Aranda Virtual Support

This guide details the steps required to address common errors in Aranda Virtual Support (AVS) services.
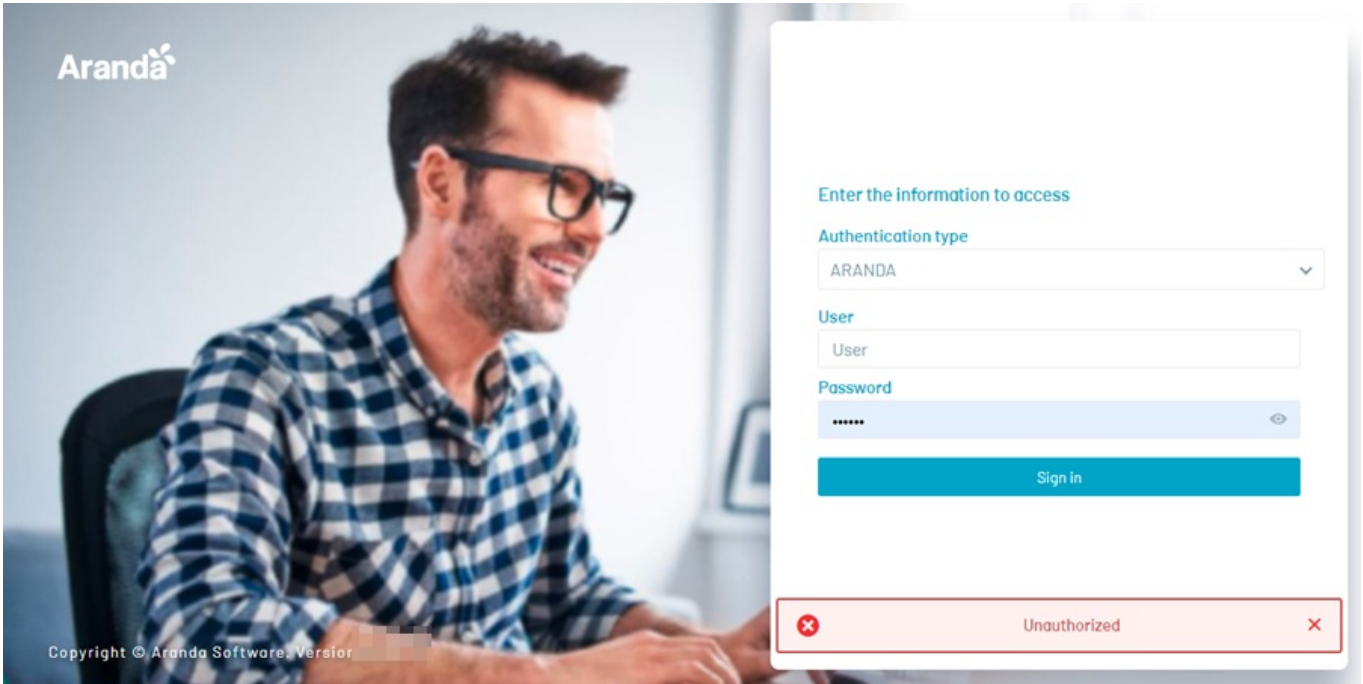
AVS Site

Alerts

AVS Login Alerts

Unauthorized Alert

If when you try to log in to the Aranda Virtual Support (AVS) website, the following error is displayed:
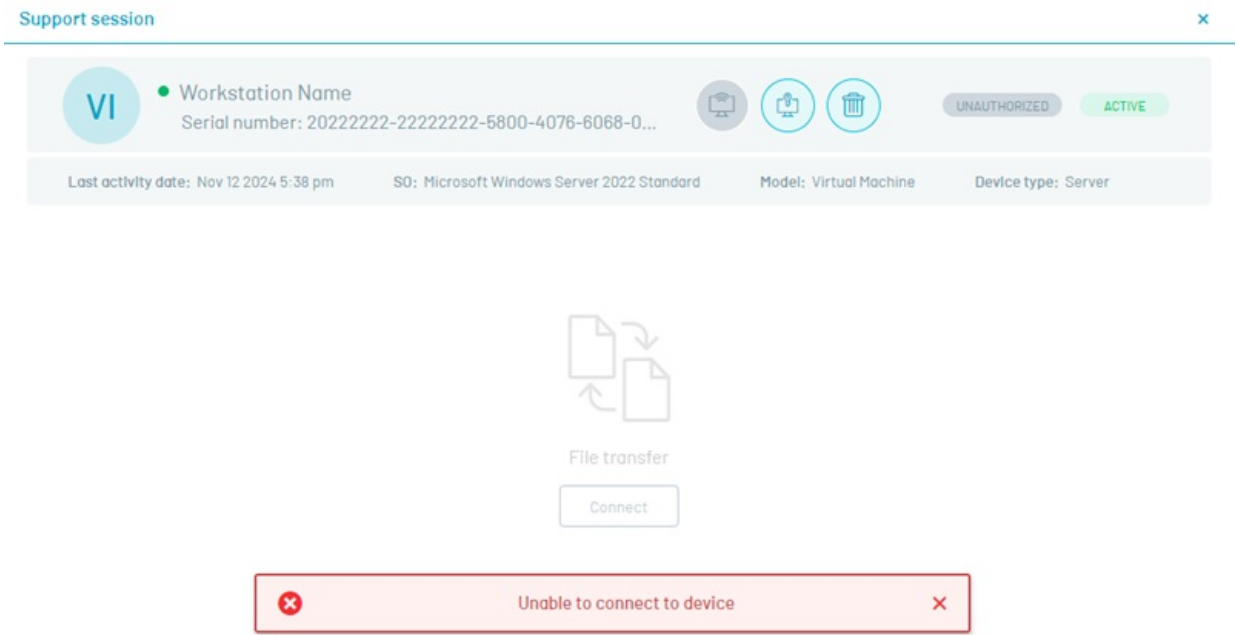

To fix this error, perform the following checks:

- Validate that the Aranda License Windows Service is running correctly.
- Validate that the database connection string of the AVS site and the Aranda License Windows Service service point to the same database.
- Validate that the credentials entered are correct.
- If the credentials are correct, validate that the user is in an active state.

Unable to connect to the device

Connection Error

If the following error is displayed when entering an authorization support session:

Unable to connect to the device

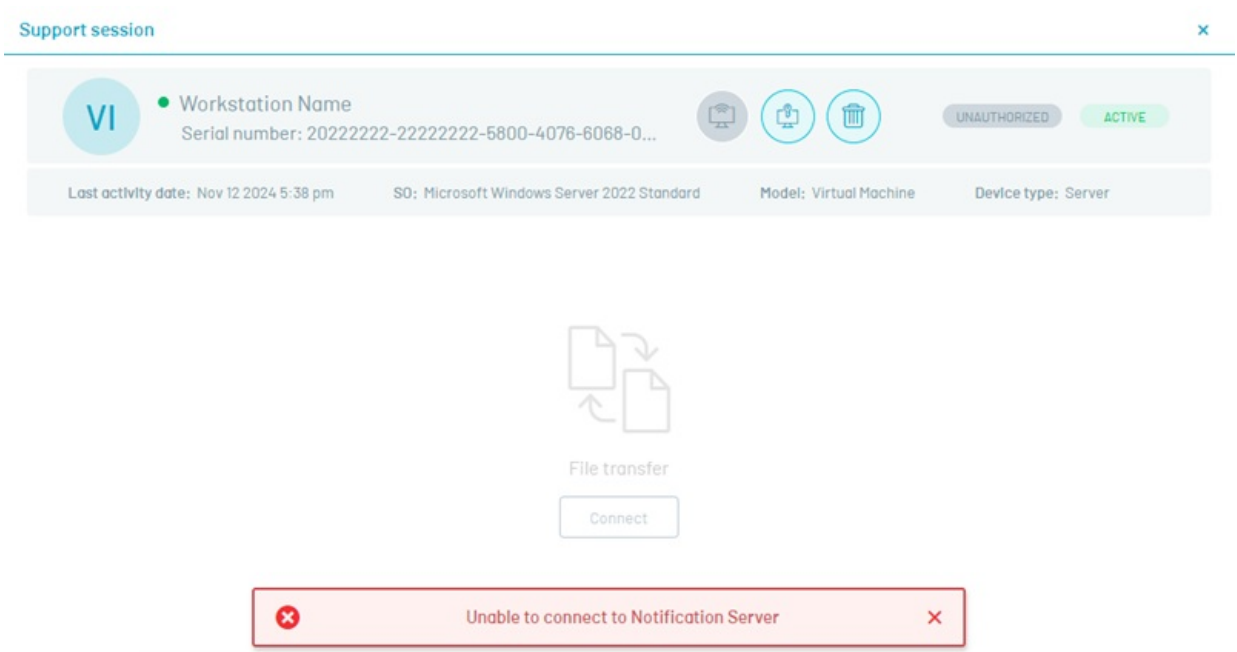To fix this error, perform the following checks:

- Validate that the workstation (device) has the latest agent version correctly installed and configured. [View Release Notes](#)
- If the agent is correctly installed, validate that it is in an online state and pointing to the notification server. [View Agent Statuses](#)
- If the agent is not put into a state Online, validate that the workstation can access the [Notification Server](#).
- If the alert continues to be generated, force the agent service to restart Aranda AVS Agent 9on the workstation.

Unable to connect to the notification server
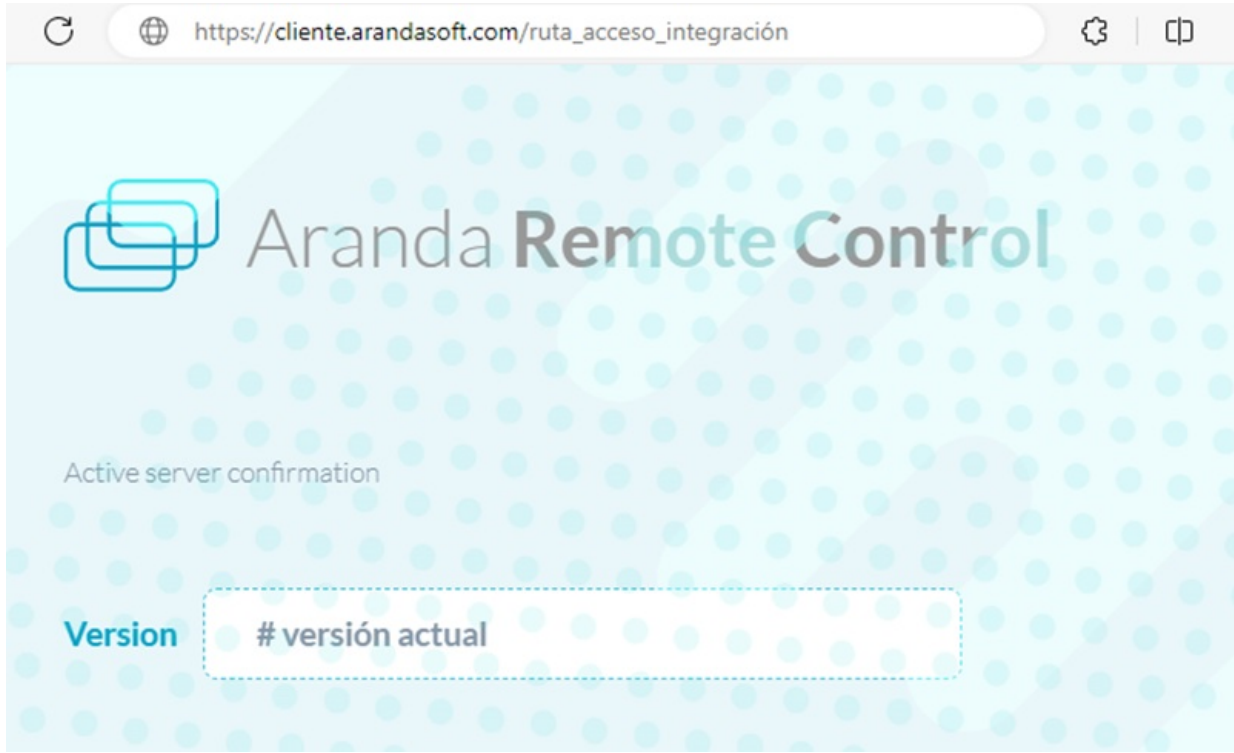
Connection Error

If the following error is displayed when entering an authorization support session:

To fix this error, perform the following checks:

- Validate that the notification server is online and that you are on the latest released version. To validate server status and version, follow these steps:

1. In the browser, enter the domain path plus the Integration Path (ADM-ARC) adm/arc/notification AVS-ARC notificationavs) example https://cliente.arandasoft.com/notificationavs/
2. Validate the version of the notification server

3. The version must correspond to the last one released by Aranda Software. View Release Notes
4. If the server does not load the view that allows you to view the version, validate the error that is presented. View Notification Server Errors

- If the server is online and the version is applicable, validate that the WebSocket protocol is enabled on the notification server.

Could not get local Turn server

Local Turn Server Connection Error

If you see the following error when you try to take remote control of a workstation:

Could not get local Turn server
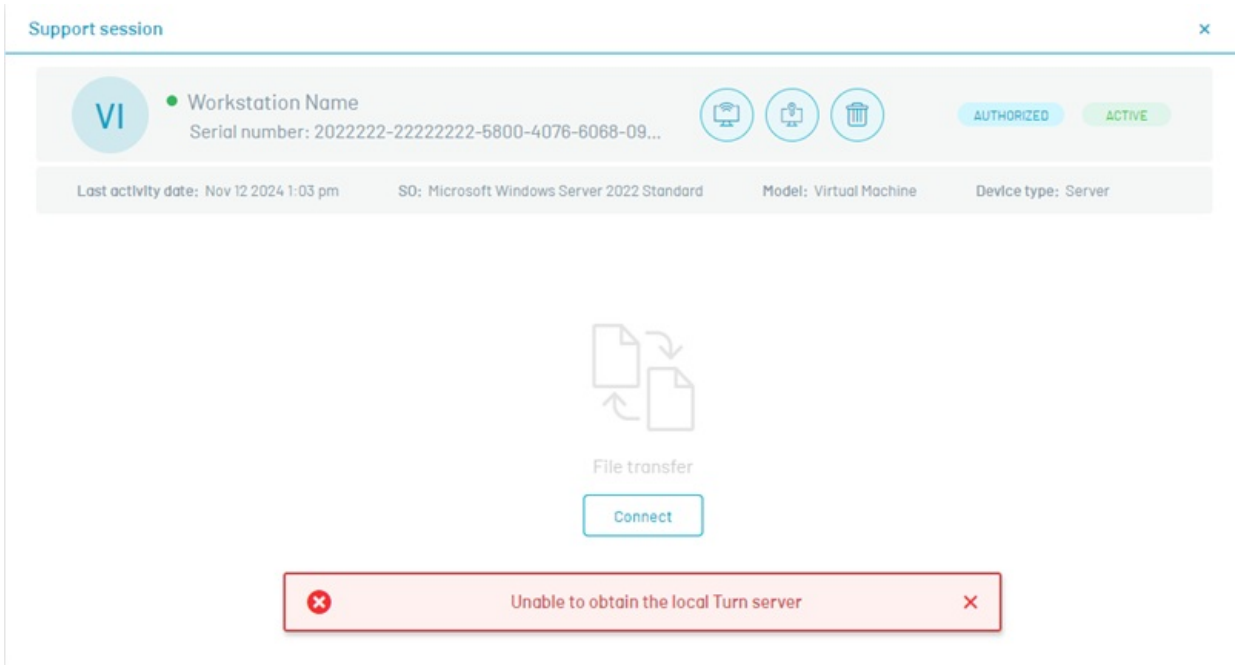
To fix this error, perform the following checks:

- Validate that the configuration or tenant database has the settings turnserverlocal correctly completed.
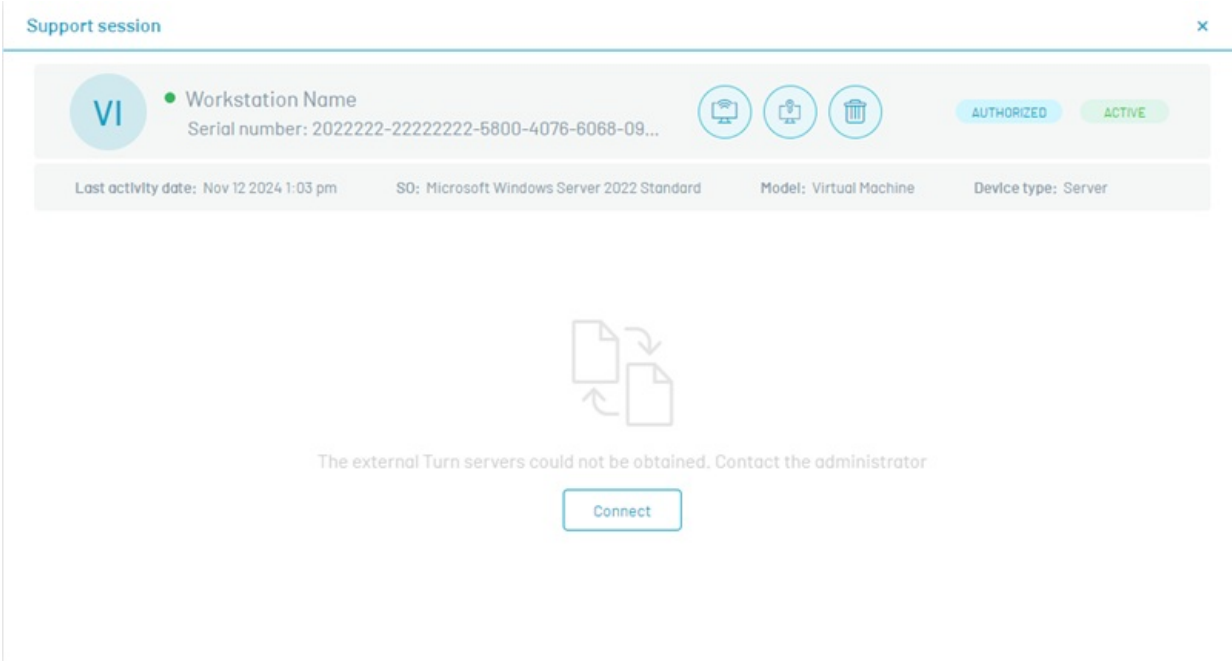
```
select sett_value from AFW_SETTINGS where sett_key = 'turnserverlocal';
```

- If it does not exist, insert the key in the respective table, taking into account that the information stored in the tenant's database predominates.
- If the information already exists, validate that it is correct and the server is running.
- In the case of On-Premise deployments, validate that the server has been configured correctly. [View Turn Local Server Configuration](#) and that the service Aranda AVS Turn Server if it is running.
- Validate that the AVS site can access the local Turn server using the TCP protocol via the default port (8081 for AVS and 3478 for ARC) or the one configured instead.
- Access to the site must be through a secure site (https).

External Turn server could not be obtained

If you see the following error when you try to connect a Windows workstation for file transfer:

External Turn servers could not be obtained. Contact your administrator

To fix this error, perform the following checks:

- Validate that the configuration or tenant database has the settings turnserverextern correctly completed.

```
select sett_value from AFW_SETTINGS where sett_key = 'turnserverextern';
```

- If it does not exist, insert the key in the respective table, taking into account that the information stored in the tenant's database predominates.
- If the information already exists, validate that it is correct.
- In the case of On-Premise deployments, validate that the External Turn Servers have been configured correctly. [View Turn Local Server Configuration](#) and that the service Aranda Turn Stun if it is running.

Could not connect to specialist service

If you see the following error when you try to connect a Windows workstation for file transfer:

You could not reach the Specialist service, you may not have the Specialist agent installed or you may be detained. Contact the administrator.
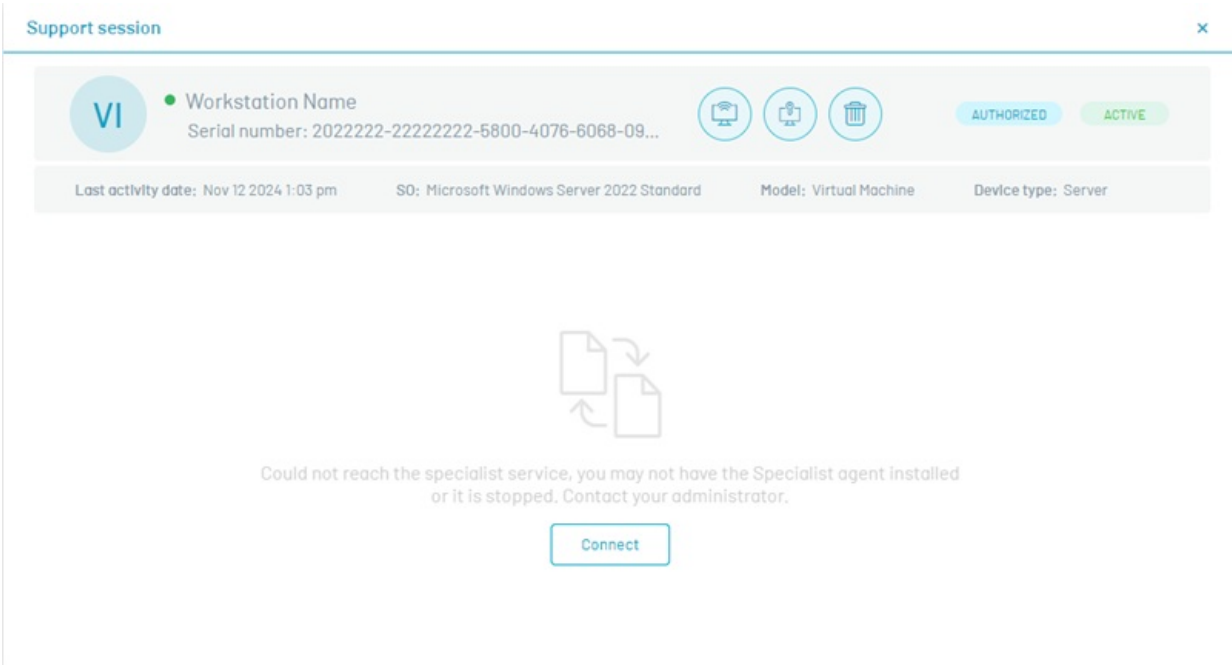
To fix this error, perform the following checks:

- Validate that you have installed the latest version of Specialist Agent released by Aranda Software. [View Release Notes](#)
- In case you have the latest version of the specialist agent installed, validate that the service Aranda Virtual Support Specialist Orchestrator is running.

Errors

Error 405 AVS Server

If on-premises deployments of Aranda Virtual Support (AVS) encounter problems when performing any of the following actions:

- Login using external authentication (SAML).

- Managing users or roles in user groups.
- Associating users or user groups with support groups.
- Editing an agent profile.
- Create, edit, or delete external Turn servers.
- Local Turn Server Configuration.
- File storage settings.
- Editing or deleting directory services.
- Editing or deleting an external authentication provider.

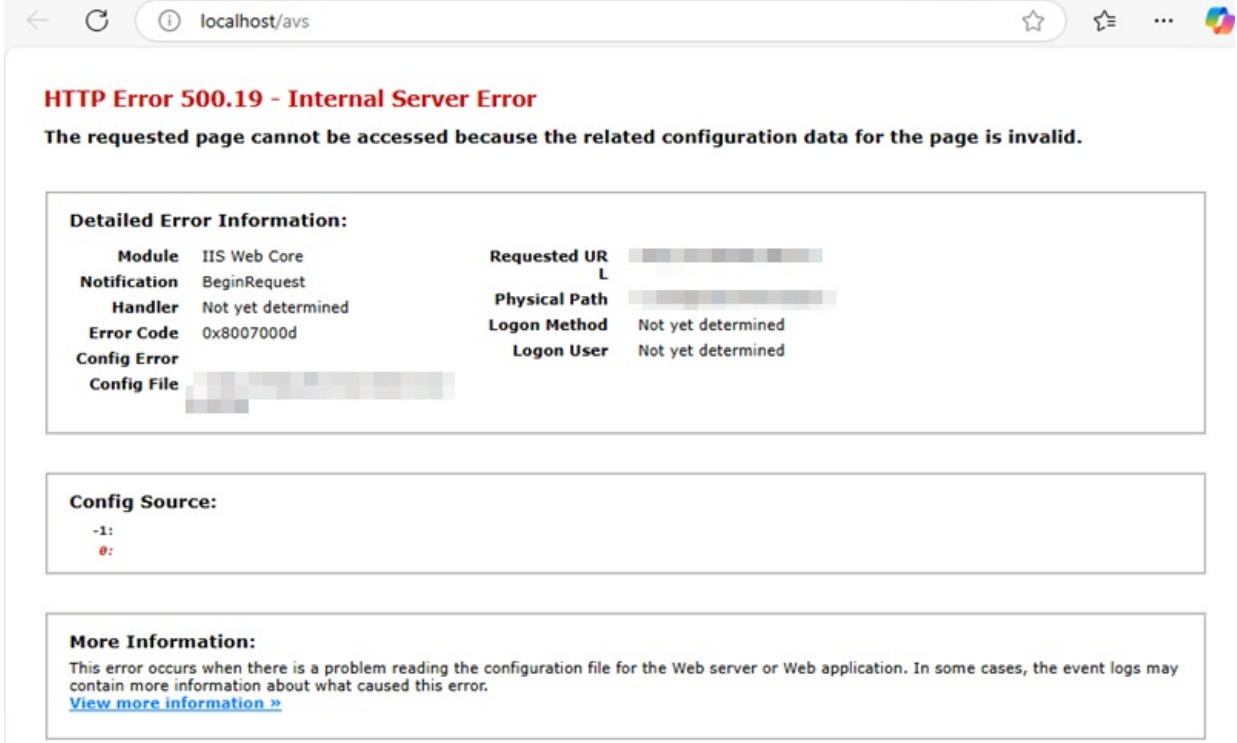You might see the following error:

405 Method Not Allowed
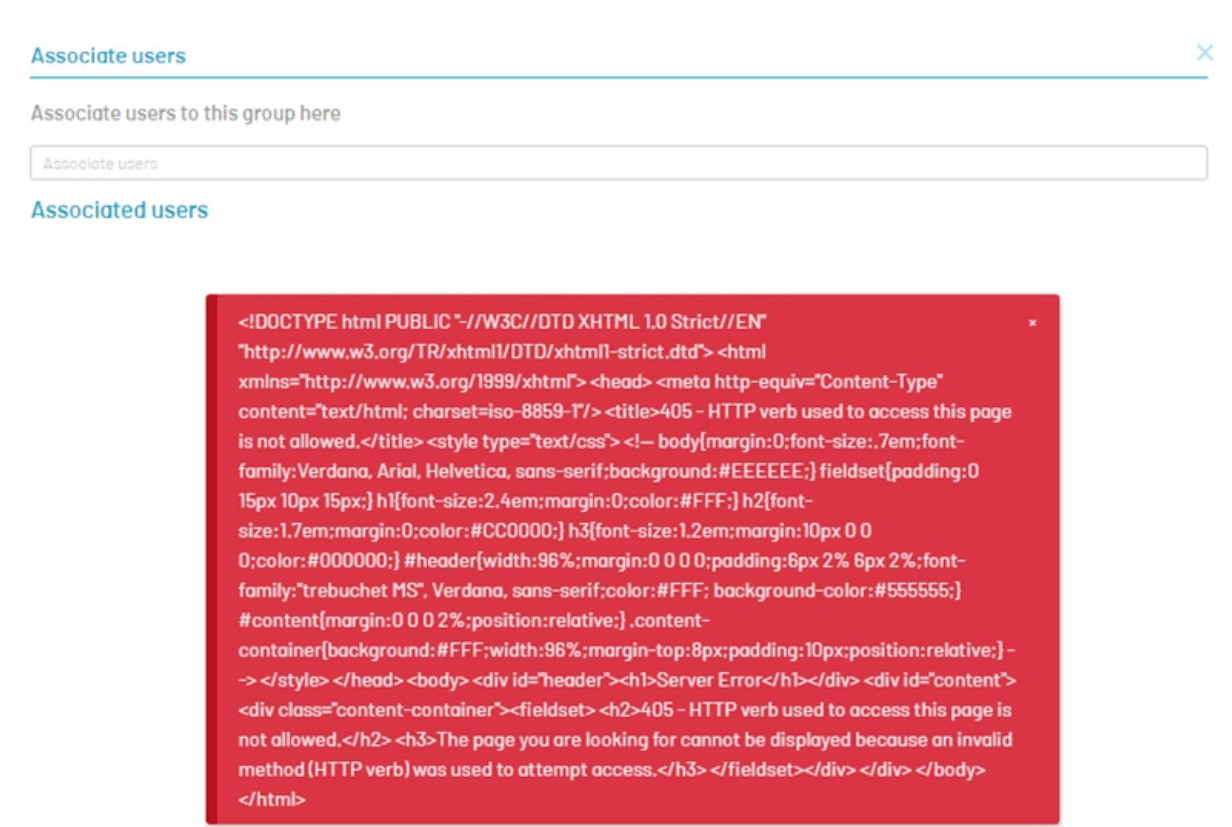
Validate that the feature is not enabled on the application server WebDAV Publishing. If it is active, disable it.
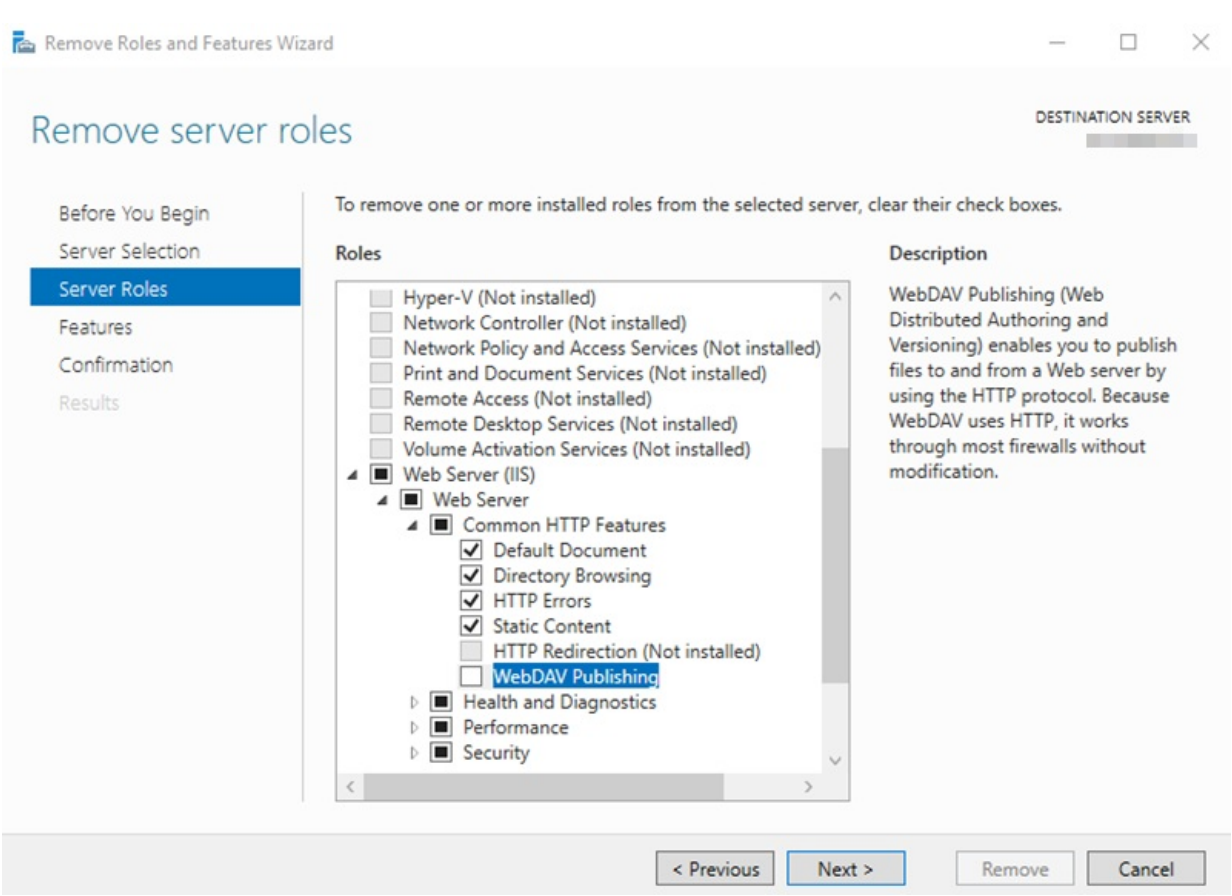
Error 500.19 on the AVS server

If the following error is evident when entering the Aranda Virtual Support (AVS) website:

**HTTP Error 500.19 - Internal Server Error**

To fix this error, perform the following checks:

- Validate on the AVS server that the **ASP.NET Core Runtime 6.0.32 Hosting Bundle** or a higher version, is properly installed.
- If you already have a version of the ASP.NET Core Runtime Hosting Bundle installed on your AVS server, reinstall it and restart the server.
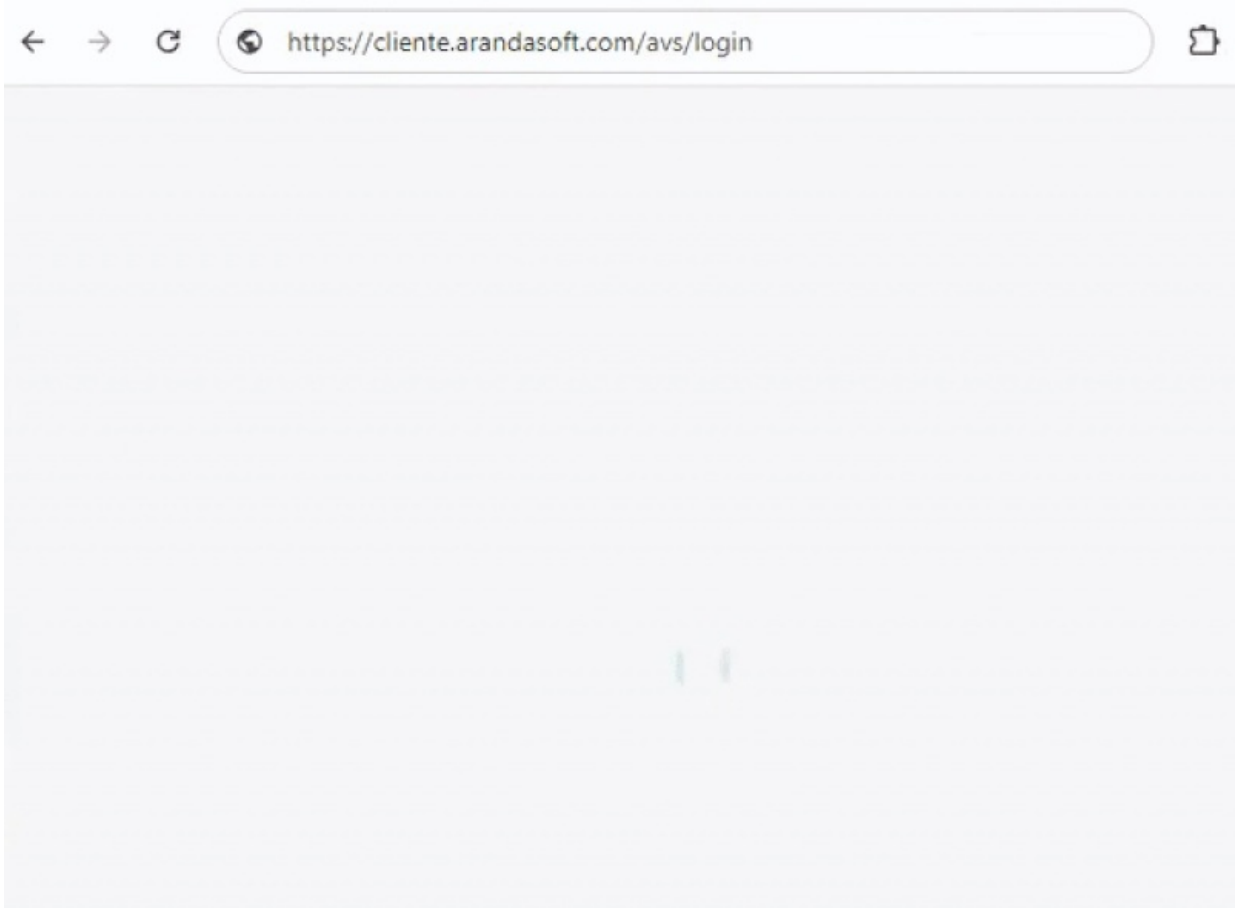
AVS Server Error 500.30

If the following error is evidenced when entering the Aranda Virtual Support (AVS) website:

HTTP Error 500.30
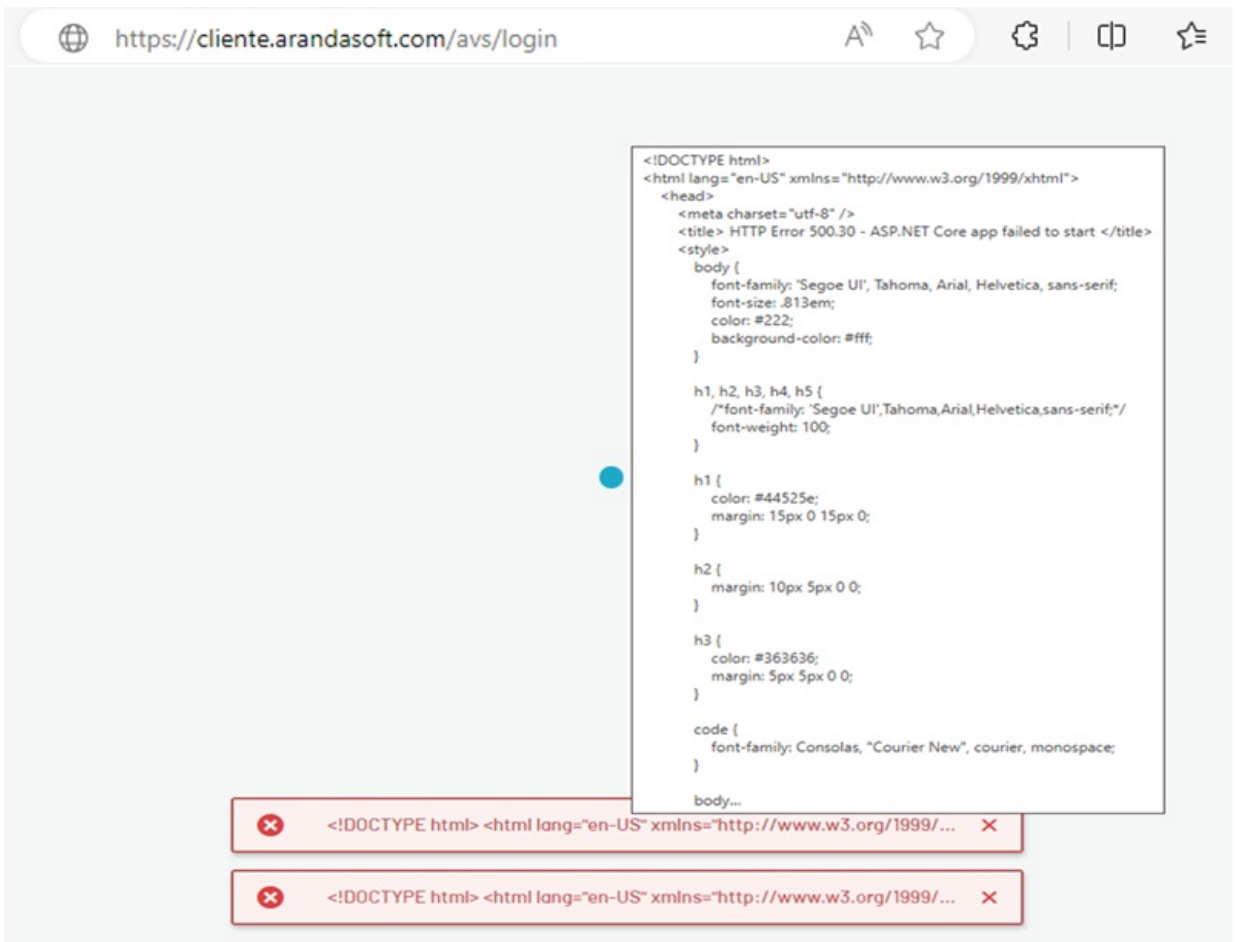
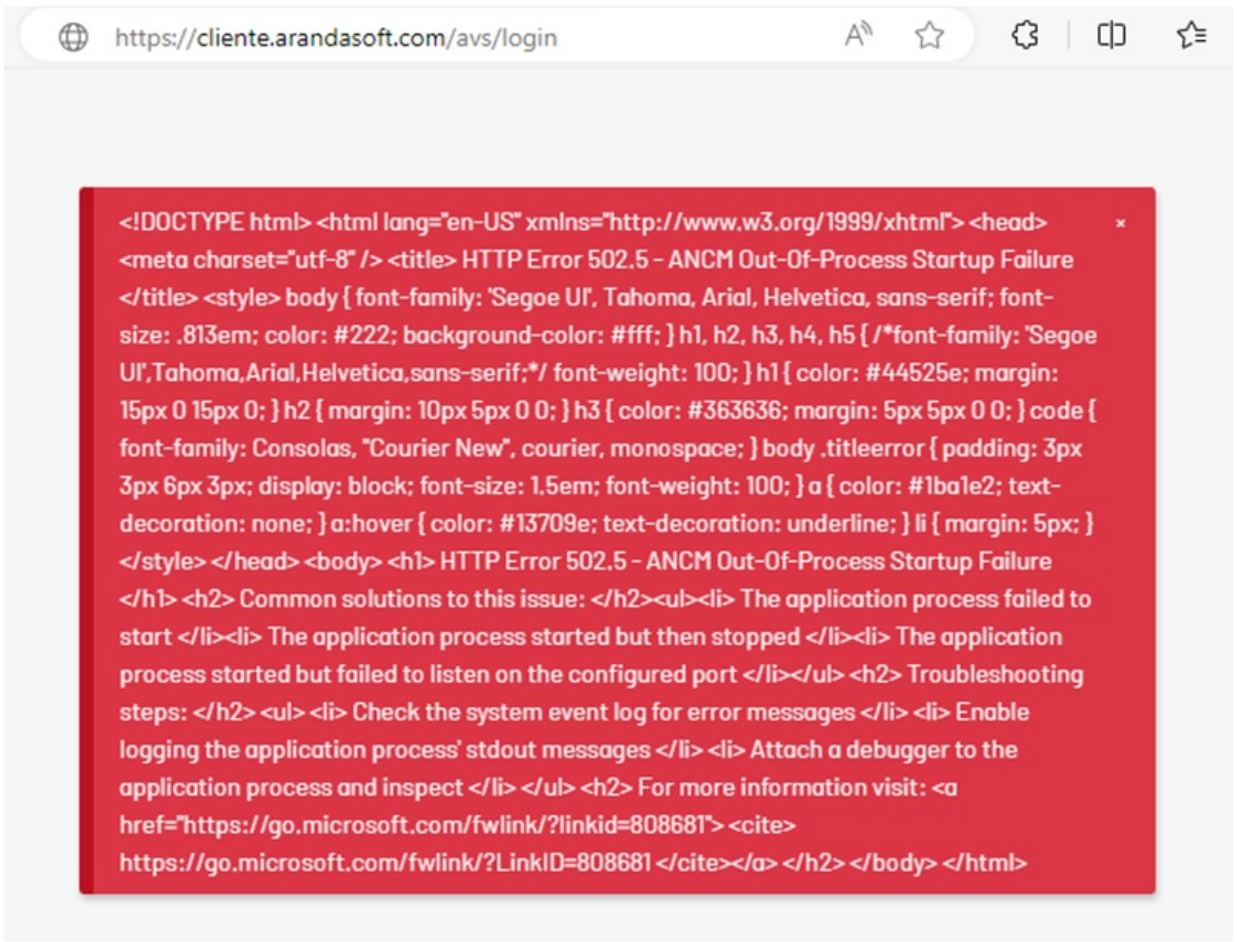Or it stays in the loader for an extended time

To fix this error, perform the following checks:

- Validate that the connection string to the Database is configured correctly.
- Validate that the AVS Server is running on a 64-bit platform.
- In the case of On-Premise implementations, validate that the connection string is configured correctly. **See Database Connection Settings**.
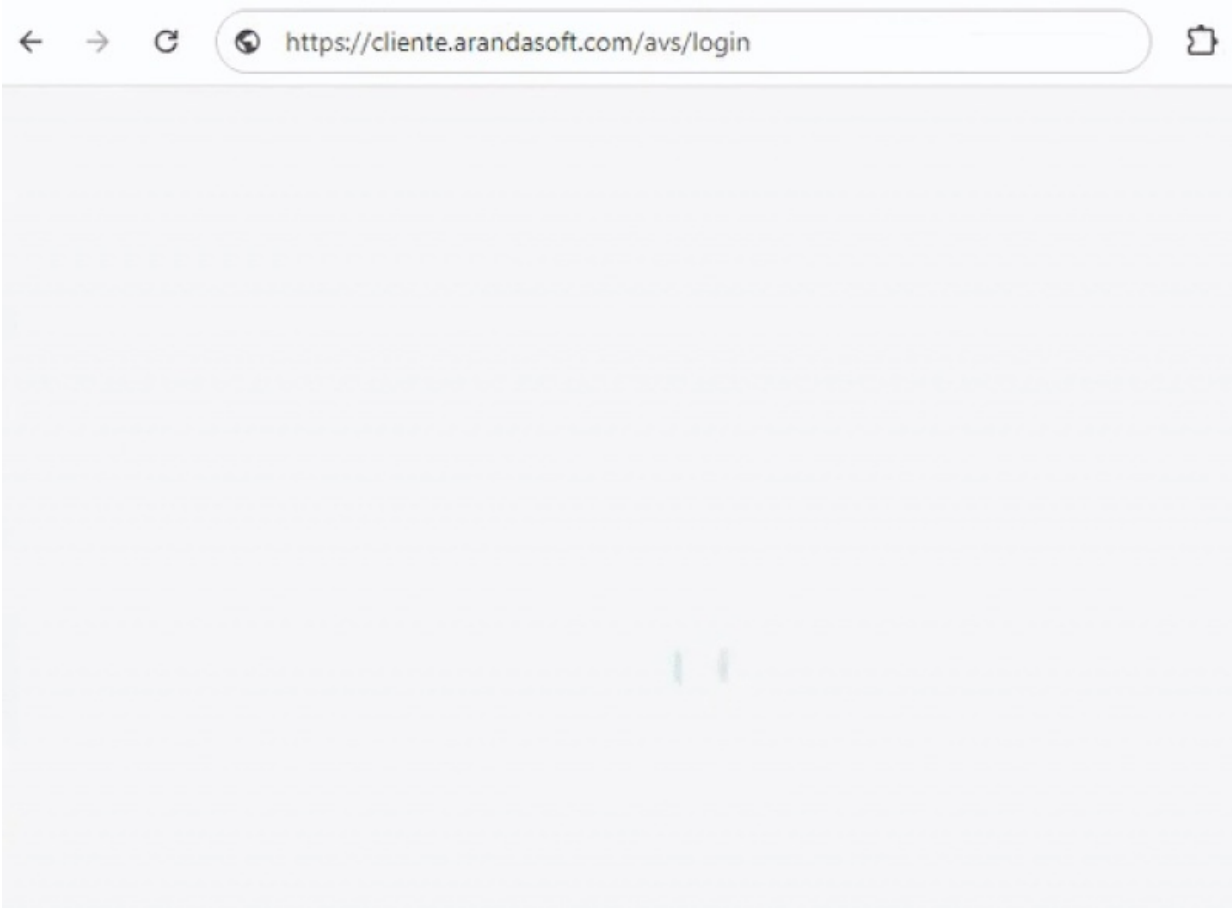
Error 502.5 AVS Server

If the following error is evidenced when entering the Aranda Virtual Support (AVS) website:

HTTP Error 502.5

Or it stays in the loader for an extended time

To fix this error, perform the following checks:

- Validate that the connection string to the Database is configured correctly.
- If the connection string is configured, validate has the parameters Encrypt=True;TrustServerCertificate=True.
- In the case of On-Premise implementations, validate that the connection string is configured correctly. See Database Connection Settings.

Notification Server

ARC-Server Errors - Notifications

Note that the ARC - Notifications server is used in the ADM-ARC and AVS-ARC integrations. Depending on the integration, access paths are used.

- ADM-ARC integration path adm/arc/notification
- AVS-ARC integration path notificationavs

Select the error that occurs when entering to validate the Notifications server \<dominio>/ruta_acceso_integración from the following list to see the possible causes and how to fix it:

- Error 404 ↪
- Error 500 ↪
- Error 500.30 ↪

Errors

Error 404

Note that the ARC - Notifications server is used in the ADM-ARC and AVS-ARC integrations. Depending on the integration, access paths are used.

- ADM-ARC integration path adm/arc/notification
- AVS-ARC integration path notificationavs

If you enter to validate the Notifications server \<dominio>/ruta_acceso_integración The following error is evident:

The resource you are looking for has been removed, had its name changed, or is temporarily unavailable.

- Validate that there is a redirect rule according to the integration that is failing.
- If the rule exists, validate that it is correctly configured by pointing to the corresponding App Services and path. ↪ List of errors
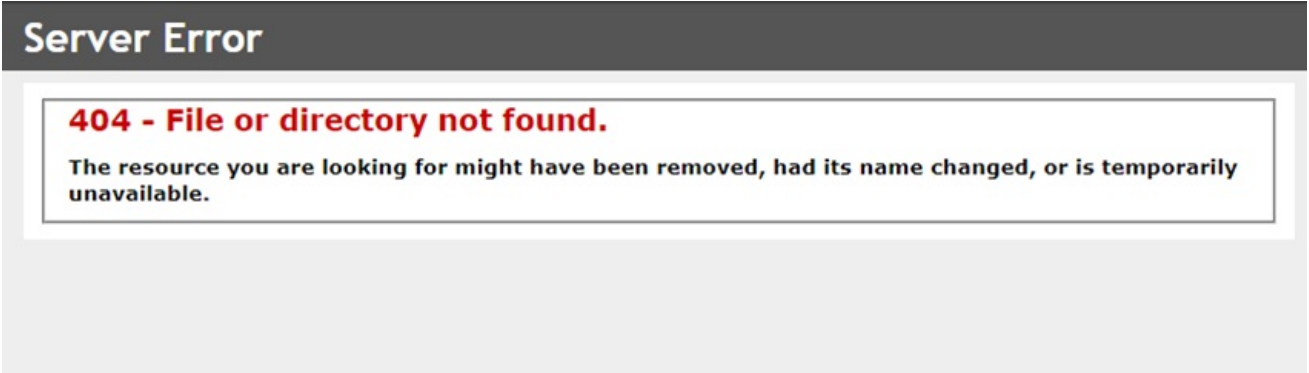
Error 500

Note that the ARC - Notifications server is used in the ADM-ARC and AVS-ARC integrations. Depending on the integration, access paths are used.

- ADM-ARC integration path adm/arc/notification
- AVS-ARC integration path notificationavs

If you enter to validate the Notifications server \<dominio>/ruta_acceso_integración The following error is evident:

Esta página no funciona

La página **cliente.arandasoft.com** no puede procesar esta solicitud ahora.

HTTP ERROR 500

Volver a cargar

- Validate that the Claims Server is running.
- Validate that the App Service Virtual Paths if they are correctly configured in Configuration>Path Mappings (cloud service).
- Validate that the redirect rule is correctly configured by pointing to the corresponding App Services and path (cloud service). ↵ List of errors

Error 500.30

Note that the ARC - Notifications server is used in the ADM-ARC and AVS-ARC integrations. Depending on the integration, access paths are used.

- ADM-ARC integration path adm/arc/notification
- AVS-ARC integration path notificationavs

If you enter to validate the Notifications server \<dominio>/ruta_acceso_integración The following error is evident:

HTTP Error 500.30 - ASP.NET Core app failed to start

Common solutions to this issue:

- The app failed to start
- The app started but then stopped
- The app started but threw an exception during startup

Troubleshooting steps:

- Check the system event log for error messages
- Enable logging the application process' stdout messages
- Attach a debugger to the application process and inspect

For more information visit: *https://go.microsoft.com/fwlink/?LinkID=2028265*

- Validate that the Notification Server is running on a 64-bit platform. ↵ List of errors

Recording Server

ARC-Recordings Server Errors

Note that the ARC - Recordings server is used in the ADM-ARC and AVS-ARC integrations. Depending on the integration, access paths are used.

- ADM-ARC integration path adm/arc/recording
- AVS-ARC integration path arc/recording

Select the error that occurs when entering to validate the Recordings server \<dominio>/ruta_acceso_integración from the following list to see the possible causes and how to fix it:

- Error 404 ↪
- Error 500 ↪
- Error 502.5 ↪
- An unhandled exception occurred while processing the request ↪

Errors

Error 404 Recording Server

↵ List of errors

If you enter to validate the recording server \<dominio>/ruta_acceso_integración The following error is evident: The resource you are looking for has been removed, had its name changed, or is temporarily unavailable.

- Validate that there is a redirect rule according to the integration that is failing.
- If the rule exists, validate that it is correctly configured by pointing to the corresponding App Services and path. ↵ List of errors

Error 500 Recording Server

↵ List of errors

If you enter to validate the recording server \<dominio>/ruta_acceso_integración The following error is evident:

- Validate that the recording server is running.
- Validate that the App Service Virtual Paths if they are correctly configured in Configuration>Path Mappings (cloud service).
- Validate that the redirect rule is correctly configured by pointing to the corresponding App Services and path (cloud service). ↵ List of errors

Error 502.5 Recording Server

↵ List of errors

If you enter to validate the recording server \<dominio>/ruta_acceso_integración The following error is evident:

- Validate that the connection string to the Database is configured correctly. ↵ List of errors

Unhandled Exception Recording Server

↵ List of errors

If you enter to validate the recording server \<dominio>/ruta_acceso_integración The following error is evident:

An unhandled exception occurred while processing the request.

Win32Exception: The certificate chain was issued by an authority that is not trusted.

Unknown location

SqlException: A connection was successfully established with the server, but then an error occurred during the login process. (provider: SSL Provider, error: 0 - The certificate chain was issued by an authority that is not trusted.)

Microsoft.Data.ProviderBase.DbConnectionPool.TryGetConnection(DbConnection owningObject, uint waitForMultipleObjectsTimeout, bool allowCreate, bool onlyOneCheckConnection, DbConnectionOptions userOptions, out DbConnectionInternal connection)

- Validate that the database connection string does have the parameters Encrypt=True;TrustServerCertificate=True. ↵ List of errors

Audits

Audits without recordings

⚠ Important:
– After the remote control is finished, the audit with its respective recording can take up to 120 minutes to be uploaded.
- The recordings are not lost if there is an error when being uploaded, they are kept on the specialist's local computer until the problem is solved and will be uploaded after the solution.

Unable to save recordings

When in the specialist agent log C:\Program Files\Aranda\Aranda Virtual Support\Specialist\Logs\logOrchestrator(aaaammdd).txt the following warning is evident:

[WRN] Response code for upload file "BadRequest" and content "FAILED_SAVE_RECORD"
[WRN] Unable to send file C:\ProgramData\AVS\Recordings\{File Name}

- Validate that in the configuration or tenant database if you have the settings StorageProviderrecordings correctly completed.

```
select sett_value from AFW_SETTINGS where sett_key = 'StorageProviderrecordings';
```

- If it does not exist, insert the key in the respective table with the connection string to the previously encrypted storage account, taking into account that the information stored in the tenant's database predominates.
- If the key already exists, decrypt the information from the sett_value, validate that it is correct and that the storage can be accessed from the recording server.
- For on-premise deployments, validate that the storage has been configured correctly. View Storage Settings and that the recording server does have access to the path or domain that is configured.

User does not exist

When in the specialist agent log C:\Program Files\Aranda\Aranda Virtual Support\Specialist\Logs\logOrchestrator(aaaammdd).txt the following warning is evident:
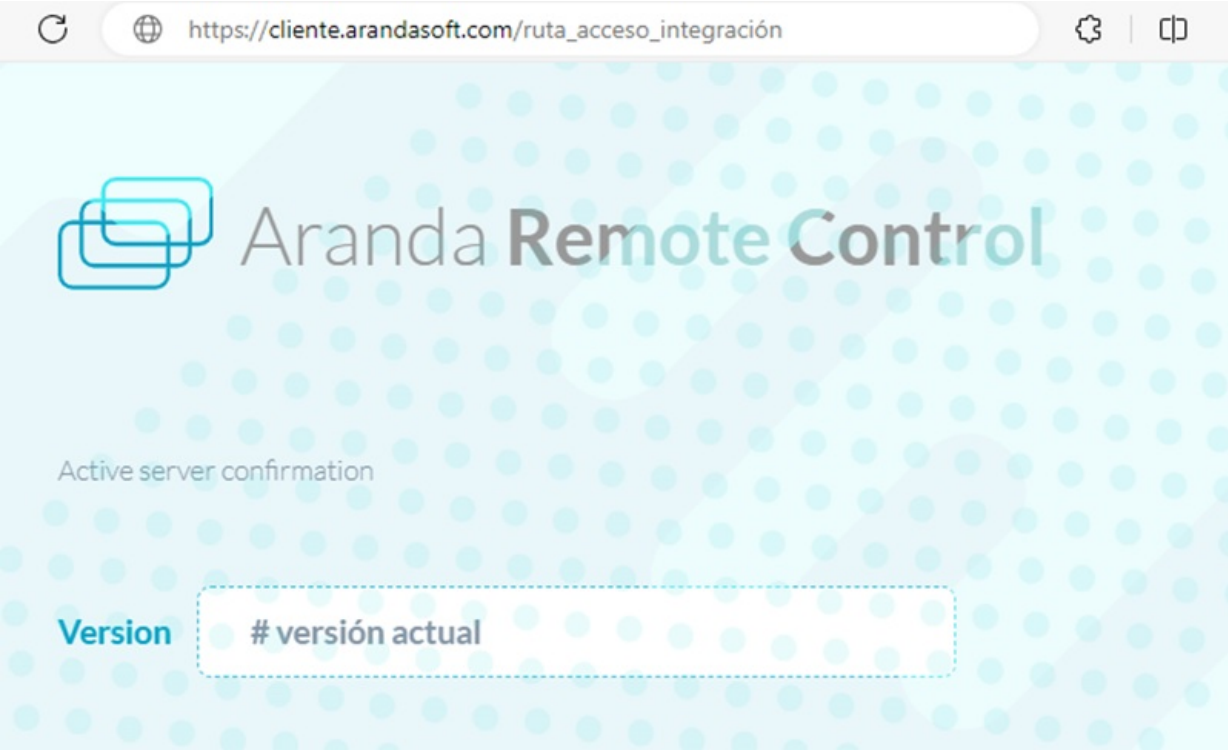
[WRN] Response code for upload file "BadRequest" and content "USER_DOES_NOT_EXISTS"
[WRN] Unable to send file C:\ProgramData\AVS\Recordings\{File Name}

- Validate that the database configured on the recording server is correctly populated and corresponds to the database of the Aranda Virtual Support (AVS) site.

Recording Server Version

Another factor that can affect the control takes not being loaded in the audits is the outdated version of the recording server or that the server is not running. To validate the version and status of the recording server, follow these steps:

1. In the browser, enter the domain path plus the Integration Path (ADM-ARC) adm/arc/recording AVS-ARC arc/recording) example https://cliente.arandasoft.com/adm/arc/recording/
2. Validate the Recording Server Version

3. The version must correspond to the last one released by Aranda Software. View Release Notes