

Documentation and Installers Version 8

Learn about the latest releases and access the installers of version 8 of ARANDA VIRTUAL SUPPORT.

Release Notes

Console

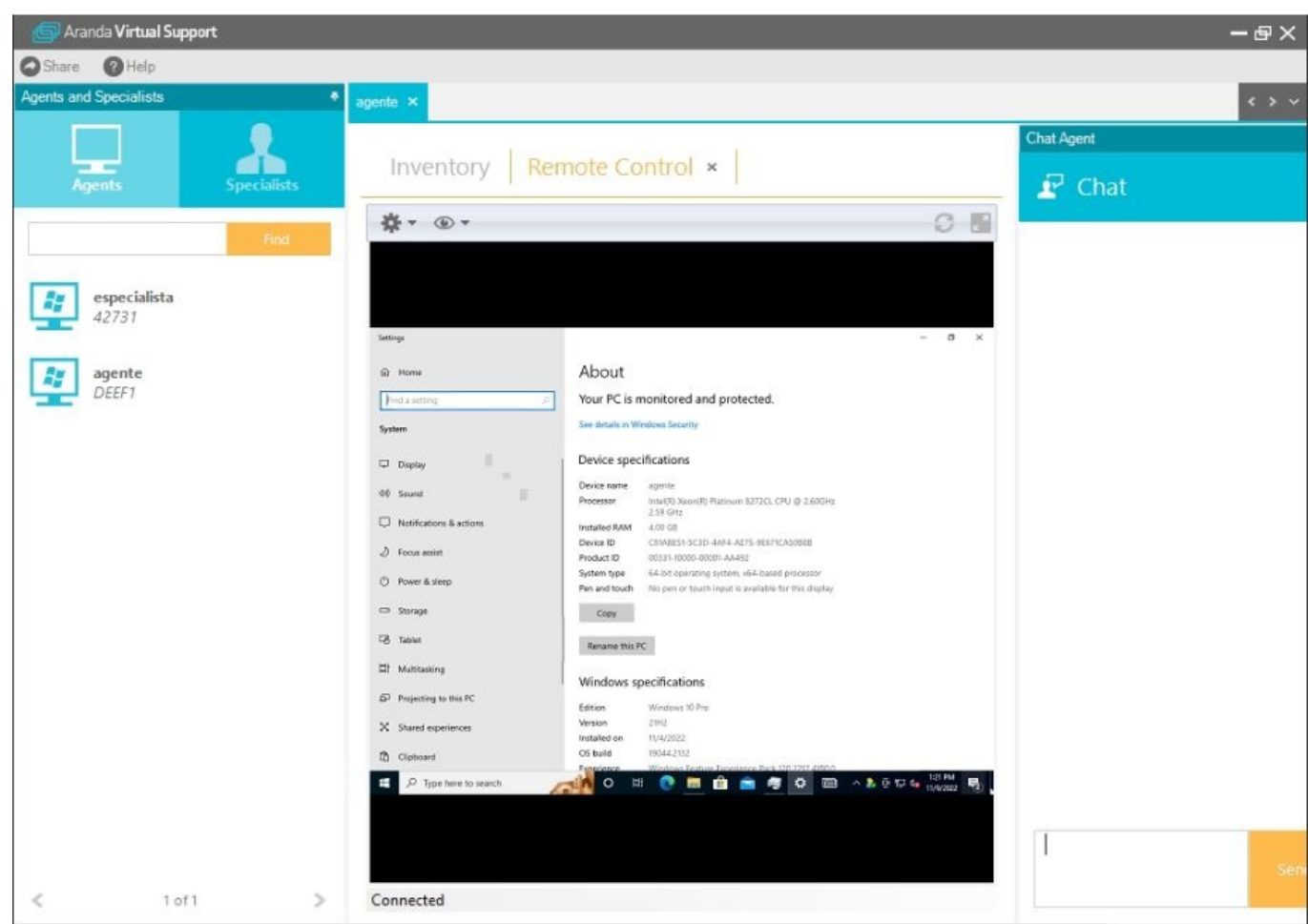
Release Notes Aranda Virtual Support 8.8.1.1

PM-34244-19-201015:

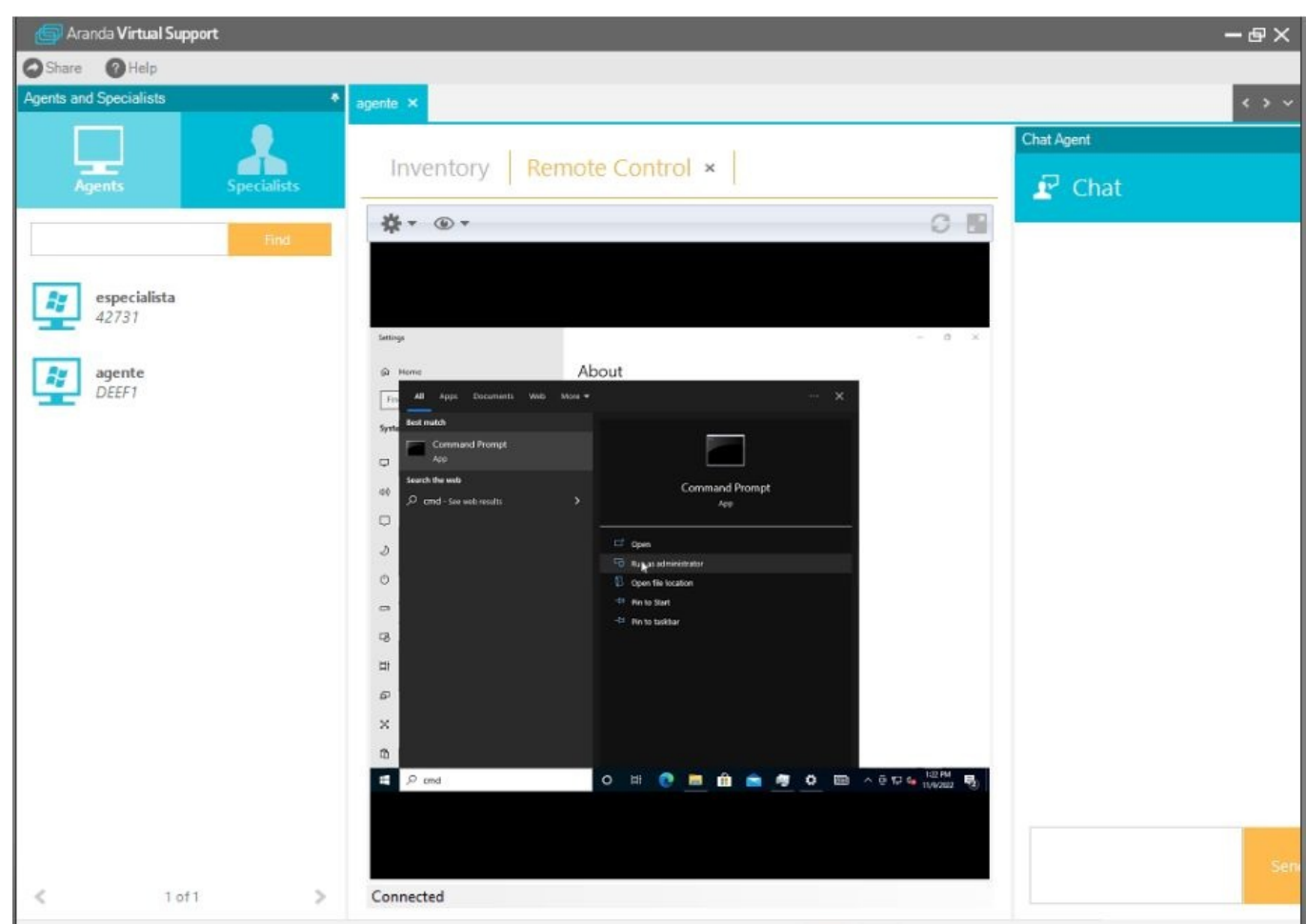
AVS - Running Tasks as an Administrator

Changes

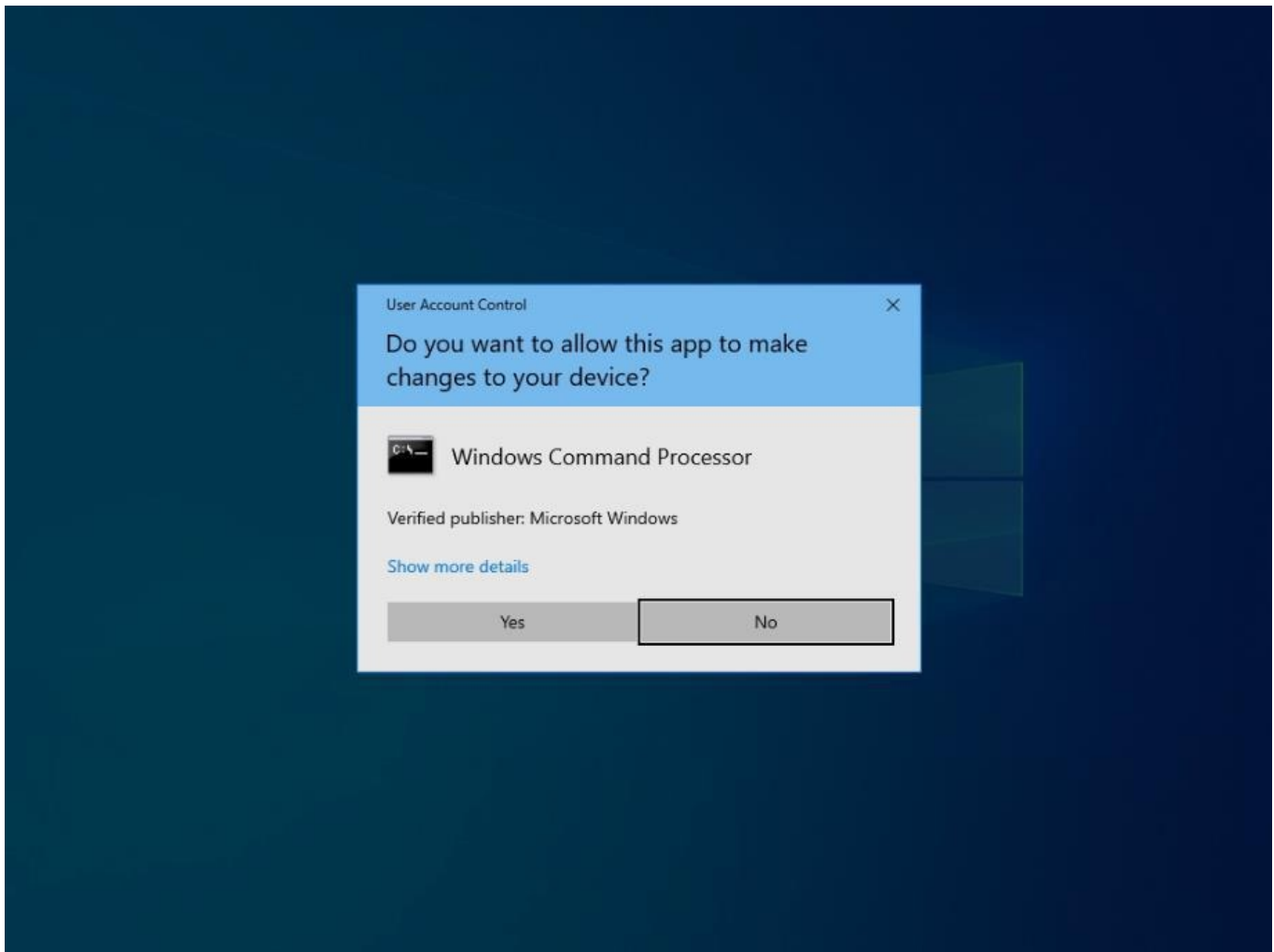
- Having a remote control session on the Specialist console previously started, with a Windows 10 21h2 or higher device that has the agent installed:



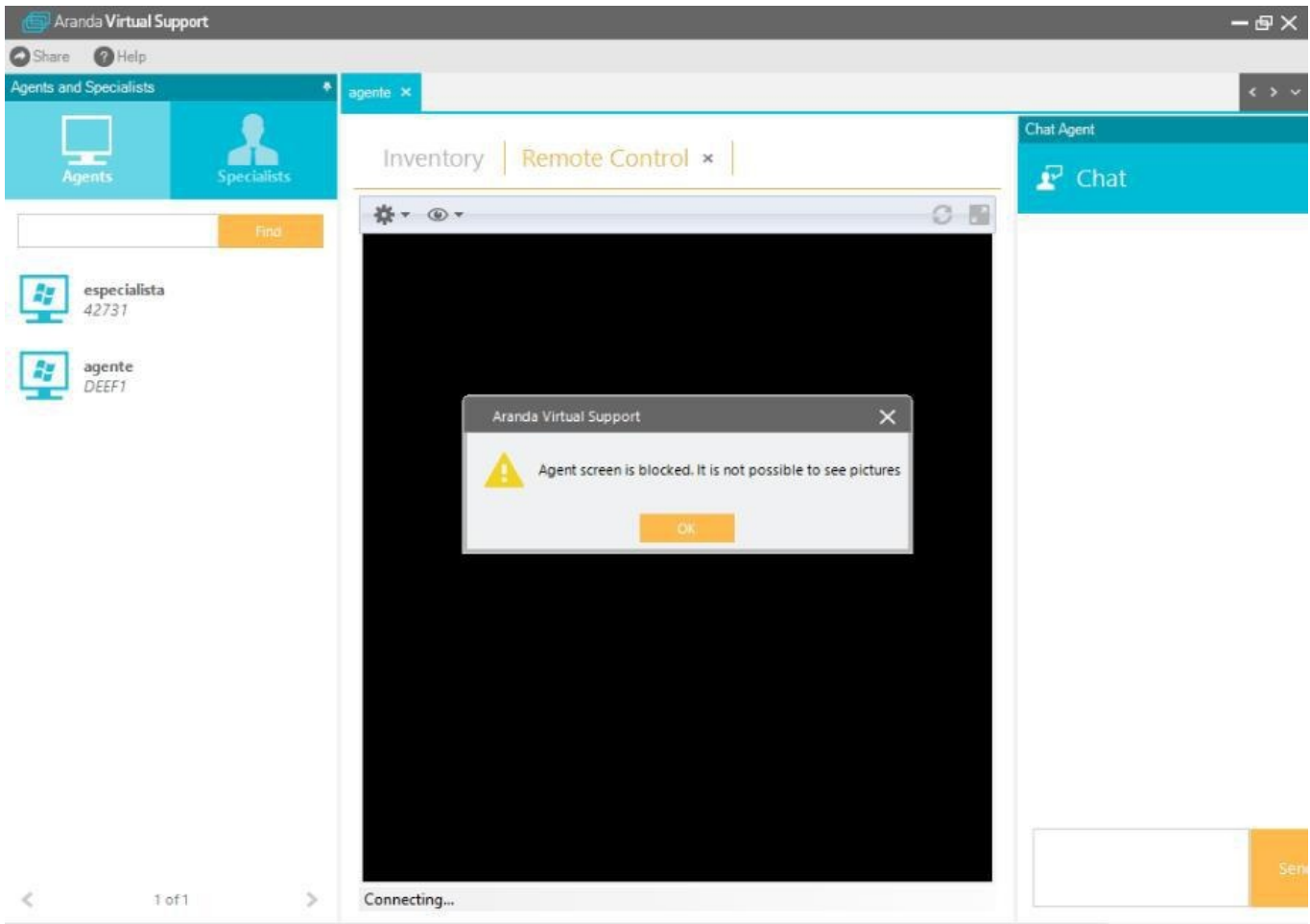
- When you are required to run a program with administrator permissions as shown in the following image:



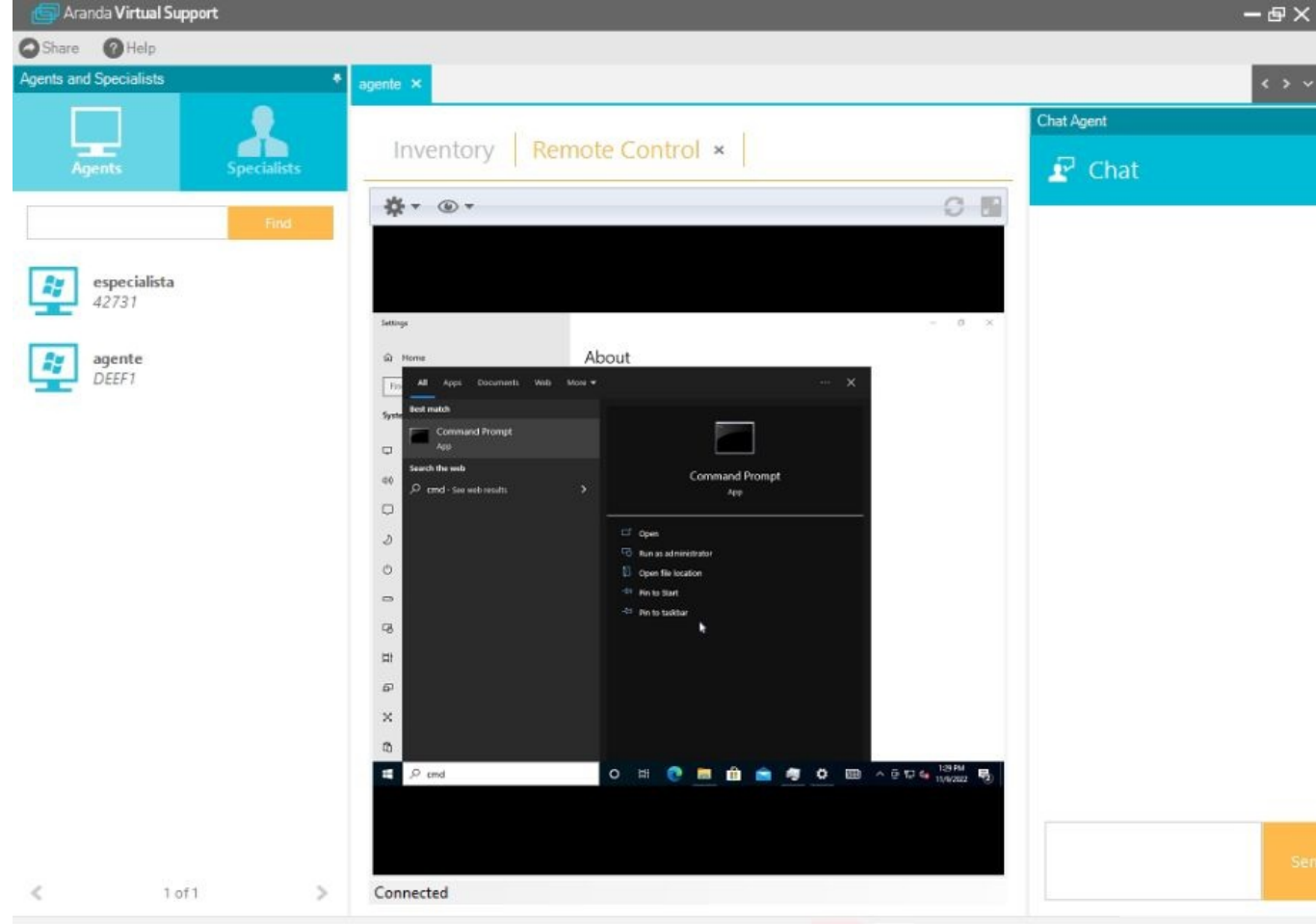
- The client receives a Windows UAC question on their device that is not displayed in the Specialist console:



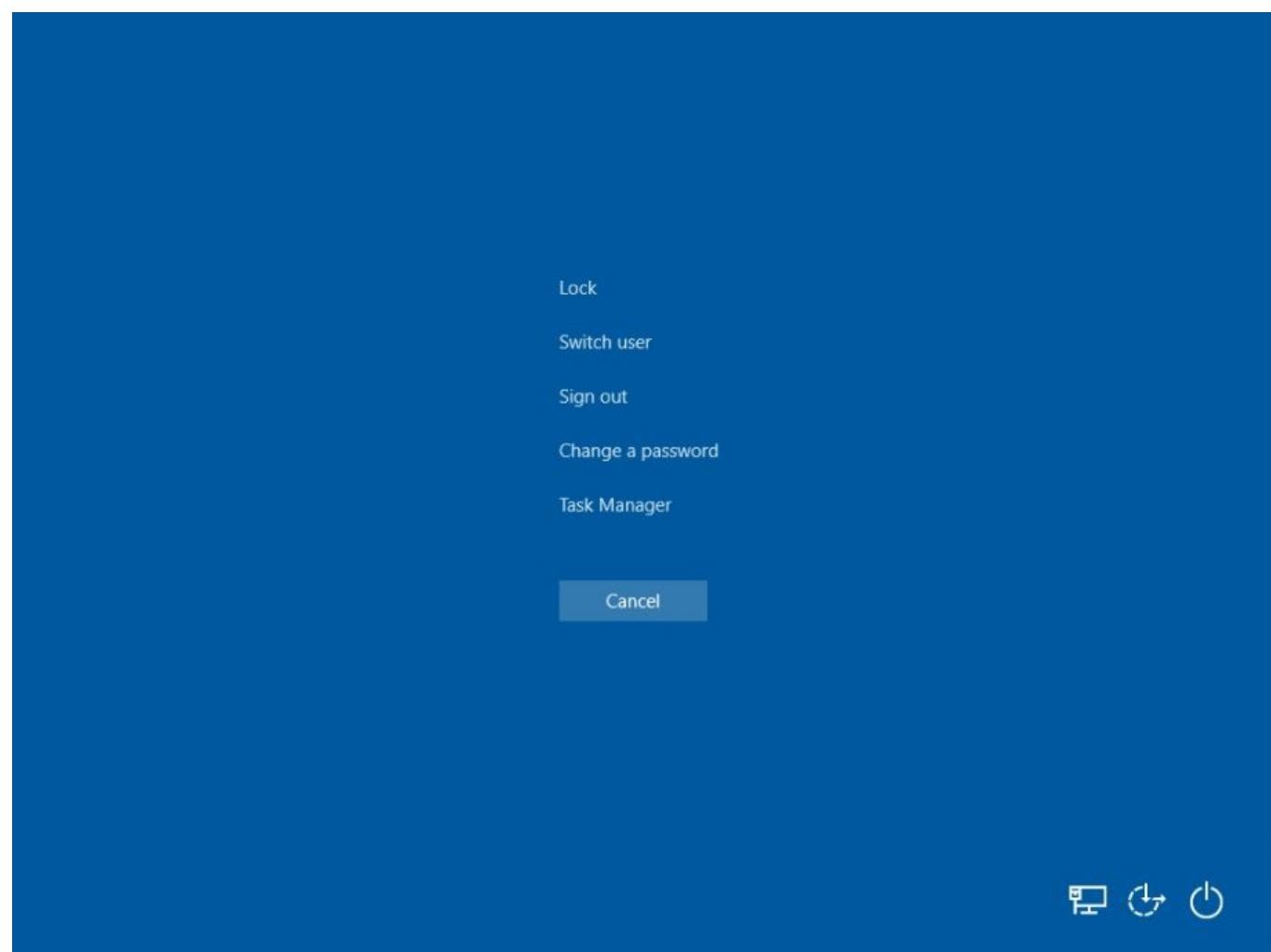
- Then, the specialist will see the following message:



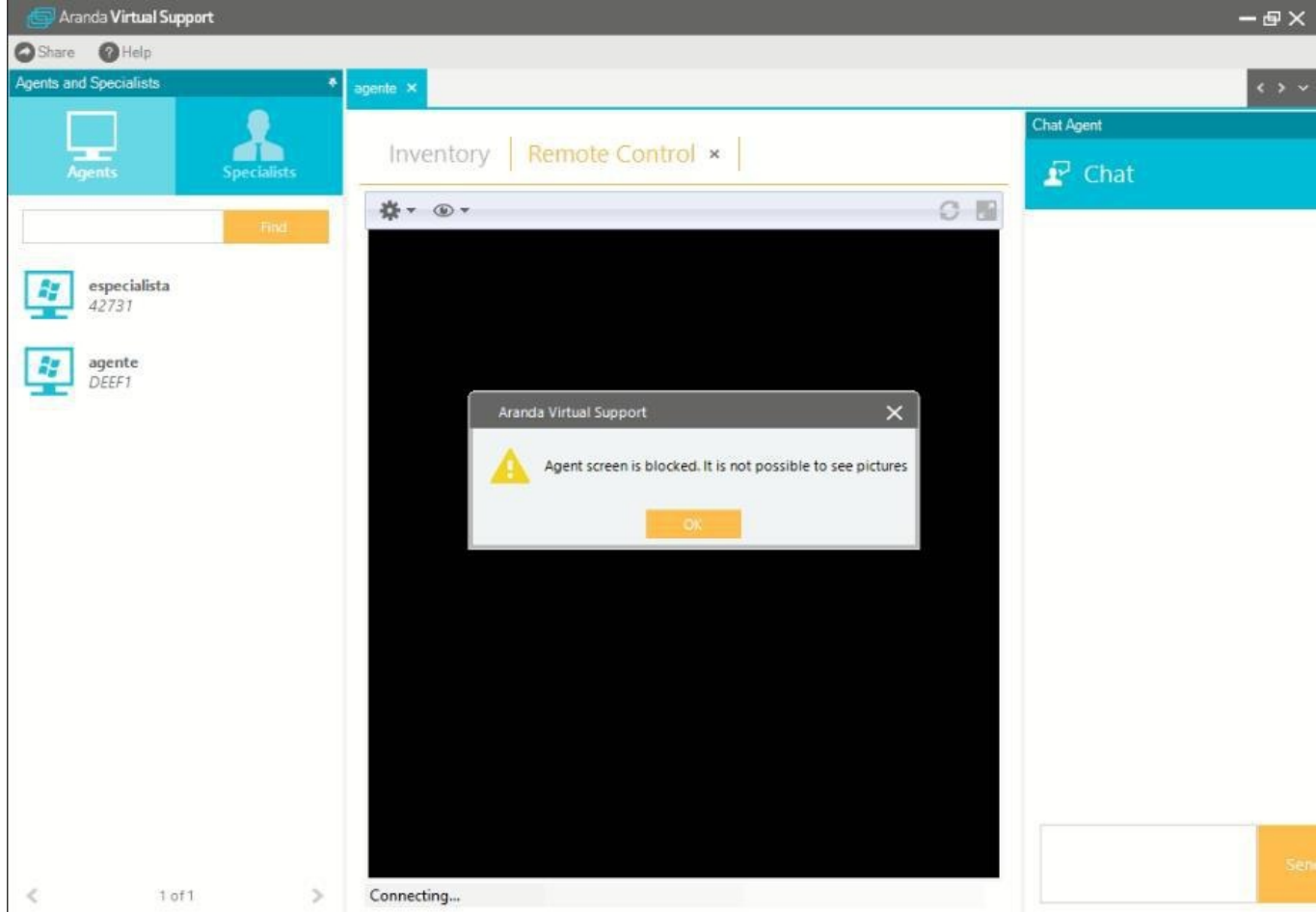
- Once the client answers the UAC question, the dialog box with the message will automatically close and the session will resume.



- The same thing happens when using the CTRL + Alt + Del command. On the agent's computer, the following image will be seen:



- And in the specialist's console the following message will be observed:



—

NOTES OR ADDITIONAL INSTRUCTIONS

AVS Agent Installation

The following steps must be followed to install the AVS agent:

1. Load the installer avsaw.dat provided by Aranda on the Administration Web page.
2. Download the agent installation file.
3. To install the Agent, you must run the avsaw.exe file with administrator permissions from the Command Line or through the GUI.

KNOWN ISSUES If Windows UAC policies are not enabled, doing Ctrl + Alt + Spr will not see the dialog reporting the news in the Specialist console.

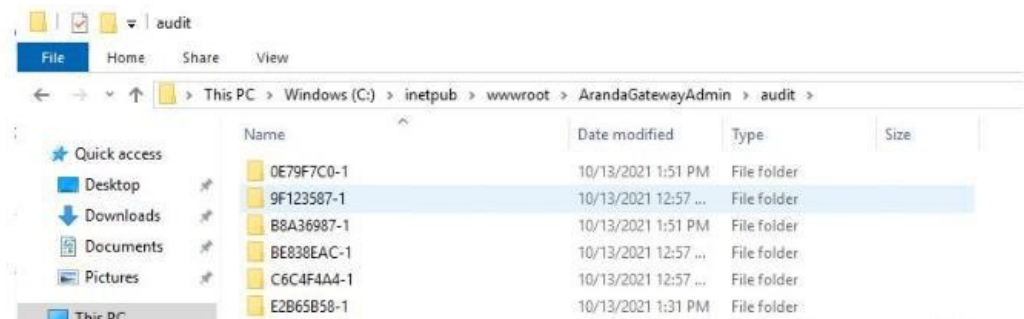
Release Notes Aranda Virtual Support 8.8.0.2

PM-23101-19-200516 JQuery 3.0 AVS Server Vulnerability.

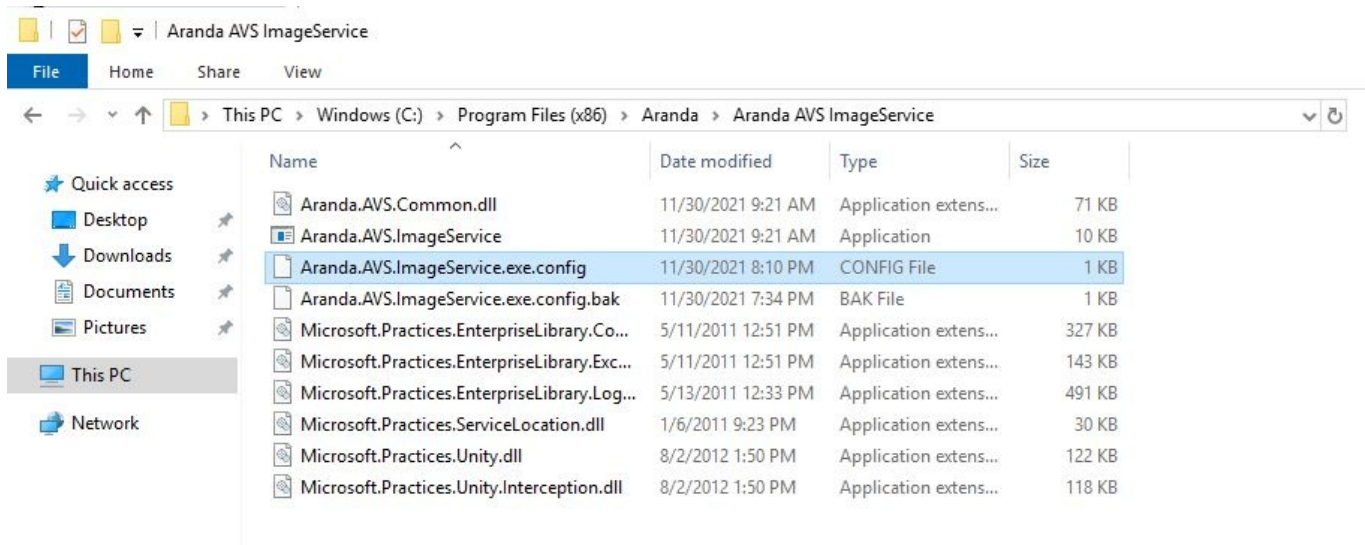
Updated JQuery version 1.8.3 to version 3.6.0.

CHG-23844-19-300442 Debugging Audit Files.

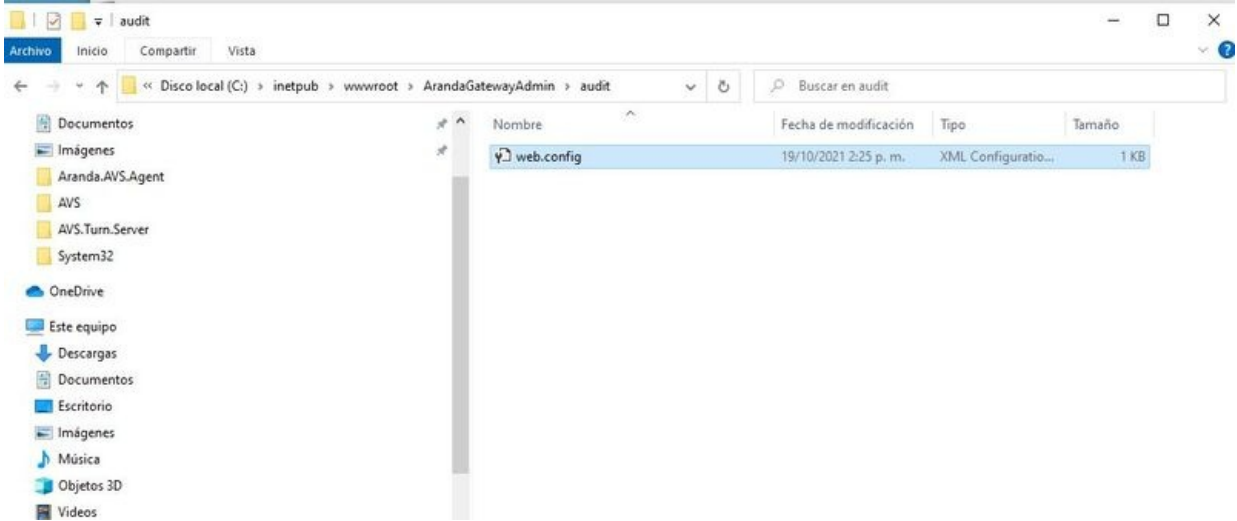
Allows you to delete audit files, with a scheduled task in the AVS Image Service running on an hourly basis and validates that files that are older than 90 days will be deleted. For example, you have audit files.



After 90 days, it can be seen that in the path where the audit files were located, those that are older than 90 days were deleted.



To change the age date of the files go to “~\Aranda AVS ImageService\Aranda.AVS.ImageService.exe.config”



In the configuration file there is the parameter “auditRemoval” with which you can modify the number of days old of the files, note that this parameter must be integer and must take values 1 and 365.



▮ Note: Changing the age date of files does not require a restart of the service.

NOTES OR ADDITIONAL INSTRUCTIONS

AVS Installation on New Database

The following steps must be followed to install AVS and the database from scratch:

1. Create the database from SQL Server Management.
2. Run the version script
3. Run the installer Aranda.AVS.Server.Installer.exe
4. Open the AVS Configurator app. to. Set up your website b. Configure the Gateway
5. From the specialist’s team run the installer Aranda.AVS.Console.Installer.exe

Migrating from AVS 8.7.0.2 to version 8.8.0.2 Compatible with database version 8.5.0.2

1. Stop services. a. Aranda Gateway b. Aranda Gateway Audit Image
2. Uninstall from the control panel Uninstall the Aranda Virtual Support Server program
3. Run the installer Aranda.AVS.Server.Installer.exe
4. Open the AVS Configurator app. to. Set up your website b. Configure the Gateway
5. From the specialist’s computer in the control panel uninstall the Aranda Virtual Support Console program
6. From the specialist’s team run the installer Aranda.AVS.Console.Installer.exe

Agents

Release Notes Aranda Virtual Support 8.9.4

PM-41239-19-201236

AVS - AVS Agent Display Error on Windows 11 Computers

On Windows 11 computers that have AVS8 installed, the agent icon is not displayed on the taskbar. It was evident that at the time of stopping the service and starting it manually it is possible to visualize the agent and request remote control correctly, but at the time of uploading the service, it is not visible.

Changes

- On Windows 11 PCs, the action of launching AVS with Windows is fixed:

Configuración

Aranda VIRTUAL SUPPORT® Agent

Configuración del Gateway

Host (IP o URL) Puerto

☒ Habilitar SSL

Configuración del Proxy

☒ No usar Proxy ☐ Configuración manual

Host (IP o URL) Puerto

Usuario Contraseña

Configuración del Agente

Empresa

Contraseña Confirmar contraseña

☒ Iniciar AVS con Windows

☐ Requiere confirmación del usuario

Contraseña de un solo uso

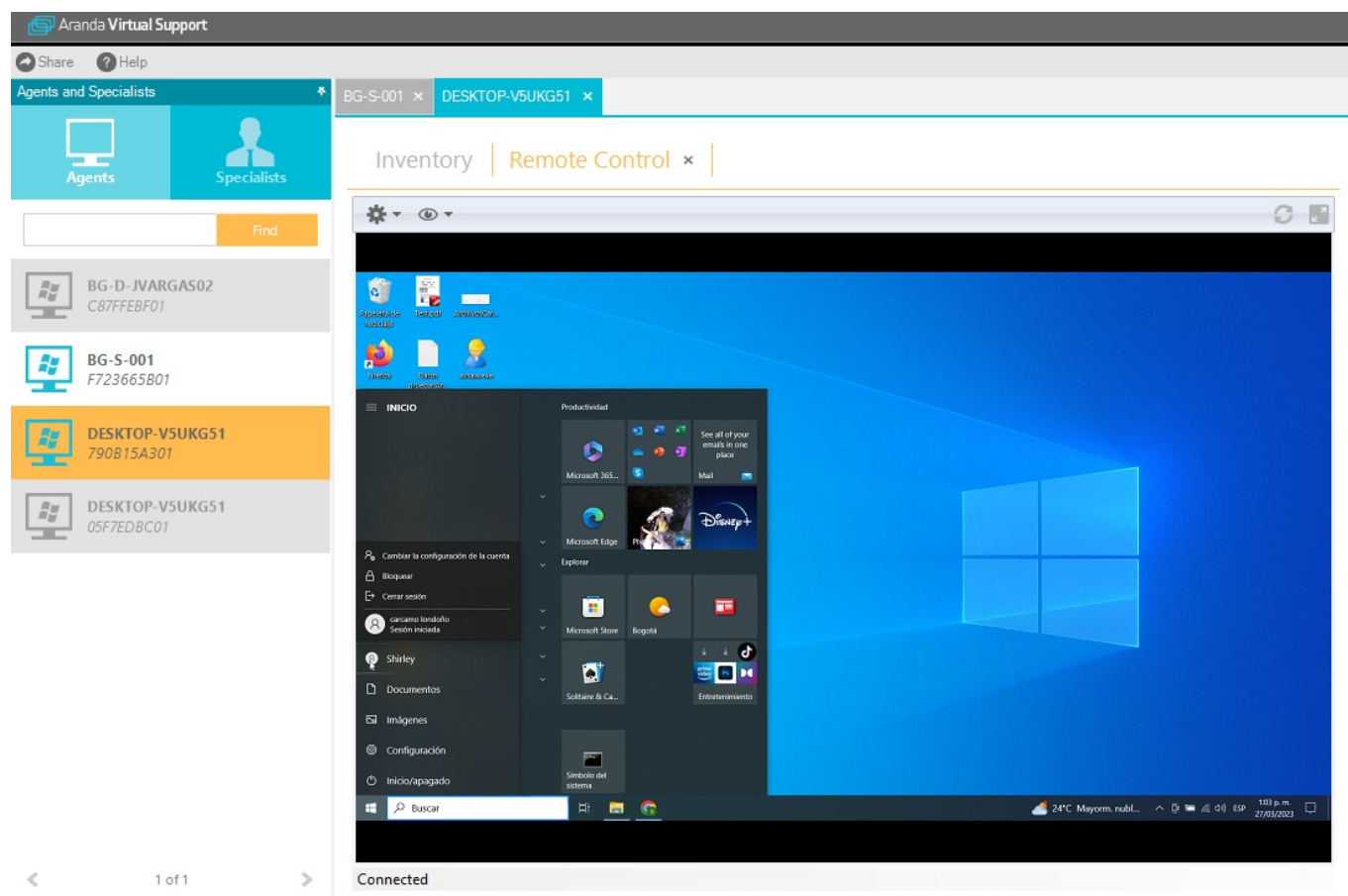
☒ Usar contraseña de un solo uso

Equipo Sesión

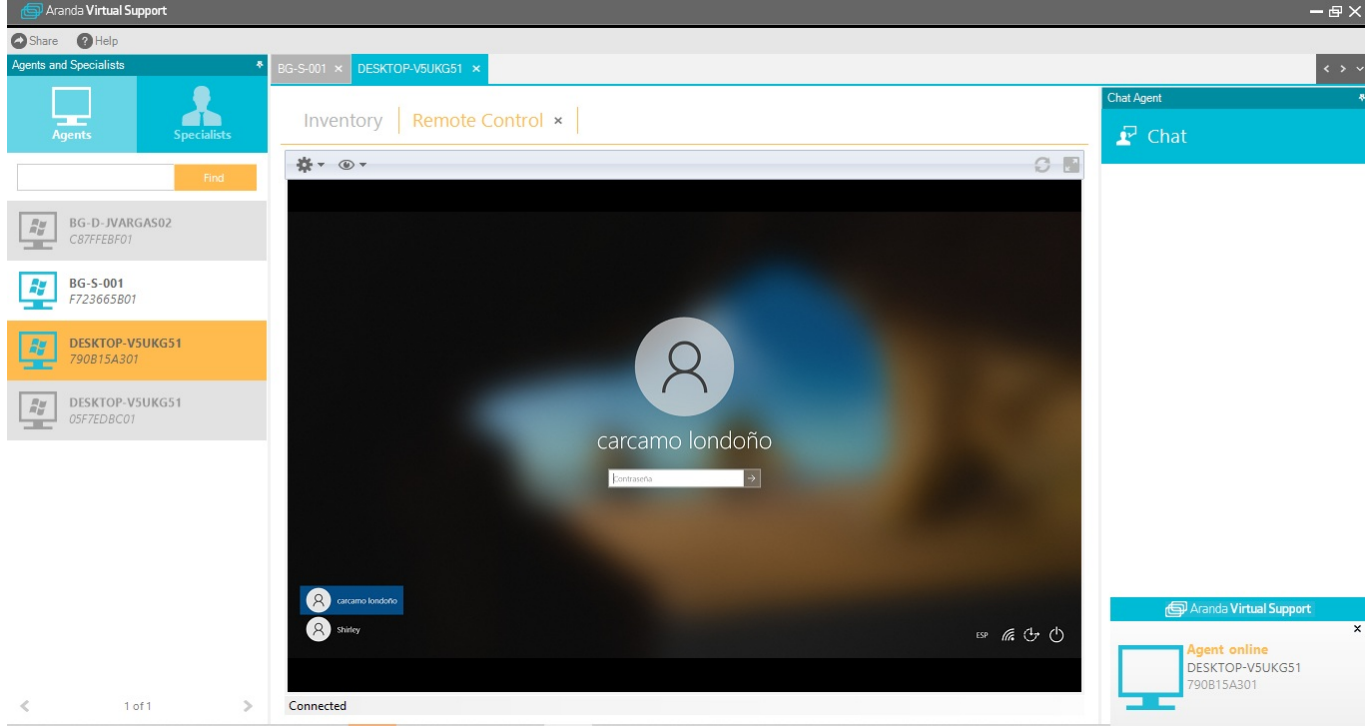
Contraseña

Additional changes were made to the user switching action with the agent installed as a service; This action can be performed by the specialist when taking remote control, as described below.

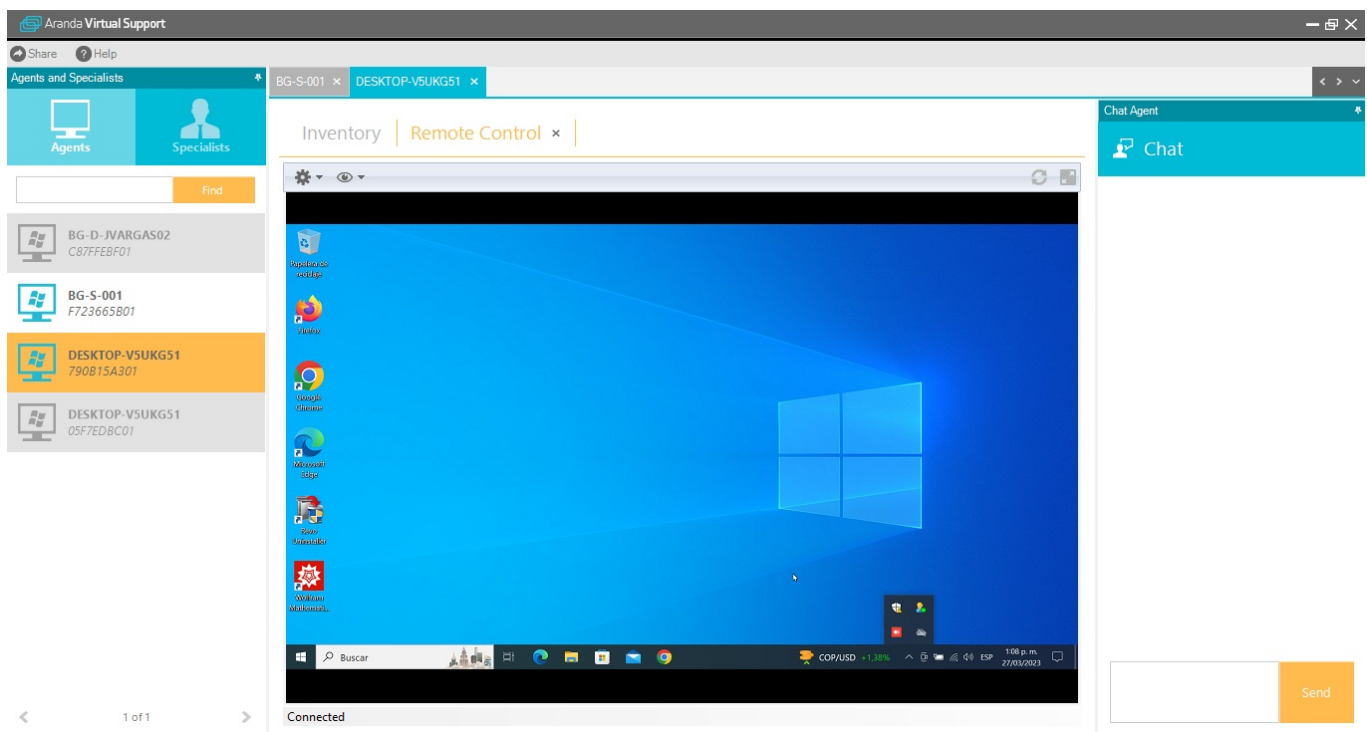
- Sign in with a user, go to Windows login, and click the user:



- Select the name of the user to whom you want to change the session.



- On the new user's screen, enter the password and enter.



ⓘ Note: The action of changing users can be performed as long as the active session is not closed, If you log out, the remote control is lost. To resume the new user's login, close the remote control session and log in again.

NOTES OR ADDITIONAL INSTRUCTIONS

AVS Agent Installation

The following steps must be followed to install the AVS agent:

1. Upload the installer avsaw.dat provided by Aranda on the Administration Web page.
2. Download the agent installation file.
3. Run the avsaw.exe file with administrator permissions from the command line or through the graphical interface.

ⓘ Note: When the agent is installed as a service on the customer's computer, the specialist can use the following functionalities when taking remote control:

- Enter the login.
- Observe User Account Control (UAC) questions when running a program as an administrator.
- The command Ctrl + Alt + Del found in the menu can be used for logging on to Windows server and to call the logout service window, password change, user change, etc.

- When the agent is not installed as a service or used in the "Run only by logging in as administrator" mode, the specialist will not be able to perform the functions described above. In this case, the specialist will be able to enter the task manager from the taskbar, he will be able to view the services, but when running a program as an administrator, he will not observe the UAC question and the remote control will be taken up once the client answers the question.

Release Notes Aranda Virtual Support 8.9.3

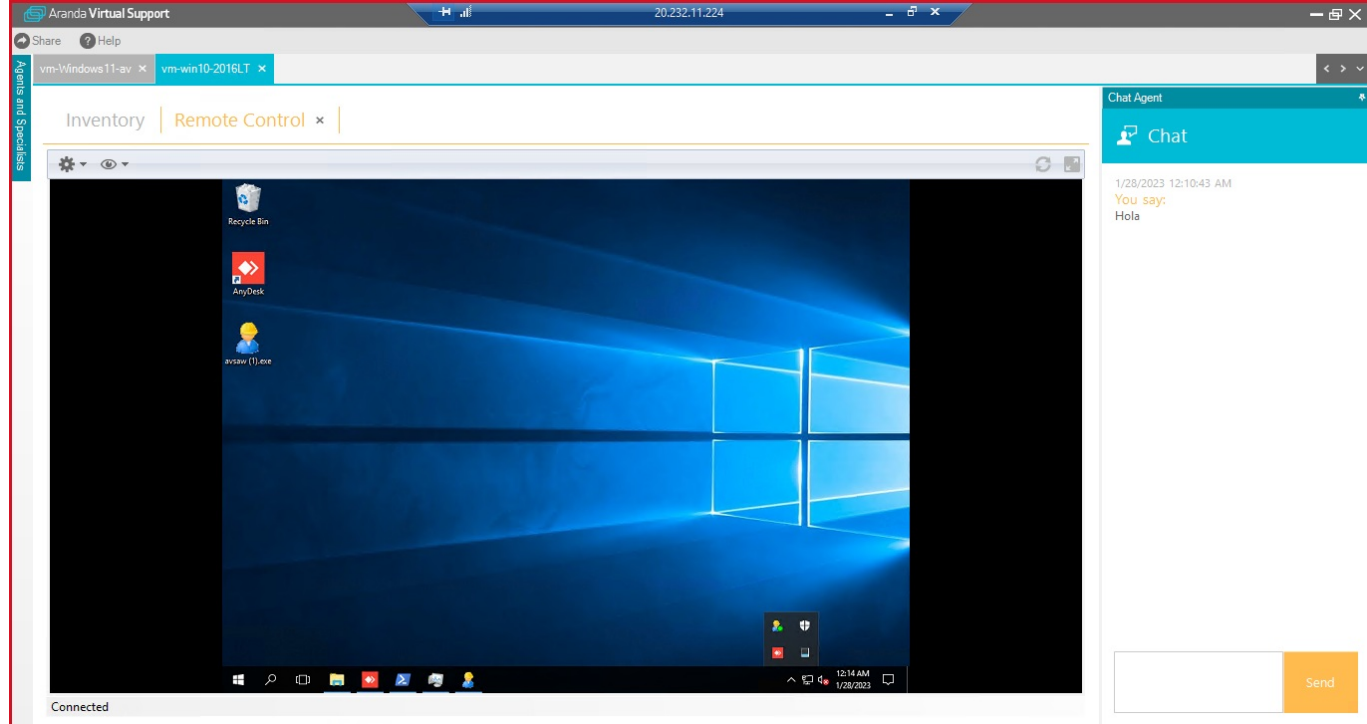
PM-34244-19-201015

AVS - Executing Tasks as an Administrator

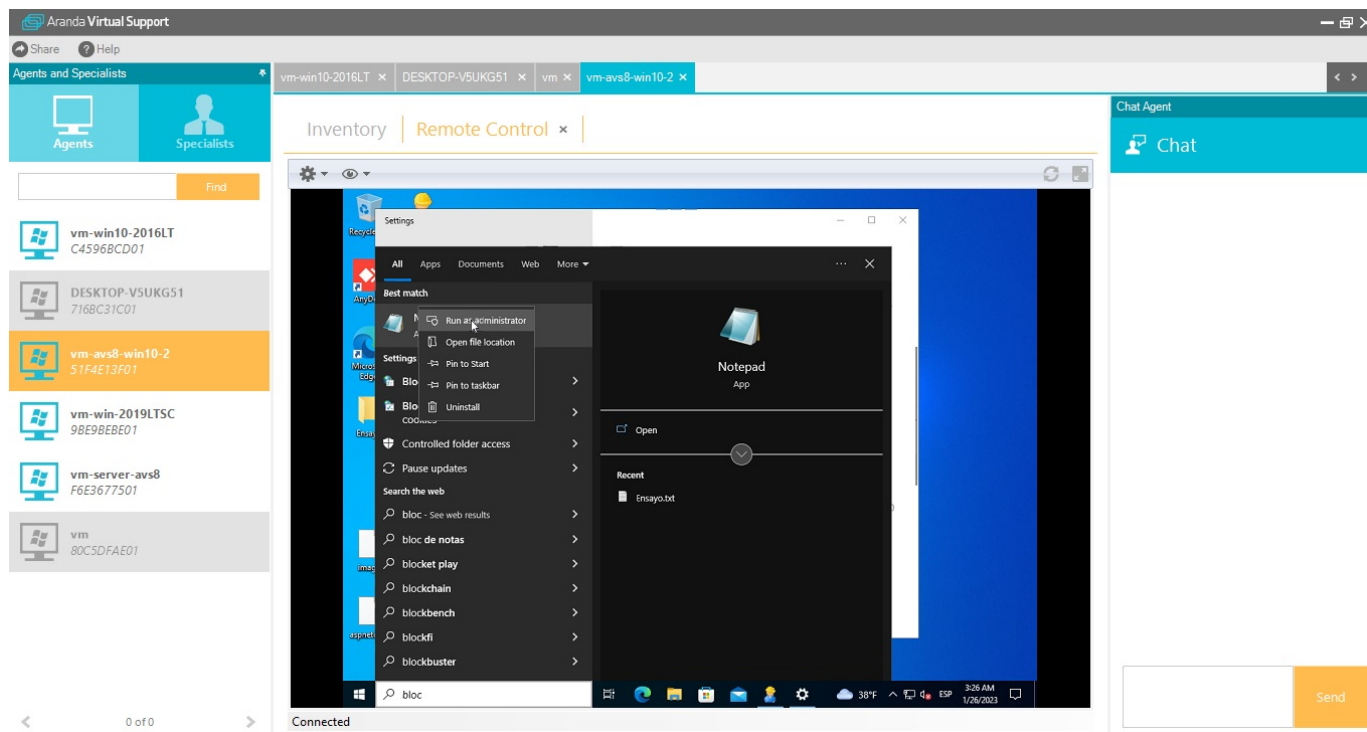
With the latest version of the agent it is not possible to execute tasks as an administrator, at the time of doing so the console screen goes black and user assistance is required to confirm the action (for example, to run an application as an administrator the computer user is the only one who can register the credentials). It applies to devices with versions higher than Windows 10 21H1 and Windows 11 where the agent is installed.

Changes

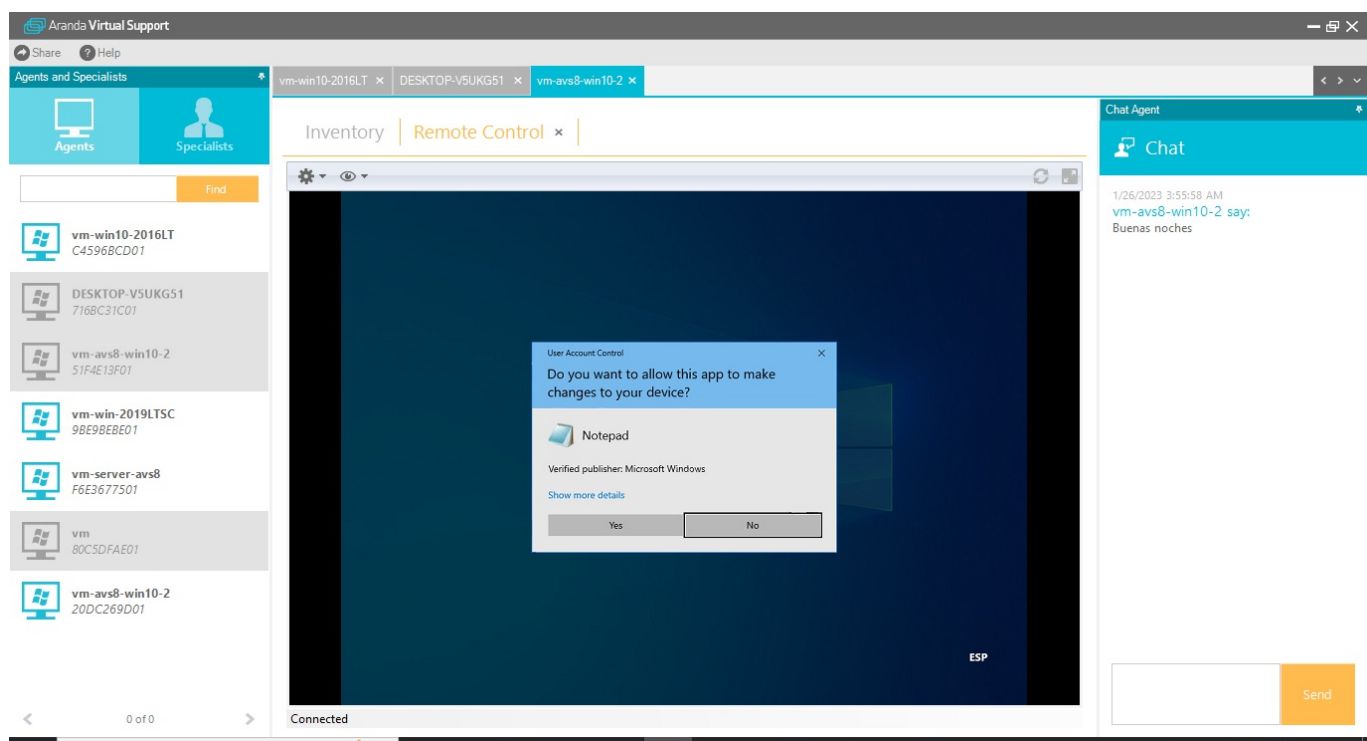
- Log in to Remote Control with a Windows device that has the agent installed:



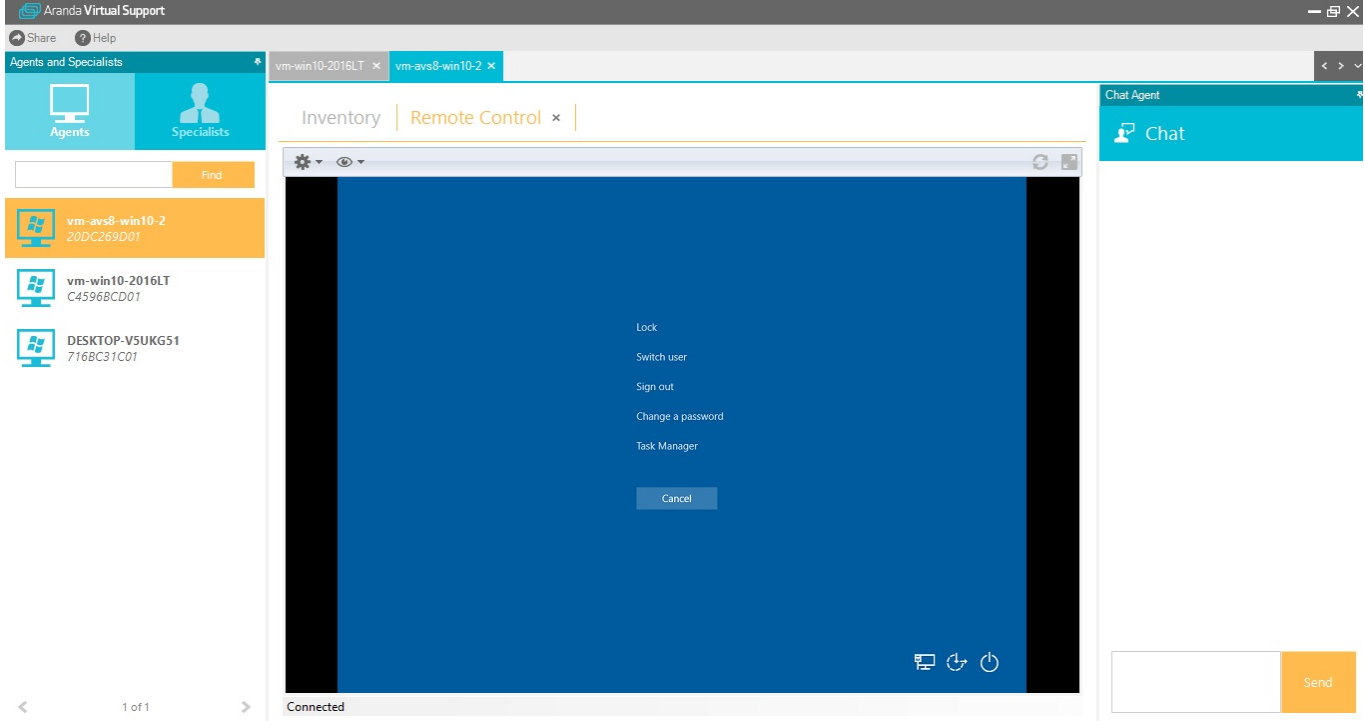
- In the Windows search engine, go to a program that allows you to select the option “Run as administrator”



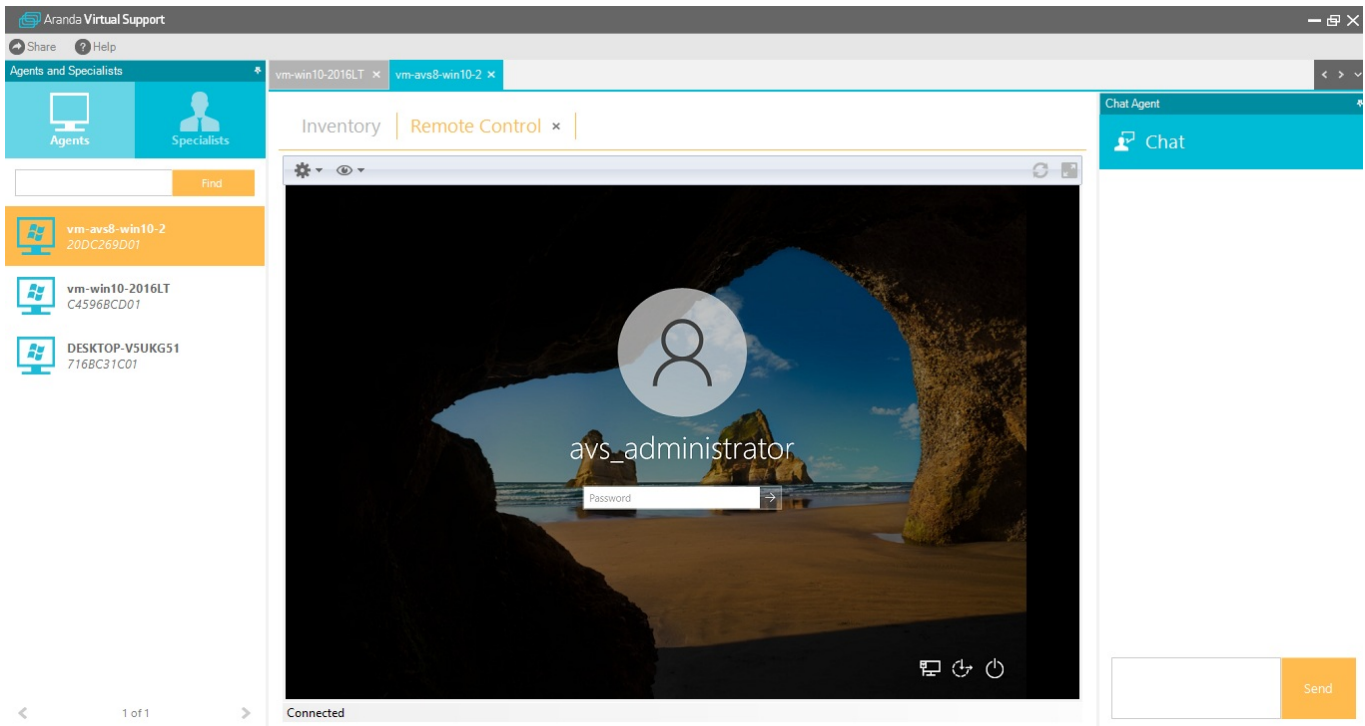
- The UAC question can be seen in the specialist’s viewer:



- You can also see the options window opened with the command Ctrl + Alt + Del in the specialist’s viewer



- Windows login can be entered



- All the operations of an administrator can be performed (Use the task manager, go to services, Windows settings, etc.)

PM-37829-19-201159

Multiple icon display

Multiple visualizations of the AVS agent icon and interruption of equipment functions by pop-up CMD window are evidenced.

Changes

- The process is separated into AVSAgent.exe and AVSUserAgent.exe, in case of any error in AVSAgent.exe, the graphic part is not affected, avoiding registering a new icon.

📌 Note:

- When the Aranda Virtual Support agent is used in “Run” mode, without being installed, UAC questions can only be viewed and answered by the client. At that moment, the specialist will observe a dark screen in the viewfinder while obtaining a response from the client.
- When you have two or more users on the device where the agent is installed and the specialist wants to switch user sessions after having taken remote control, the user must close the current session and open the new session to maintain permissions on UAC questions, otherwise, remote control will be lost in the new session.
- For all execution modes, ports 9075 and 9076 are required on localhost.

NOTES OR ADDITIONAL INSTRUCTIONS

AVS Agent Installation

The following steps must be followed to install the AVS agent:

1. Load the installer avsaw.dat provided by Aranda on the Administration Web page.
2. Download the agent installation file.
3. To install the Agent, you must run the avsaw.exe file with administrator permissions from the Command Line or through the GUI.

KNOWN ISSUES

- When the specialist takes control of a VM from another remote control application the “Lock keyboard and mouse” function cannot be executed. It does not apply to physical machines.

Release Notes Aranda Virtual Support 8.9.1.3

Bug Fixed

There was an agent for operating systems equal to or equal to Windows 10 21H1 and another agent for operating systems greater than or equal to Windows 10 21H2.

Change

A new agent is implemented that covers versions Windows 7 through Windows 11. It is important to know that It is a single agent for all these versions.

NOTES OR ADDITIONAL INSTRUCTIONS

AVS Agent Installation

The following steps must be followed to install the AVS agent:

- 1. Load the installer avsaw.dat provided by Aranda on the Administration Web page.
- 2. Download the agent installation file.
- 3. To install the Agent, you must run the avsaw.exe file with administrator permissions from the command line or through the graphical interface.

📖 Note:Windows 10 versions 21H2 and above lose functionalities such as:

- Login from remote control is not possible, it is required that there is always a user in a session.
 - Performing operations as an administrator, for example, entering the task manager, entering the Windows configuration screen or running applications as an administrator is not possible.
 - It only has access to the user’s directories.
- KNOWN ISSUES
- When the specialist takes control of a VM from another remote control application unable to execute the keyboard function Ctrl + Alt + Del for versions of Windows 10 21H2 and Windows 11.
 - When the specialist takes control of a VM from another remote control application unable to run the “Lock keyboard and mouse” function for versions Windows 10 21H1, Windows 10 21H2 and Windows 11.
 - When the specialist takes control of a VM from another remote control application and said machine crashes and reaches the login screen, in the specialist console I cannot see said login.

📖 Note: The above findings apply only to virtual machines since the aforementioned did not happen in physical machines.

- When the service is stopped and when it starts, there is a double machine left on the specialist console.
- It is allowed to successfully use the one-time password two or more times

Release Notes Aranda Virtual Support 8.9.1.1

IM-25580-19-104756-

It is not possible to display the agent icon in versions higher than 21H2.

Changes

The AVSAgent.exe process is run in each user’s session with the user process owner, and not SYSTEM. In this way, in new versions of Windows, this process is able to create the graphical interface without any inconvenience.

 AVSAgent.exe	23464	En ejecución	jose.vargas	00	2.784 K	Deshabilitada
 AVSService.exe	12836	En ejecución	SYSTEM	00	1.772 K	No permitida

- In order that when stopping the “Aranda VIRTUAL SUPPORT Agent Service” service the agent also stops, the latter is aware of whether the service is running. If not, the agent himself stops himself. This monitoring is only done if it was launched by the service.



—

NOTES OR ADDITIONAL INSTRUCTIONS

AVS Agent Installation

The following steps must be followed to install the AVS agent:

- 1. Load the installer avsaw.dat provided by Aranda on the Administration Web page.
- 2. Download the agent installation file.
- 3. To install the Agent, you must run the avsaw.exe file with administrator permissions from the Command Line. command or through the graphical interface.

KNOWN ISSUES

- Because the agent runs only when there is a Windows session started, when there is no session started, there will be no agents running, so it will not be possible to log in with AVS.
- Given the known error in the above case, this agent should only be installed for Windows 10, 21H2, and Windows 1 versions

Release Notes Aranda Virtual Support 8.9.0.10

PM-23204-19-200518:

AVS - When taking remote control and wanting to perform some action on the user’s computer, the cursor is shown on one side and the options in this case appear on another side of the screen or if I select an item from the toolbar, it opens another. They indicate that by a topic in screen resolution.

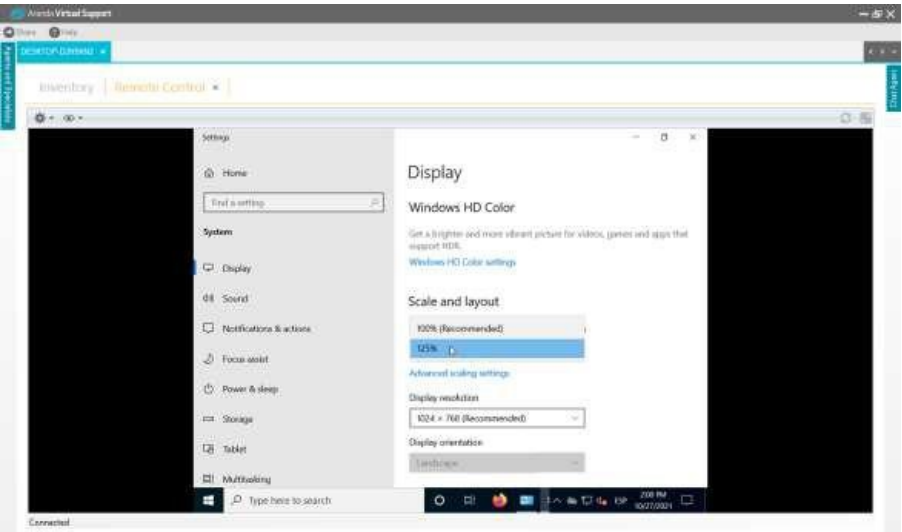
Changes

Zoom Configuration Support on Windows

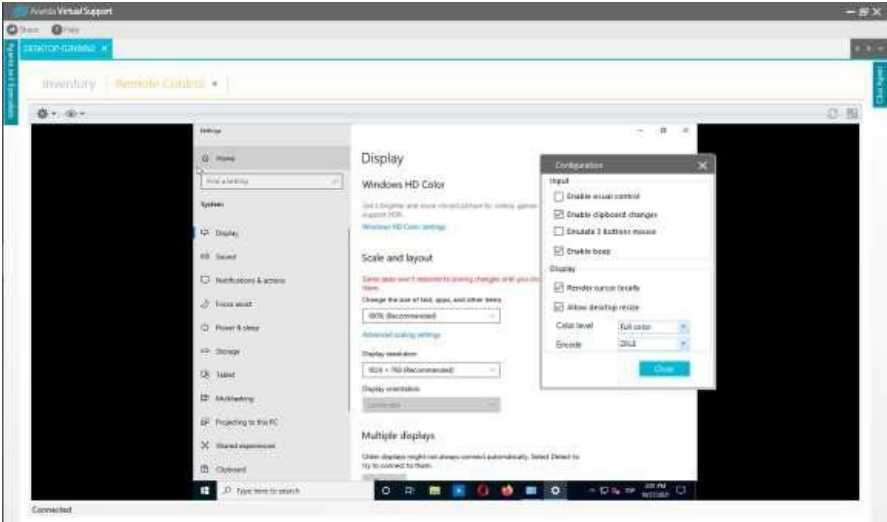
- Right-click on the desktop to enter the display settings



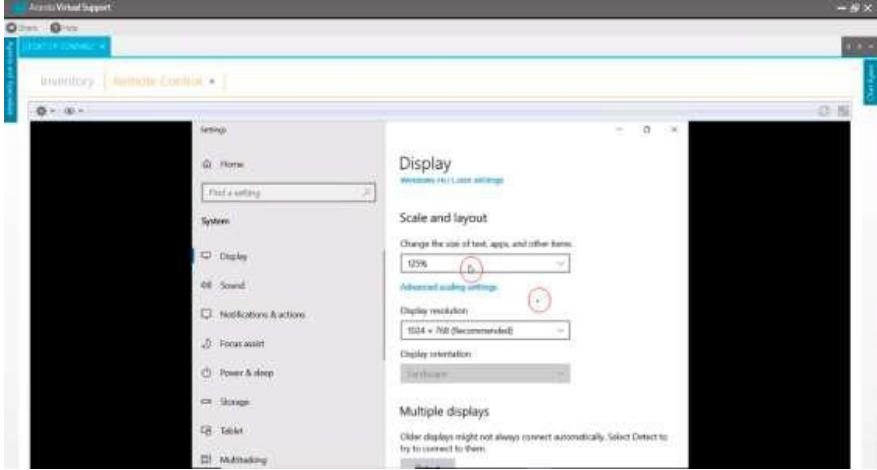
Choose the screen scale settings. This action can be performed in the middle of an AVS remote control session. The agent will take the change immediately after a mouse event occurs (a click, movement, scroll wheel action, etc.).



- Regardless of the scaling percentage setting, the cursor that the viewer is looking at will still point to the correct position.
- It is recommended to leave the option to render the cursor locally active in the Specialist console



- Not rendering the cursor locally with a scaling value other than 100% may result in two cursors being displayed



—

NOTES OR ADDITIONAL INSTRUCTIONS

AVS Agent Installation

The following steps must be followed to install the AVS agent:

1. Load the installer avsaw.dat provided by Aranda on the Administration Web page.
2. Download the agent installation file.
3. To install the Agent, you must run the avsaw.exe file with administrator permissions from the Command Line or through the GUI.

KNOWN ISSUES

- In case of having more than one screen on the remote computer (on which the agent runs) the cursor position will be wrong for the screen other than the main one. This will be except if the same scaling settings are left on the screens.
- If the Render Cursor Locally option is not enabled, two cursors may be observed at a different 100% scaling setting.
- If a change to scale is made in the middle of a remote control session and a mouse event is not generated (a click, movement, scroll wheel action, etc.), two cursors will be displayed. As soon as any mouse event occurs, the system calibrates the location of the two cursors.

Installers

Installers 8.8.1.2

Download links

The upgrade package can be downloaded from:

- [Server AVS 8.8.1.2](#)

Installers 8.8.1.1

Download links

The upgrade package can be downloaded from:

- [AVS Agent 8.8.1.1](#)
- [AVS Console 8.8.1.1](#)
- [Server AVS 8.8.1.1](#)

Installers 8.9.4

Download links

The upgrade package can be downloaded from:

- [Agent 8.9.4](#)

Installers 8.9.3

Download links

The upgrade package can be downloaded from:

- [Agent 8.9.3](#)

Installers Previous Versions

Download links

The upgrade package can be downloaded from:

- [AVS Agent 8.9.1.3](#)
- [AVS Agent 8.9.1.1](#)
- [AVS Console 8.8.0.2](#)
- [Server AVS 8.8.0.2](#)
- [Agent 8.9.0.10](#)

Scripts

- [Scripts 8.7.0.2](#)

Agent

- [AVS Agent Version 8.6.0.5](#)

AVS agent version 8.2.1 or higher must be used.

- [Aysaw](#)
- [Release AVS_AGENTE 8.8.1.4](#)

FOR ARANDA VIRTUAL SUPPORT INSTALLATIONS WITH YOUR OWN GATEWAY, ADDITIONALLY DOWNLOAD THE FOLLOWING INSTALLERS:

- [Database creation script version 8.4.0](#)

- [Database Update Script version 8.3.1 – 8.4.0.1](#)
- [Database creation script version 8.3.1](#)

- [Database Update Script version 8.3.0– 8.3.1](#) Database Installer and Scripts:

- [avsdb 8.0.4](#)
- [AVS Scripts](#)

- [Database Update 8.0.5](#)
- [Ays Server \(WebAdmin and Gateway\)](#)

Release Notes in PDF

Release Notes in PDF

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

Release Notes

Aranda Virtual Support		
Release_AVS_AGENTE_8.9.1.3	Release_AVS_AGENTE_8.9.1.1	Release_AVS_SERVER_8.8.0.2
Release_AVS_AGENTE_8.9.0.10	Release_AVS_SERVER_8.7.0.2	Release_AVS_SERVER_8.6.0.5
Release_AVS_SERVER_8.6.0	Release_AVS_CONSOLE_8.5.0	Release_AVS_SERVER_8.5.0
Release_AVS_CONSOLE_8.4.0	Release_AVS_AGENTE_8.7.1	Release_AVS_SERVER_8.4.1
Release_AVS_WebAdmin8.1.5		