- Version 9.6.0 of the on-premise AVS Release Notes is compatible with the Database Version 9.5.45.

- For installation you must take into account the following [Requirements](#) and follow the instructions in [AVS Installation](#).

Release Notes 9.5

Release Notes 9.5.2

Understanding Changes to AVS9

🔗 Notes:

- From this agent version onwards, Windows Operating System workstations require that the Operating System be properly licensed for the correct installation of the agent interfaces.

- It is crucial to install this agent version to ensure compatibility with chat functionality, as older versions of the agent may not be supported.

For this release, the following adjustments were made:

- Enables the ability to configure password policies from the authentication provider Aranda in the Directory Services section. This functionality only applies to users who are created locally in the Aranda directory.
- Fixed auditing on file transfer completed, without having to keep the notification open until the transfer is complete.
- New functionality has been added that allows users to be grouped.
- Changes are made to the display and management of users.
- The roles and permissions are modified as follows:

Previous Role	New Role	Permissions
General Manager	Administrator	<ul style="list-style-type: none">- Create, update, and delete created or imported users.- Assign roles such as Administrator, Infrastructure (AVS_Infrastructure), Support Administrator (AVS_Administrator), and Specialist (AVS_Specialist) to users or user groups.- Manage created or imported user groups.- View licenses.- Inherits permissions from roles AVS_Administrator and AVS_Infrastructure.
Support Manager	AVS_Administrator	<ul style="list-style-type: none">- 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.
Infrastructure	AVS_Infrastructure	<ul style="list-style-type: none">- Configuring directory services.- Configure password policies in the local directory.- Configure the use of external authentications.
Specialist	AVS_Specialist	<ul style="list-style-type: none">- View devices.- Create or 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.

Additional Notes or Instructions

- Automatic agent update requires the services of the common.
- AVS is released with common version 9.8.2.5
- AVS is released with Common Services version 9.8.2.5
- AVS is released with database version 9.5.44

IMPORTANT!

- Remember that in joint installations between Aranda products, you must have the same compatibility as the Common version.
- AVS Agent and Aranda Remote Control (ARC) Agent cannot be installed simultaneously on the same workstation. Conflicts can be generated between both agents, preventing proper use.

Known Issues

At the remote control socket

- 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.
- When you copy and paste text from one device to another, accents and special characters are not recognized.
- Remote takeover on MacOS stations fails when there is no previously logged in user session. You must ensure that a user session is logged in before attempting the remote takeover.
- During remote takeover on MacOS stations, the use of special commands is not functional. It is recommended that you avoid using such commands until this issue is addressed in future updates.
- File transfer functionality is not available for the MacOS agent.

Installers 9.5.2

UpdatePack 9.5.2

Installers Workstation Agents

Download links AVS Agents Windows

- [AVS.Agent.Installer.9.5.2.exe](#)
- [AVS.Agent.Installer.msi](#)

Download links AVS MacOS Agents

- Intel [Aranda Virtual Support Workstation 9.5.2_x64.pkg](#)
- Apple Silicon (M1-M2) [Aranda Virtual Support Workstation 9.5.2_arm64.pkg](#)
- Uninstaller [Aranda Virtual Support Workstation Uninstaller.9.5.2.pkg](#)

↳ Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Installer Agent Specialist

- [AVS.Specialist.Installer.9.5.2.exe](#)

↳ Note: For the installation of the specialist agent you must take into account the following [Requirements](#) and follow the instructions in [Specialist Agent Installation](#).

Release Notes 9.5.1

Understanding Changes to AVS9

For this release, the following adjustments were made:

- Chat functionality was implemented for both specialists and workstation users, allowing them to interact in writing.

For more information, please visit the [Managing Chat in the AVS Web Console] (https://docs.arandasoft.com/avs-admin/en/pages/soporte_remoto/chat.html); service of the [Chat from the MacOS Agent interface] (https://docs.arandasoft.com/avs-agent/en/pages/agente-mac/chat.html) and service of the [Chat from the Windows Agent interface] (https://docs.arandasoft.com/avs-agent/en/pages/agente-windows/chat.html).

I**Notes**1. The chat is designed for texting only.
 2. The use of the copy option from the agent side is not allowed.
 3. The chat does not have conversation history.

- Fixed disconnection of workstations (devices).
- The option to parameterize the connection port and the use of SSL on the Local Turn Server is included.
- Fixed the names of Windows Agent services in both run and install modes.
- Removed the 'File Transfer Error' option from filtering actions in audits.
- Fixed the notification regarding the status and actual number of support sessions for specialists.

Additional Notes or Instructions

- Automatic agent update requires the services of the common.
- AVS is released with common version 9.8.1.2
- AVS is released with Common Services version 9.8.1.2
- AVS is released with database version 9.5.43

IMPORTANT!

- Remember that in joint installations between Aranda products, you must have the same compatibility as the Common version.
- AVS Agent and Aranda Remote Control (ARC) Agent cannot be installed simultaneously on the same workstation. Conflicts can be generated between both agents, preventing proper use.

Known Issues

At the remote control socket

- 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.
- When you copy and paste text from one device to another, accents and special characters are not recognized.
- Remote takeover on MacOS stations fails when there is no previously logged in user session. You must ensure that a user session is logged in before attempting the remote takeover.
- During remote takeover on MacOS stations, the use of special commands is not functional. It is recommended that you avoid using such commands until this issue is addressed in future updates.
- File transfer functionality is not available for the MacOS agent.
- During file transfer, the notification must be kept open until the transfer is complete, so that it is properly audited.

On the Aranda Virtual Support website

- Unable to edit the authentication provider Aranda in the Directory Services section.

Installers 9.5.1

UpdatePack 9.5.1

Installers Workstation Agents

Download links AVS Agents Windows

- [AVS.Agent.Installer.9.5.1.exe](#)
- [AVS.Agent.Installer.msi](#)

Download links AVS MacOS Agents

- Intel [Aranda Virtual Support Workstation 9.5.1_x64.pkg](#)
- Apple Silicon (M1-M2) [Aranda Virtual Support Workstation 9.5.1_arm64.pkg](#)
- Uninstaller [Aranda Virtual Support Workstation Uninstaller.9.5.1.pkg](#)

↳ Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Installer Agent Specialist

- [AVS.Specialist.Installer.9.5.1.exe](#)

📖 Note: For the installation of the specialist agent you must take into account the following [Requirements](#) and follow the instructions in [Specialist Agent Installation](#).

Release Notes 9.5.0

Understanding Changes to AVS9

For this release, the following adjustments were made:

- The initial version of the Remote Control Agent designed specifically for workstations running Mac OS Monterey, Ventura, and Sonoma operating systems is released. This milestone marks a significant advancement in the ability to provide efficient and effective remote support in MacOS environments.

```
**Processor Compatibility:** The remote control agent is compatible with Intel and Apple Silicon processors, ensuring a consistent and optimized experience for a variety of hardware on MacOS workstations.

**Agent Uninstaller:** Users can now count on an uninstaller for MacOS agents. This tool ensures a clean and complete uninstallation of the remote control agent, facilitating the management and maintenance of the system.

**Important Observations**

See the [ Official documentation](https://docs.arandasoft.com/avs-agent/en/pages/agente-mac/instalacion_agente.html) for detailed information about setting up and using the Remote Control Agent for MacOS.

[Notes]. To ensure the correct operation of the agent on MacOS, it is required to perform the complete installation.<br /> 2. File transfer functionality is not currently available in this version of the MacOS agent.]
```

You must ensure that a user session is logged in before attempting remote takeover.

- Fixed the display of the default authentication provider on the console login page.
- User confirmation and agent update alerts are displayed appropriately, keeping only the last one that is generated.
- The functionality to cancel the file transfer has been improved and now runs correctly.
- Improved token expiration identification due to user inactivity, both in the support session and in audit filters.

Additional Notes or Instructions

- Automatic agent update requires the services of the common.

- AVS is released with common version 9.8.1.2
- AVS is released with Common Services version 9.8.1.2
- AVS is released with database version 9.5.42

IMPORTANT!

Remember that in joint installations between Aranda products you must have the same compatibility as the Common version.

Known Issues

At the remote control socket

- 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.
- When you copy and paste text from one device to another, accents and special characters are not recognized.
- Remote takeover on MacOS stations fails when there is no previously logged in user session. You must ensure that a user session is logged in before attempting the remote takeover.
- During remote takeover on MacOS stations, the use of special commands is not functional. It is recommended that you avoid using such commands until this issue is addressed in future updates.

Installers 9.5.0

UpdatePack 9.5.0

Installers Workstation Agents

Download links AVS Agents Windows

- [AVS.Agent.Installer.9.5.0.exe](#)
- [AVS.Agent.Installer.msi](#)

Download links AVS MacOS Agents

- Intel [Aranda Virtual Support Workstation 9.5.0_x64.pkg](#)
- Apple Silicon (M1-M2) [Aranda Virtual Support Workstation 9.5.0_arm64.pkg](#)
- Uninstaller [Aranda Virtual Support Workstation Uninstaller 9.5.0.pkg](#)

📖 Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Installer Agent Specialist

- [AVS.Specialist.Installer.9.5.0.exe](#)

📖 Note: For the installation of the specialist agent you must take into account the following [Requirements](#) and follow the instructions in [Specialist Agent Installation](#).

Release Notes 9.4

Release Notes 9.4.2

Understanding Changes to AVS9

For this release, the following adjustments were made:

- The AVS Agent UI is updated. The updates include a more intuitive and efficient experience for users, as well as the addition of new features that improve the functionality and usability of the agent. These enhancements are designed to optimize productivity and make it easier to interact with the system.
- The user interface maintains constant communication with the service.
- Issues related to ports in the UI and file transfer have been addressed and resolved.

Additional Notes or Instructions

- Automatic agent update requires the services of the common.

- AVS is released with common version 9.8.0.5
- AVS is released with Common Services version 9.8.0.5
- AVS is released with database version 9.5.41

IMPORTANT!

Remember that in joint installations between Aranda products you must have the same compatibility as the Common version.

Known Issues

At the remote control socket

- 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.

Installers 9.4.2

UpdatePack 9.4.2

Installers Workstation Agents

- [AVS.Agent.Installer.9.4.2.exe](#)
- [AVS.Agent.Installer.msi](#)

📖 Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Release Notes 9.4.1

Understanding Changes to AVS9

For this release, the following adjustments were made:

- The creation dates of the actions that are recorded in the audit table correspond to the current date and time on which the filter by creation date is applied.
- The agent profiles screen in the "My Support Groups" module automatically adjusts to the screen size of the specialist's corresponding device.
- Application logs now show exceptions.
- The use of dates in audit filters has been adjusted to start with the start time of day (00:00) and end at the end time of day (23:59).
- Implemented a console access control for the Support Administrator, Infrastructure, and Specialist roles when licenses are not available.
- An alert will be generated in external authentication for users who have not been assigned permissions and for those who are not registered.
- Improvements have been made to the agent, ensuring that the icon behaves correctly in different states, whether licensed or unlicensed.

Additional Notes or Instructions

- Automatic agent update requires the services of the common.
- AVS is released with common version 9.8.0.2
- AVS is released with Common Services version 9.8.0.2
- AVS is released with database version 9.5.40

IMPORTANT!

Remember that in joint installations between Aranda products, the same compatibility of the Common version must be

Known Issues

At the remote control socket

- 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.
- When the specialist first takes remote control of a workstation where the agent is running in "run-only" mode without administrator permissions, the file explorer opens in the agent's temporary folder.

Installers 9.4.1

UpdatePack 9.4.1

Installers Workstation Agents

- [AVS.Agent.Installer.9.4.1.exe](#)
- [AVS.Agent.Installer.msi](#)

▮ Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Installer Agent Specialist

- [AVS.Specialist.Installer.9.4.1.exe](#)

▮ Note: For the installation of the specialist agent you must take into account the following [Requirements](#) and follow the instructions in [Specialist Agent Installation](#)

Release Notes 9.3

Release Notes 9.3.2

Understanding Changes to AVS9

For this release there are the following improvements:

- Added retention policies for [Audit](#). You can configure the desired time of storing audit logs or keep the default settings.
- In a multitenant environment, the agent version can be automatically updated to the latest version that has been released.
- No installation prerequisites are requested, when performing the [Agent Installation](#) for the first time.

Additional Notes or Instructions

- Automatic agent update requires the services of the common.
- AVS is released with common version 9.7.2.21
- AVS is released with Common Services version 9.7.2.21
- AVS is released with database version 9.5.39

IMPORTANT!

Remember that in joint installations between Aranda products, the same compatibility of the Common version must be

Installers 9.3.2

UpdatePack 9.3.2

Installers Workstation Agents

- [AVS.Agent.Installer.9.3.2.exe](#)
- [AVS.Agent.Installer.msi](#)

▮ Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Release Notes 9.3.1

Understanding New Features in AVS9

For this release there are the following improvements:

- The functionality of [Audit](#) which allows the support administrator to keep track of the activities carried out by the specialists when providing the remote service. The administrator can filter the audit information according to 3 modules created which are: support sessions, file transfer and remote control. In each of these modules you can access the different actions that are carried out in them.
- The remote takeover session can be recorded and the file will be stored on a central server. The recording includes all actions performed by the specialist on the remote display, but does not record audio, nor actions performed from the AVS viewer. The support administrator can access this recording from the detail view of the remote control module that is recorded in the audit table.
- The functionality of [Directory Services](#) which allows you to configure the connection with other business directories, through two authentication providers: LDAP and/or Azure AD.
- The functionality of [External authentication](#), where all authentication providers that follow a SAML standard are responsible for validating the user's authentication and notifying the application of the status of that validation.
- The agent version can be automatically updated to the latest version that has been released.
- The path of the notification server to which the agent points has been changed. The /avsnotifications ending is changed to /avs/notification. This path must be changed on the client device, in the Configuration Host of the Agent Server.

Additional Notes or Instructions

- When entering a device via RDP (Azure Virtual Machine or a Physical Machine) and simultaneously taking remote control through 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 with another remote control application open, AVS is not guaranteed to work 100%.
- Two specialists cannot take remote control of a device simultaneously, as it generates intermittency in the viewfinder screen.

Notes:

- Automatic agent update requires the services of the common.
- The recording storage provider, the agent update storage provider, and the path of the site where the installer repository is located must be configured in the configuration database of the multitenant environment.
- AVS is released with common version 9.7.2.21
- AVS is released with Common Services version 9.7.2.21
- AVS is released with database version 9.5.38

IMPORTANT!

Remember that in joint installations between Aranda products, the same compatibility of the Common version must be

Known Issues

At the remote control socket

- 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.
- When you copy and paste text from one device to another, accents and special characters are not recognized.

Installers 9.3.1

UpdatePack 9.3.1

Workstation Agent Installer

- [AVS.Agent.Installer.9.3.1.exe](#)

▮ Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Installer Agent Specialist

- [AVS.Specialist.Installer.9.3.1.exe](#)

⌞ Note: For the installation of the specialist agent you must take into account the following [Requirements](#) and follow the instructions in [Specialist Agent Installation](#).

Release Notes 9.2.1

Understanding Improvements Implemented in AVS9

The improvements made to the AVS9 application are as follows:

- The Administrator role is redefined as a General Administrator
- Roles are created Support Manager and Infrastructure which can be assigned by the general administrator.
- Some functions performed by the administrator were distributed in the newly created roles, as follows:
- Managing External and Local Turn Servers Are Assigned to the Infrastructure Role
- Managing support groups and assigning the specialist role is assigned to the support administrator role.
- The functionality of [Licensing](#) which allows the general administrator to visualize, manage and control the assignment of licenses to customers. Licenses are divided into 3 types, concurrent User licenses, concurrent support session licenses, and concurrent device licenses.
- The functionality of [Role Assignment](#) by the support administrator, who can assign the roles of specialist and support administrator.
- The [Agent Profiles](#) assigned to the Support Manager, who can create, update, and delete profiles.
- The Support Sessions section is created for the Support Manager and the Specialist Support Sessions are renamed to the My Support Sessions.
- The support administrator can view the support sessions of all specialists, and delete sessions according to their needs.
- A new section is created for the specialist called [My Support Groups](#) where the user can see the support groups to which they have been assigned and the agent profiles.
- A new functionality is created that allows the specialist to obtain a [Agent Configuration Code](#) from the My Support Groups, to make it easier to configure the agent on workstations.
- Fixed some errors that were had in file transfer and now large files of more than 2 GB can be transferred and in case of exceeding the capacity of the disk to which the transfer is made, the notification tray sends an error message in the send.
- The workstation is now notified when a specialist takes remote control of their device.
- The customer can identify if a specialist can provide remote support, reviewing the colors and messages delivered by the agent icon on the taskbar, which will inform them if the equipment is licensed, if it has a valid group code and if it is online with the system.
- The workstation can perform automatic agent configuration from the installer GUI, using the [Agent Configuration Code](#) delivered by the specialist.
- Agent settings can also be updated automatically using the agent configuration code.
- The option to install the agent by command line is created. This option also allows you to perform agent configuration automatically.

Additional Notes or Instructions

- When entering a device via RDP (Azure Virtual Machine or a Physical Machine) and simultaneously taking remote control through 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 with another remote control application open, AVS is not guaranteed to work 100%.
- Two specialists cannot take remote control of a device simultaneously, as it generates intermittency in the viewfinder screen.

- AVS is released with common version 9.7.2.18
- AVS is released with database version 9.5.34

IMPORTANT!

Remember that in joint installations between Aranda products, the same compatibility of the Common version must be

Known Issues

At the remote control socket

- 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.
- When you copy and paste text from one device to another, you don't recognize the tiles or special characters.

Installers 9.2.1

UpdatePack 9.2.1

Workstation Agent Installer

- [AVS.Agent.Installer.9.2.1.exe](#)

⌞ Note: To install the agent on the workstation, you must take into account the following [Requirements](#) and follow the instructions in the [Workstation Agent Installation Manual](#).

Installer Agent Specialist

- [AVS.Specialist.Installer.9.2.1.exe](#)

⌞ Note: For the installation of the specialist agent you must take into account the following [Requirements](#) and follow the instructions in [Specialist Agent Installation](#)

Release Notes 9.1.2

AVS Features

With Aranda Virtual Support AVS_V9 you can offer technical assistance and remote support to your customers in real time and from anywhere in the world, just by having access to the internet. The functionalities provided by this application are described below.

Web Console

The Web console has to date (03/02/2023) two web platforms, depending on the role assigned to the user who enters the application. The user with the administrator role has permissions to create, edit and delete other users, can create support groups according to their organizational structure and can select and assign specialists to their respective support groups. The user with the Specialist role can view the registered devices of the workstations and can create, authorize, reauthorize and delete one or more support sessions of the devices. It should be noted that a user can have both roles. For more information, see [Devices](#) and [My Support Sessions](#) in the AVS User Manual

Support groups

Support groups allow the organization to be grouped hierarchically at the level of users and/or devices, making it easier for specialists to be assigned according to this hierarchical order to provide remote support. For more information, see [Manage Support Groups](#) in the AVS user manual.

Workstation Management

When a workstation installs and configures the agent, the specialist can visualize the devices on those workstations, allowing them to obtain information such as name, serial number, operating system, registration date, and status of the devices, as well as organize and search information in an easy and practical way. For more information, see [Device Management](#)

Take Remote Control

The user with a specialist role will be able to take remote control of the workstations through the web console. Among the main tasks you can perform through the remote control viewer are copying and pasting clipboards, running applications as an administrator, accessing the task manager and services, as well as modifying screen size, image quality, and accessing special commands through the Menu offered by the viewer. For more information, see [Take Remote Control](#) in the AVS user manual.

File Transfer

Aranda Virtual Support allows the specialist to transfer files from the workstation to the specialist and vice versa, very quickly. At the time of transfer you can see the file name, the file size in bytes, the number of bytes transferred, the transfer speed, the date of the transfer, the name of the workstation, among others. For more information, see [File Transfer](#) in the AVS user manual.

Additional Notes or Instructions

- When entering a device via RDP (Azure Virtual Machine or a Physical Machine) and simultaneously taking remote control through 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 with another remote control application open, AVS is not guaranteed to work 100%.
- Two specialists cannot take remote control of a device simultaneously, as it generates intermittency in the viewfinder screen.
- The maximum size of a file that can be transferred is 1.9 GB.

- AVS is released with common version 9.7.2.13
- AVS is released with database version 9.5.33

IMPORTANT!

Remember that in joint installations between Aranda products, the same compatibility of the Common version must be

Known Issues

At the remote control socket

- When the user's internet speed is low, the use of the Ctrl + Alt + Del command may take a while to execute, both for logging on to Windows Server 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.
- 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.
- When you copy and paste text from one device to another, you don't recognize the tiles or special characters.

- 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.

In file transfer

- When the sent file exceeds the maximum capacity of the machine, the notification tray shows that the send is done until the maximum Byte limit is filled and continues in the “Sending” or “Receiving” state without moving forward. Consequently, the shipment cannot be completed. Click [cancel](#).

Installers 9.1.2

UpdatePack 9.1.2

Download link AVS Agent

- [AVS.Agent.Installer.9.1.2.1.exe](#)

To install the agent on the workstation, you must have one of the following operating system versions supported by AVS:

Operating system	Version
Windows 10 LTS 2019	1809
Windows 10 Enterprise LTSC 2021	20H1
Windows 10	20H2
Windows 10	21H1
Windows 10	21H2
Windows 11	21H2
Windows 11	22H2
Windows Server 2016	
Windows Server 2019	
Windows Server 2022	

To install and configure the agent, go to [Agent Installer](#) and [Agent Settings](#)

Download link AVS Specialist

- [AVS.Specialist.Installer.9.1.2.1.exe](#)

To install the specialist extension, the following requirements must be met:

- Have a device with any of the following operating systems:

Operating system	Version
Windows 10 LTSC	1809 and 21H1
Windows 10 Desktop	20H2, 21H1, and 21H2
Windows 11 LTSC	21H2
Windows 11 Desktop	21H2

- Have a specialist license.
- Have media licenses.
- Have a user with the specialist role.

The steps to follow for the installation of the extension specialist are found [here](#)