Aranda Virtual Support

Aranda VIRTUAL SUPPORT (AVS) It is a system intended to be able to take remote control of workstations. In a Client-Server model, where there are Clients of type: Consoles, desktop applications where remote control is managed by specialists and Agents, applications that run on the side of the machine to which remote control is taken; On the other hand, there is a Server, a Gateway that is responsible for maintaining the connections between the different Clients. In such a way that a given company has its specialists, who will be able to enter the system and provide support through the remote control of the machine that requests such support.

Server Installation

Requirements

Before starting the installation process of the Aranda VIRTUAL SUPPORT console, make sure to uninstall any previous versions and check some additional points to ensure a correct installation and proper operation. Below are the minimum ranges for installation, however, these characteristics may be higher than those indicated

Aranda AVS Gateway

Processor	Pentium 3 de 500 MHz
Installed software	.Net Framework 2.0 or higher
Memory	512 Mb of RAM
Operating system	Windows XP SP4 (or a similar or higher operating system with the latest service pack). A Server OS is recommended.
Free space in DD	5MB

Aranda AVS Web Admin

Processor	Pentium 3 de 500 MHz
Installed software	.Net Framework 2.0 or higher
Memory	512 Mb of RAM
Operating system	Windows XP SP4 (or a similar or higher operating system with the latest service pack). A Server OS is recommended.
Free space in DD	50MB

For both cases, extra hard disk space is required for the recording of control and operating logs. In the case of the Web administrator, additional hard disk space is required, available for the audit log and generation of required agent installers.

Installation

Database installation

1. To install the database, the script must be executed **Aranda.AVS.Database** that is provided with installers
2. Some tables can be verified to contain default data, namely:

- AVS_GATEWAY_BASE: Aranda AVS Gateway service configuration, this data is managed by the Aranda AVS Web Admin, it contains data such as:
- Port, default is 443
- Audit time, default 500 milliseconds.
- Timeout for service connection between clients, 60000 milliseconds by default
- SSL flag, default to 1, enabled
- Subject of the digital certificate to be used, in case of using a certificate from the machine directory, by default: arandasoft.com
- AVS_SERVICE: Definition of the services supported by Aranda AVS Gateway, this data is not manageable, this information is vital for the correct functioning of the Service, it is not recommended to modify it.
- AVS_SW_CLIENT and AVS_SW_VERSION: Definition of the clients that can communicate with the Aranda AVS Gateway, such as Consoles and Agents
- AVS_USER and AVS_ROLE: Definition of users and their respective roles in the application. Roles are not manageable, it is not recommended to modify this information. Users are managed by the Aranda AVS Web Admin. The default username is "admin" and the password is "admin123", it is advisable to change it when entering the site.

1. With these steps, the process of installing the Aranda Virtual Support database is complete.

Gateway installation

1. To start installing the Aranda AVS Gateway, you must double-click on the file **Aranda.AVS.Server.Installer**.
2. Click **Next**.
3. Confirm the start of the installation by pressing **Next**.
4. The name of the Site where the Aranda AVS Gateway will be installed is default, as is the name of the IIS Virtual Directory (ArandaGateway). However, if you want to install the app in another virtual directory, you can enter it manually. Press **Next**.
5. Wait for the files to install.
6. When the process is finished, press **Close**.
7. With this, the Aranda AVS Gateway is installed as a Windows service, and a Web Service for the Licensing administration of the Aranda AVS Gateway, which is used by the Aranda AVS Web Admin.

Configuration

Gateway Configuration

1. Upon completion of the installation process, a window is loaded, for the initial configuration of the Aranda AVS Gateway, with the name Aranda AVS Gateway Configurator as shown below.
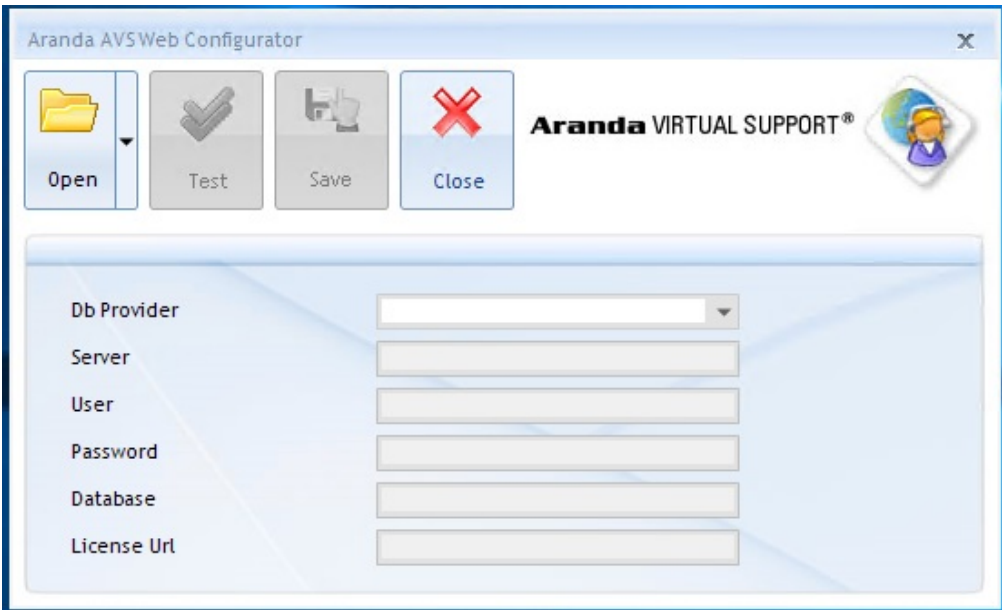
2. Configure the database configuration for the web application and gateway.

- In Aranda AVS Web Configurator, click Open and choose Gateway Configuration. Then, select the .config file from the Aranda Gateway.
- Fill in the blank data to establish the connection to the database (See table).
- Repeat these steps for Web Configuration.

3. Verify that the database connection is correct by clicking **Test**.

4. Save the changes by clicking on **Save**.

Database provider	You must select MSSQL
Server	To which the Database is connected
User	With which you enter the Database
Password	With which it is registered for entry into the Database
Database	Database Name
Licensing Service URL	URL of the previously installed Aranda AVS Gateway licensing Web Service.

Web Console

1. With the Aranda AVS Web Admin installed, open the application, which by default is http://localhost/ArandaGatewayAdmin/Login.aspx. However, if you installed AVS Gateway on a server, in *localhost* Enter the server name.

2. If the web application was installed correctly, an authentication page will be presented, remember that the default user is "admin" with password "admin123", when entering you will have access to the system administration.

3. If the web application does not install correctly, please review the following permissions section.

Permissions

1. If there is a problem with the permissions for the AVS Web Admin, go to the physical path on disk, of the defined virtual directory.

2. Give write permissions on the "audit" and "installers" folders to the assigned IIS user, so that the Aranda AVS Web Admin can log the audit information, in addition to generating the Agent installers per company, it is necessary that the "audit" and "installers" folders of the installation have write permissions.

Ports and host

1. If you need to manage port or SSL settings, in AVS WEb Admin go to the section: -> **Gateway Configuration** and modify the data you require.

2. To configure the gateway host, go to the section: -> **Gateway Configuration**, select a setting, and on the top taskbar, choose the Edit option:

- In the field *host* Enter the DNS of the server where AVS Gateway is installed.
- Then on the top taskbar choose *Save*.

3. For proper operation, the port must be configured in the firewall, which by default is 443 as the entry rule

- The port must not be being used by another application or by IIS

4. You can test the correct functioning of the Web Service, by entering the URL of the site in a http://localhost/ArandaGatewayAdmin/LicensingWebManager.asmx Browser.

License Application

IMPORTANT: If you purchased a license follow these steps, if not, go to the [Register Demo License](#).

1. You must enter the following link: https://arandasoft.com/serials/ and request a master license for each provider.

2. Below is the form that must be completed to apply for the license for Aranda Virtual Support.

3. The "products" box must be completed as follows, If the customer will have their own virtual support gateway (if they will install it on their server) they must select the option "Aranda Virtual support", but if the customer will use the gateway that Aranda has, they must select the "Aranda Virtual Support (Service)", then press the "Select" button to enable the "Aranda VIRTUAL SUPPORT" box in which the number of licenses must be specified of the type named and

concurrent. In the "Provider Code" field, you must enter the code that was entered when the provider was created within the Aranda Virtual Support in the providers section and the CD Key is extracted from the **Licenses -> Gateway Installation** in the Aranda AVS Web Admin. Finally, press the "Send" button.

4. Once submitted, the system will register an application number, which will be used to check the status of your application. This request will also be sent to your email.

5. The email is the one that brings the license request, the "Serial" field must be copied.

Register Demo License

1. Once you enter the Aranda AVS Web Admin console, go to the main menu (left) and go to the section: **Licenses -> Gateway Installation**. In the Company field, enter the name of the company to which the Aranda AVS Gateway belongs and save the changes using the option on the top taskbar.

2. With the company name of the Aranda AVS Gateway assigned, proceed on the same page to generate a CD Key, with the options in the upper taskbar.

3. To register the license serial you must create a user for the provider and the company to which the license will be assigned

- In the section: **Suppliers** select New in the top bar. Enter the required fields and save your changes.
- In the section: **Users -> Vendor Manager**at the top, select New. Enter the required fields and save your changes.
- In the section: **Enterprises** select New in the top bar. Enter the required fields and save your changes.

4. Log out and **Log in with the provider's username**, in the section: **Licenses -> Master Licenses** Select New and enter the "AVS3030100" demo serial

Sublicense assignment

Sublicenses are licenses derived from a master license, which allow distribution among multiple companies, with the same serial number of the master license.
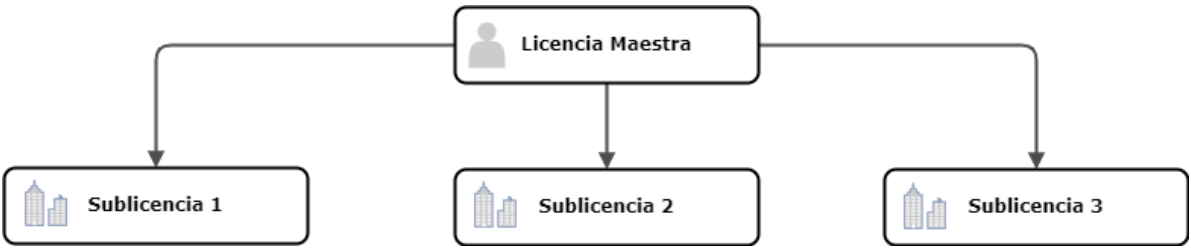
1. Go to the section: **Licenses -> Sublicenses** and create a new sublicense using the New option on the top taskbar, the following image should be displayed:

2. Enter the data by selecting the company and assigning the license information. See the table below:

Datum	Description
Enterprise	Name of the company to which the sublicense is assigned. Select an option from the Registered Companies dashboard.
Master License	It is the serial number that was assigned to you when you applied for the license. The license has a number of agents and consoles assigned, which you can divide into several sublicenses. Select the license with the AVS service from the drop-down pane.
Agents	It's a number defined by the number of workstations you want to serve in that company. Assign the number according to the agents that are available.
Consoles	This is the number of web consoles you will have available for that particular company. Select a number according to the consoles that are available.
VIP Consoles	Select a number according to the VIP consoles that are available.
Description	Area to which the sublicense is assigned. Reason or purpose for assigning the sublicense.
Start Date	Date on which the support service comes into effect.
Expiration Date	Last day of support service.

3. Click Save.

4. Once the data is saved, log back into the web console as a Gateway Administrator user, in the **Licenses -> sublicenses** You will be able to view the registered companies.
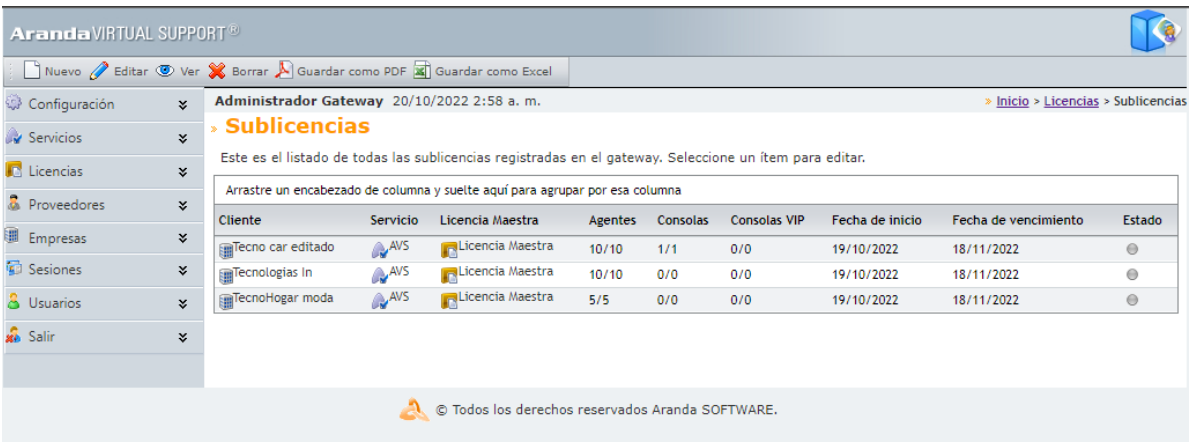
Notes:

- Upon receiving the license, you will be assigned a certain number of agents and consoles. Define the number of companies to which sublicenses will be assigned; and how agents and consoles will be distributed. Once they are assigned, they cannot be modified.
- Companies with a sublicense and associated sessions cannot be deleted.
- Once all agents have been assigned, they cannot be redeployed.

Create Specialist User

1. To create a specialist user, you must have a vendor and a company which was previously made. - Go to the **Users -> Specialists** and select the New option in the upper panel, fill in the data and before finishing check that the *Is active* is active and the company is the one previously created.

2. With the specialist user you will be able to enter the AVS console.

AVS Agent Installer

1. To generate the Aranda AVS Agent installer, log in to Aranda AVS Web Admin as administrator and go to the section: **Configuration -> Software Clients.**

2. You will be able to view the list of supported operating systems and the database with their respective version.

› Software clients

Overall list of Software Clients for the Gateway connection.

Drag a column header and drop it here to group by that column				
Name	Code	Version	Last state change	Description
Agente Windows	Windows	8.8.1.4	9/1/2020 9:28:02 PM	🖉 Update
Agente Linux	Linux		1/1/0001 12:00:00 AM	🖉 Update
Agente Mac	Mac		1/1/0001 12:00:00 AM	🖉 Update
Database	4	8.3.1	7/31/2020 12:00:00 AM	🖉 Update

3. Choose the operating system for which you want to generate the installer and select Update located in the description.

Aranda GATEWAY SUPPORT®   ✖

Version:	8.8.1.4
Last state change:	9/1/2020 9:28:02 PM
Base-installer:	[ ] **Browse...**

Update   **Close**

Name	Software Name
Code	Software Identifier Number
Description	Software Client Features.
Version	Software Version.
Last change of status	Last known date on which the client was updated.
Base Installer	Option where it allows you to upload an update or patch of the Software Client, it must be in DAT format, and must comply with the system's own format.

4. In the field **Base-installer** Click the **Browse...**, when File Explorer opens, locate the **avsa.dat** and save the changes.

5. In the companies section, select the company and in the top taskbar select the agent icon depending on the operating system for which you are going to download the installer.

📄 New   🖉 Edit   👁 View   ✖ Delete   📄 Save as PDF   📊 Save as Excel   👥 👥 👤

It is advisable to leave the Windows service down, until you have the Aranda AVS Web Admin running, as the Aranda AVS Gateway requires knowledge of where the Administrator is running.

Customer Installation

Requirements

Before starting the installation process of the Aranda VIRTUAL SUPPORT console, make sure to uninstall any previous versions and check some additional points to ensure a correct installation and proper operation. Below are the minimum ranges for installation, however, these characteristics may be higher than those indicated

Console

Processor	Pentium 3 de 500 MHz
Installed software	.Net Framework 3.0 or higher
Memory	128 Mb of RAM
Operating system	Windows XP SP4 (or a similar or higher operating system with the latest service pack)
Free space in DD	24 Mb

Agent

Processor	Pentium 3 de 500 MHz
Installed software	Operating System libraries.
Memory	128 Mb of RAM
Operating system	Windows XP SP4 (or a similar or higher operating system with the latest Service Pack) / Linux GLIB 2.3.6 or higher.
Free space in DD	Windows: 1.2 Mb / Linux: 6 Mb

Console installation

1. The following procedure applies to both console versions, Aranda AVS Console and Aranda AVS Console Lite.

2. To install the Aranda AVS Console, double-click the **avsc_8.2.0 or avscl_8.2.0.**
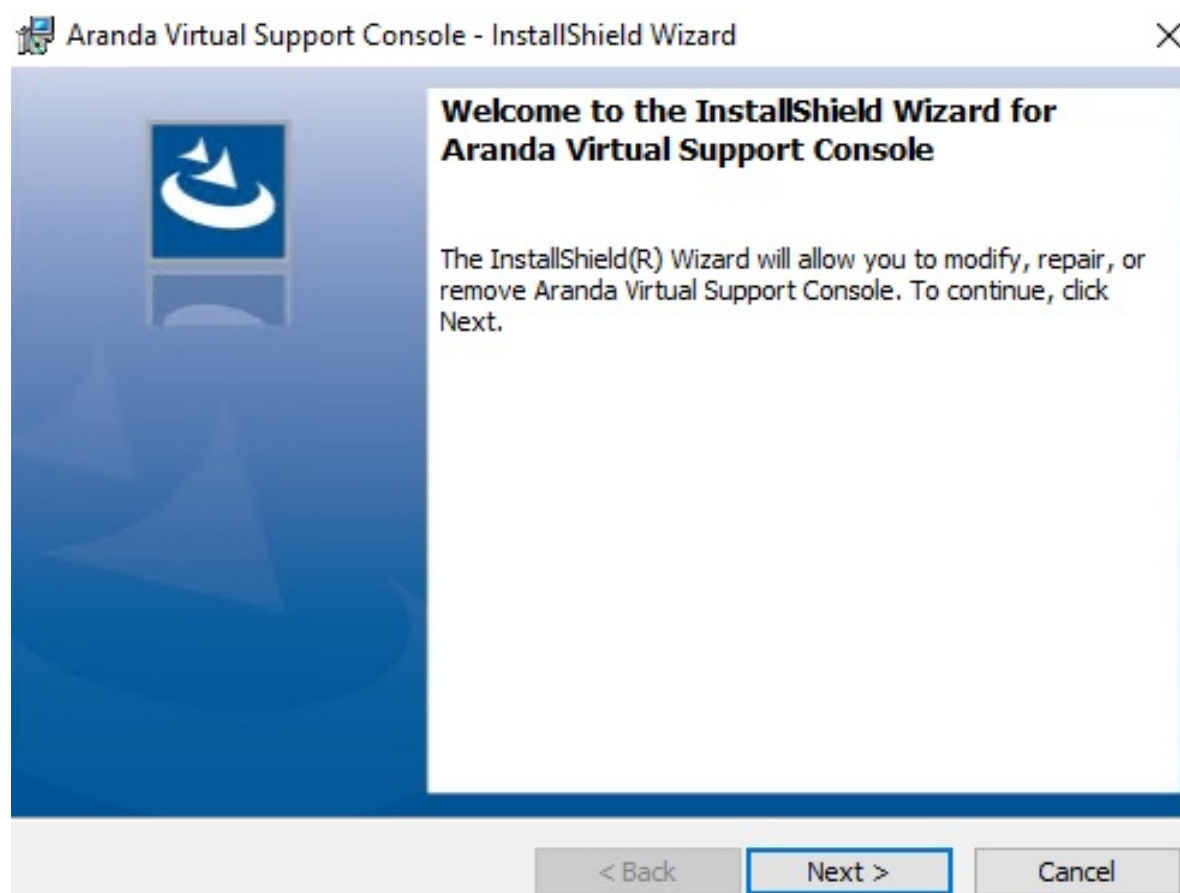
3. Click **Following**. 4. Select the console installation folder or leave the folder that appears by default.
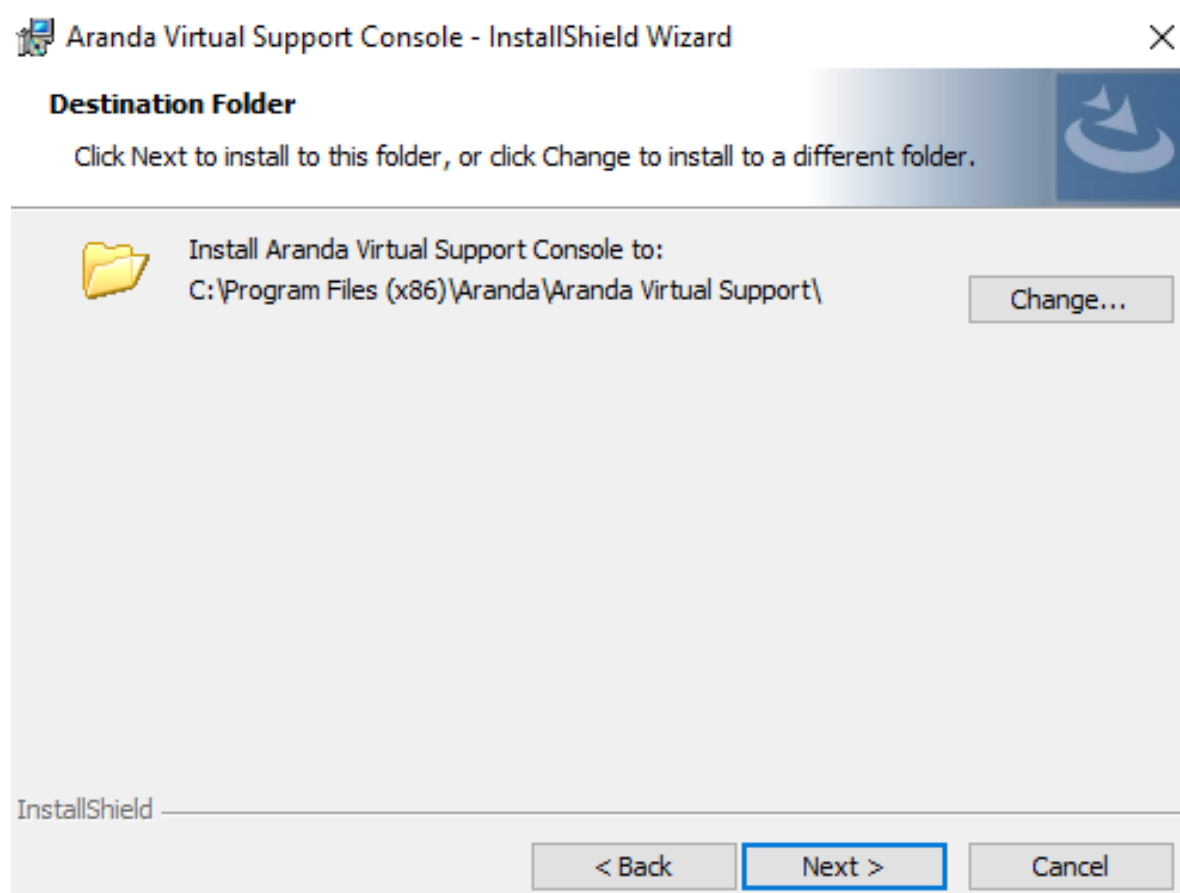
5. Confirm the start of the installation by pressing **Following**.
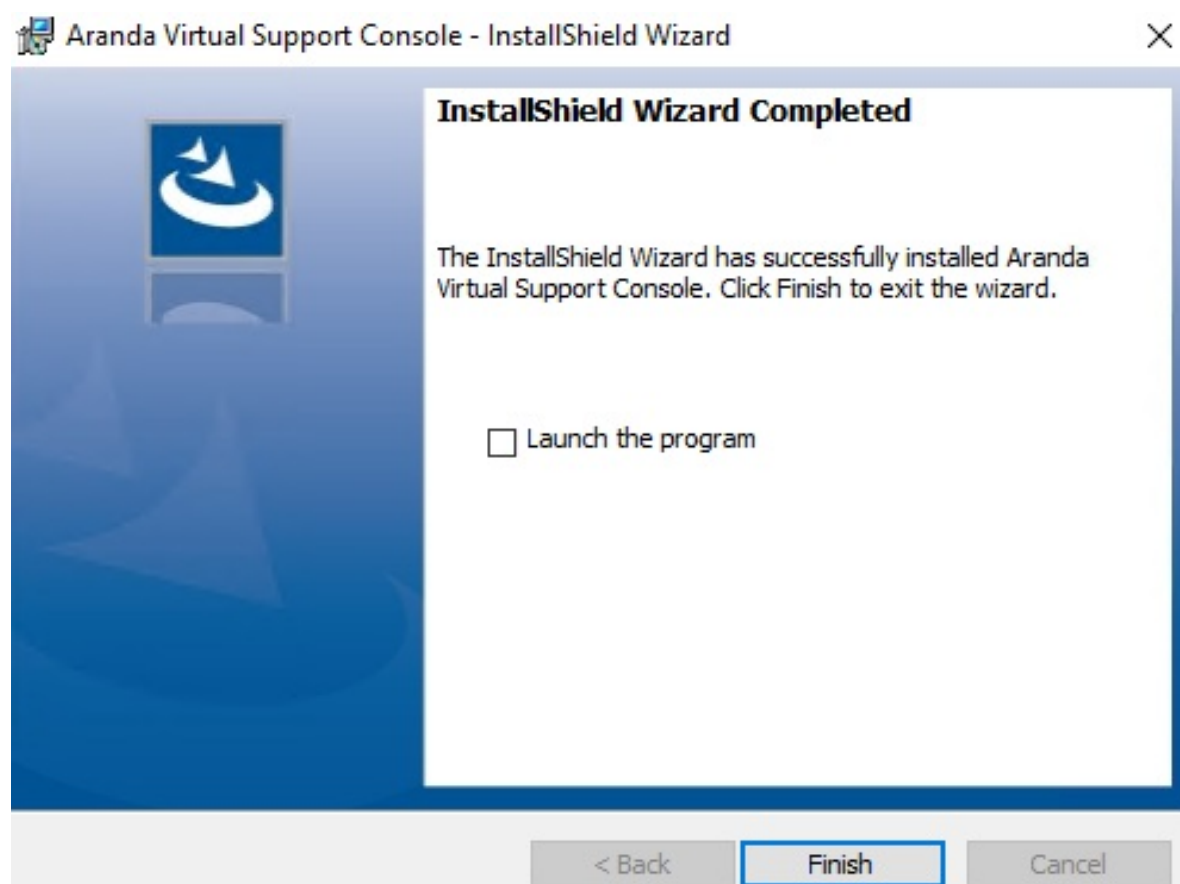
6. Wait for the files to install. 7. When the process is finished, press **End.**

Console Settings

1. Go to **Home -> Aranda Software -> Aranda Virtual Support Console.**

2. In the authentication window, in principle you should not be able to connect, as the data of the Aranda AVS Gateway with which you must communicate is not configured.

3. Go to the Configure connection option **Here**, here are the properties to be configured classified as follows:

- **Host:** Where the URL of the site where you installed AVS Gateway is listed
- **Port:** The port where the Aranda AVS Gateway is hosted by default is 443.
- **Enable SSL:** Indicates whether or not the connection requires SSL as a security mechanism.
- **Manual Configuration: (Optional)** You will be able to manually configure the proxy for the connection.
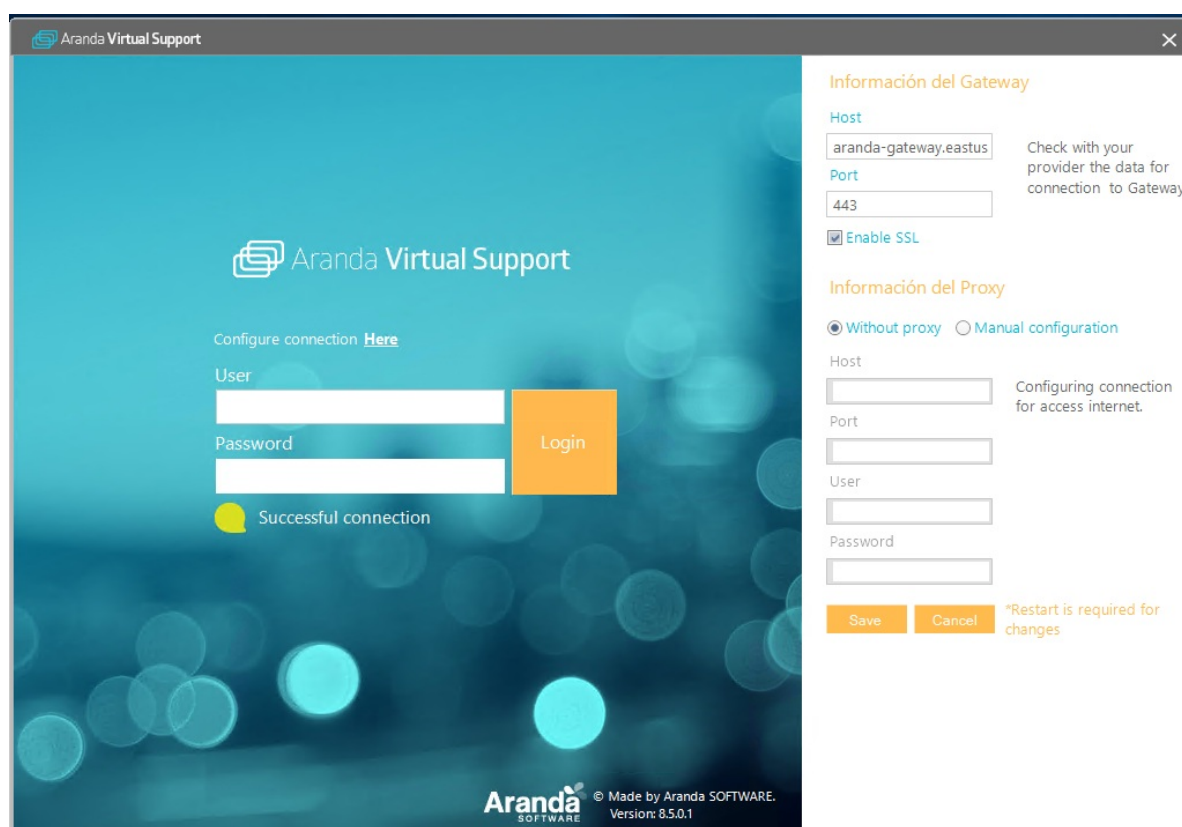
4. When you complete this information, confirm the configuration by clicking **Accept.** 5. Aranda AVS Console will restart to try to connect with Aranda AVS Gateway, if everything is correct, you just need to enter a name of **Specialist User** and the **password**, previously defined in the Aranda AVS Web Admin.

Agent Installation

1. The current version of the AVS Agent allows you to run without the need for installation.

2. The agent installer must be generated from AVS Web Admin AVS Agent Installer Step 5. To start installing Aranda AVS Agent, double-click the avsa.exe.

3. Select the way to use the Agent: run it only or install it as a program on the operating system.
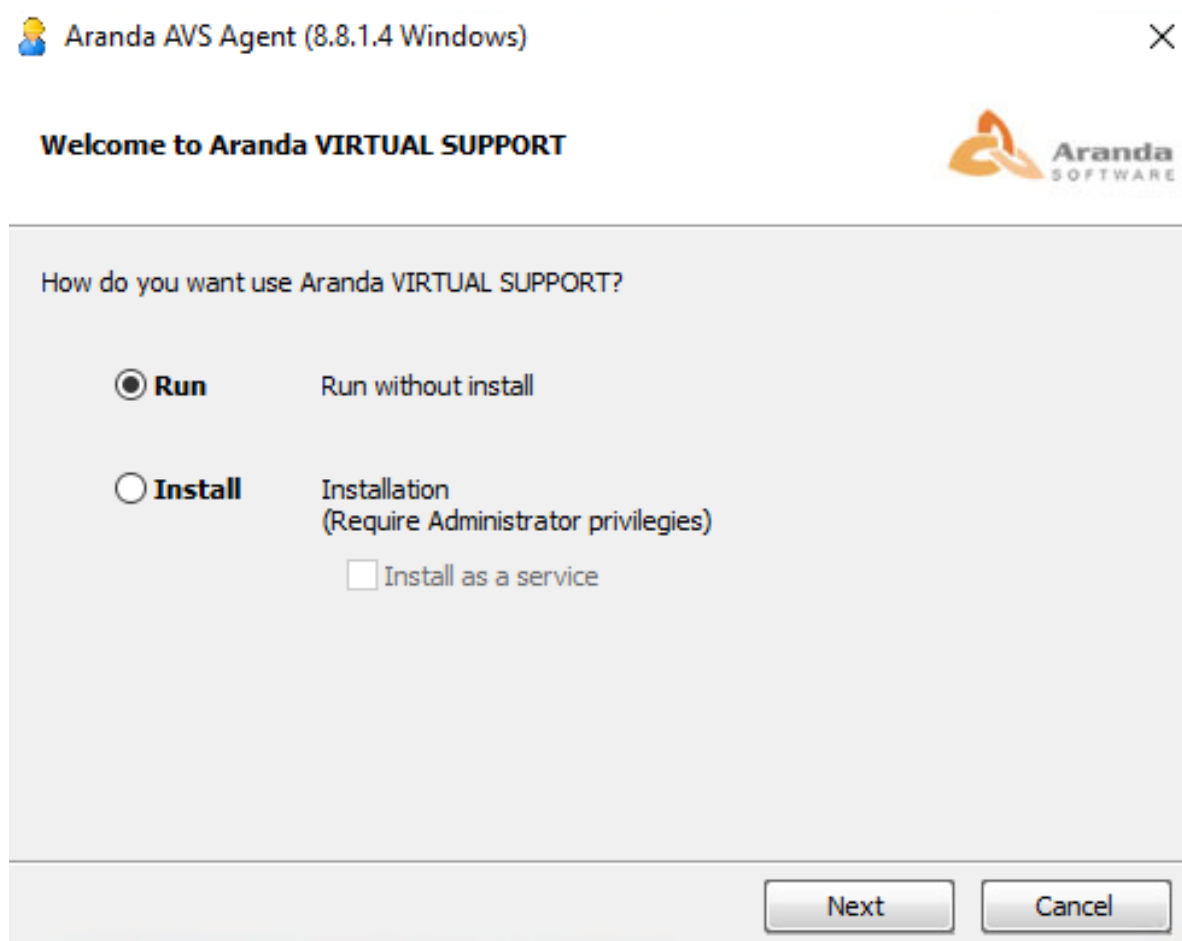
4. If you select Run, the AVS Agent is unzipped into a temporary folder and runs automatically, continue to step 6.5. If you select Install, the Install as Service option will be enabled, if you want to have the Agent available permanently.

6. Confirm the start of the installation by pressing Next.

7. You will then need to set a password for the agent and confirm it. There will also be the option of *Requires user confirmation* so that when establishing a connection from the console, the user must confirm the connection. Finally press Next.
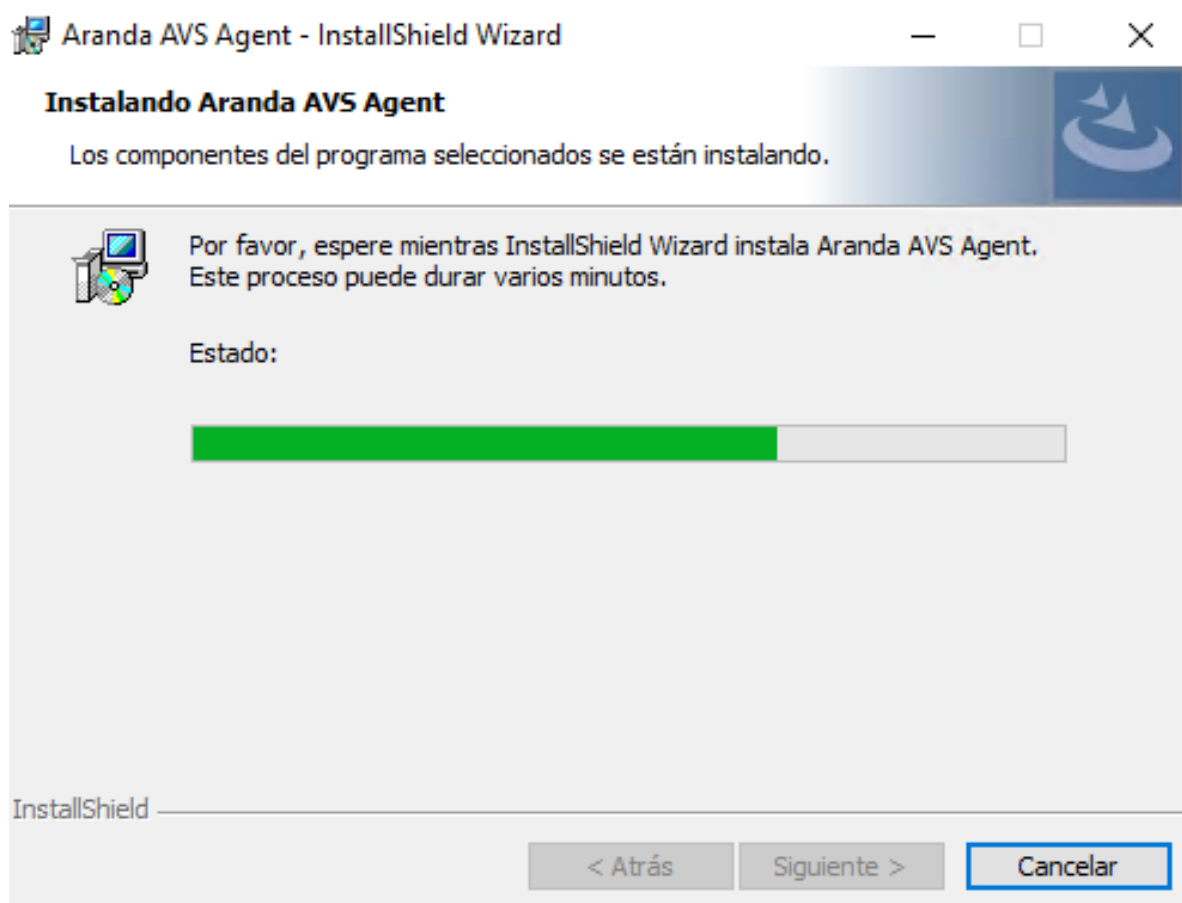
8. If you selected the install option, you need to wait for the files to install and when the installation is finished go to Home -> Aranda AVS Agent -> Aranda AVS Agent and open the Agent app. 9. When the process is finished, press Finish.

Agent configuration

1. In the Trayicon (next to the operating system clock) there should be the AVSAgent icon, on this right-click, go to the option **Configuration**.

2. A configuration window is presented, with three sections:

- **Gateway Configuration:** Where the host and port where the Aranda AVS Gateway is hosted is indicated, and the option to enable the use of SSL.
- **Proxy Settings:** Where the Proxy to be used for the connection is optionally configured.
- **Agent Configuration:** Where the code of the company to which it belongs is indicated (it must be associated with a company previously created in the Aranda AVS Web Admin) and the optional password, so that users of the Aranda AVS Console can take remote control of the machine.

3. Next, confirm the configuration by clicking **Accept**. 4. The Aranda AVS Agent will attempt to connect to the Aranda AVS Gateway, if you want an immediate connection attempt, on the AVSAgent icon, right-clicking, go to the option **Connect Now**.

5. In case of success the Aranda AVS Agent receives a session identifier, and will be available for support by a Specialist.

6. In the field **Launch AVS with Windows** you will be able to indicate whether you want the Agent to load each time the Operating System starts.

7. In addition, you can choose user confirmation before starting the remote control of the machine.

8. If automatic password generation is enabled, you can view a suggested password field that changes after each login or customize your own password.

functionality

Console

View Online Agents

1. On the left side of the console you can see the list of online agents or specialists.
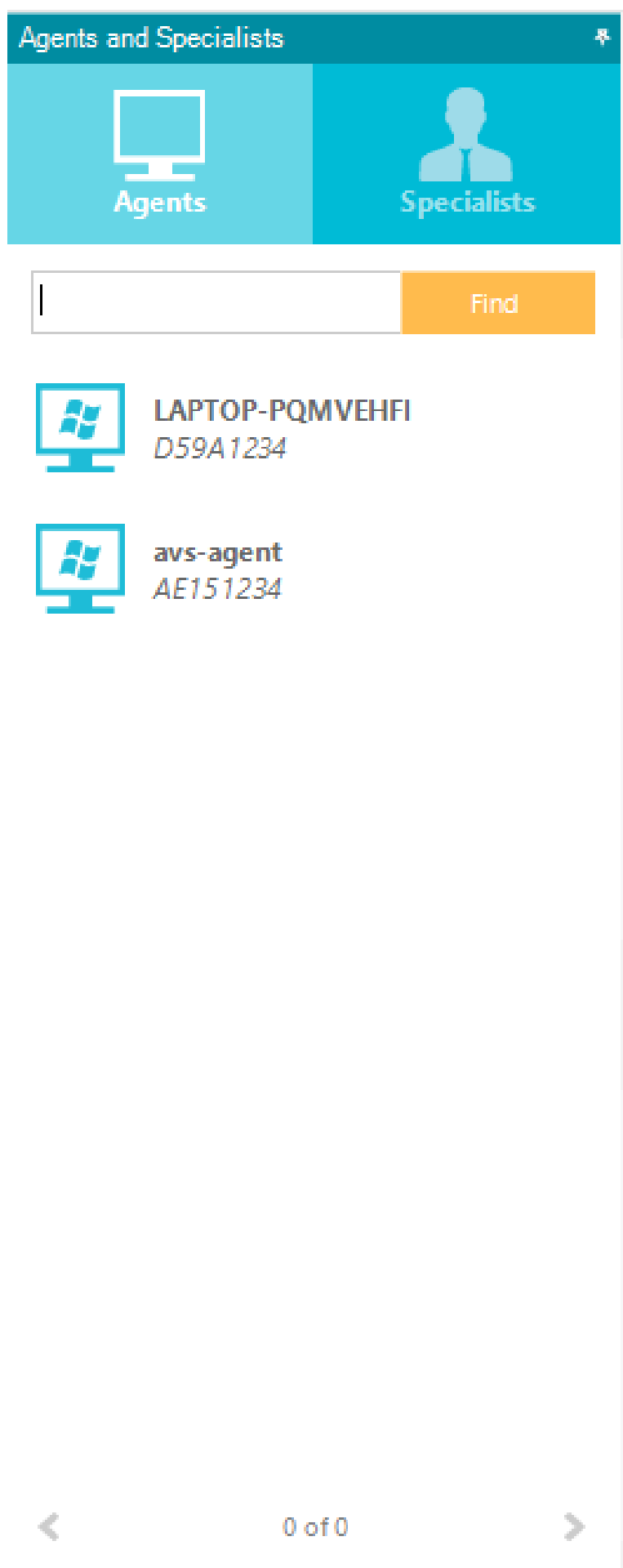
2. As you can see, each Agent has a unique SessionID and this is accompanied by the name of the machine.3. On the **Online Specialists** You will be able to see the list of specialists who are connected.

View inventory

To view an agent's inventory, double-click on it or right-click and select the option**Open**
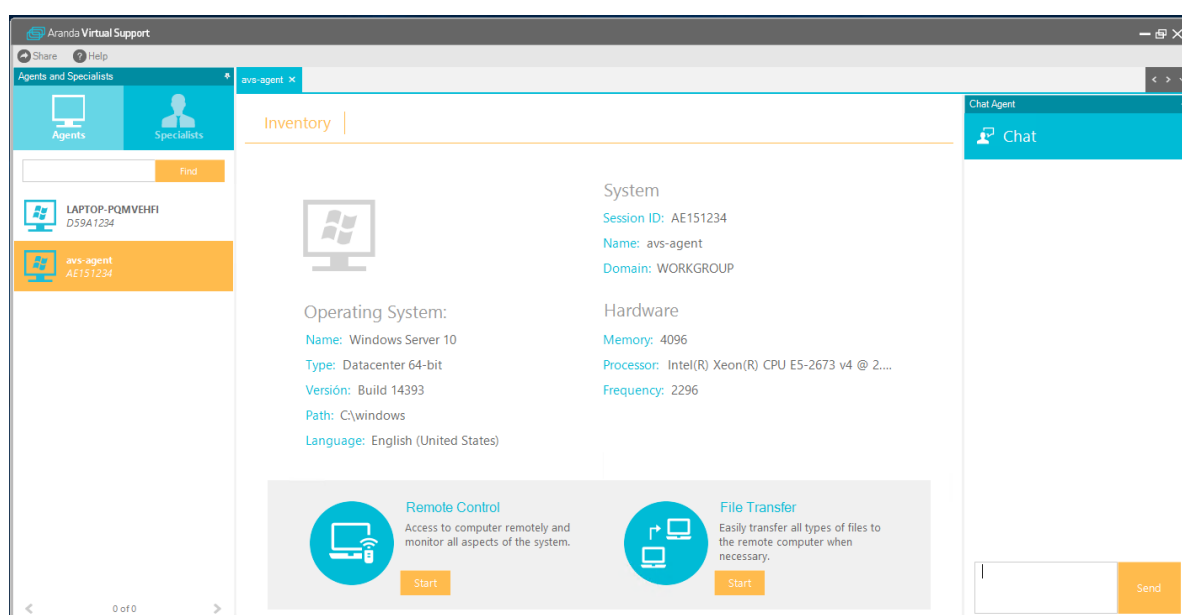
SessionID	Agent identifier.
State	Agent Status (Online/Offline)
GUID	Unique identifier of the software.
Name	Name of the Machine.
Domain	The domain in which the workstation is registered.

Chat service

To start a chat conversation with an agent, go to the agent's inventory, then the chat will appear on the right side of the window.

Remote Control Service

To take remote control of an agent, locate yourself in the agent's inventory and click on the **Start** in **Remote control**. You must then enter the password to access the agent
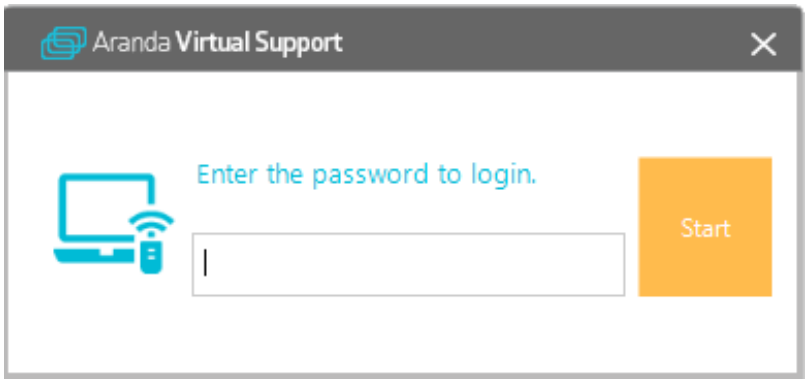
Once you have entered the password, click on the **Accept**. The AVS remote control interface will then load.
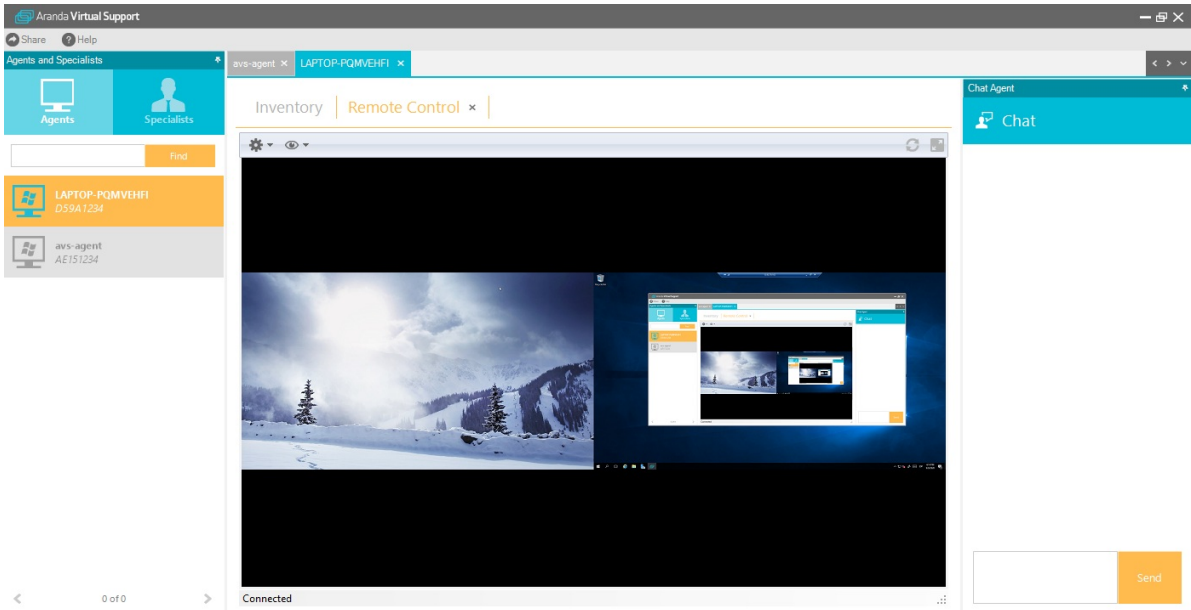
Control Options

At the top of the console you will see the **Options** The following functions will be listed below:
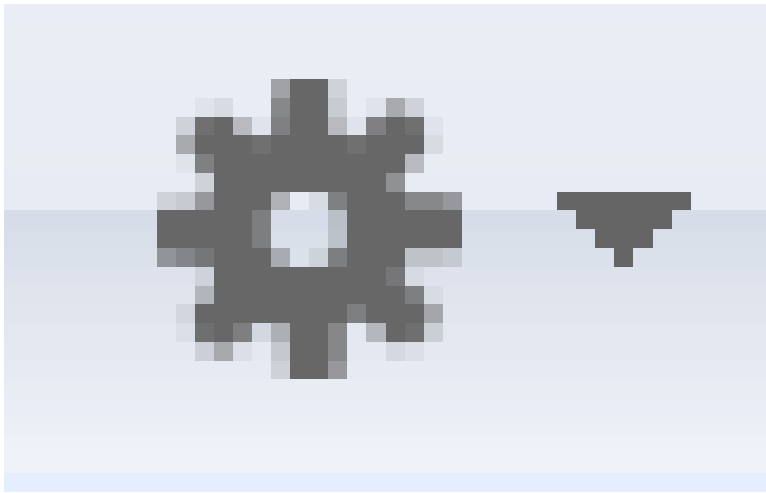
- **Tomar Control Visual**: Está función le permitirá tomar control únicamente visual del agente es decir el especialista solo podrá observar las acciones que realiza el usuario más no podrá interactuar con la máquina del agente.
- **Enviar Ctrl. + Alt. + Supr.**: Le permitirá enviar a la maquina remota el comando Ctrl. + Alt. + Supr. El cual Abrirá el administrador de tareas de la estación de trabajo o bloqueará la sesión actual.
- **Enviar Ctrl. + Esc.**: Esta función le permitirá enviar a la estación remota el comando Ctrl. + Esc. Para que se cargue el menú inicio.
- Configuración

Configuration

Input

- ☐ Enable visual control
- ☑ Enable clipboard changes
- ☐ Emulate 3 buttons mouse
- ☑ Enable beep

Display

- ☑ Render cursor locally
- ☑ Allow desktop resize

| Color level | Full color |
| Encode | ZRLE |

Close

Take Visual Control	This feature will allow you to take visual control of the agent only; that is, the specialist will only be able to observe the actions performed by the user but will not be able to interact with the agent's machine.
Enable Beep	Enable the Board Beep of the remote PC.
Show local cursor	Displays the local computer's cursor.
Enable Desktop Resize	Allows the specialist to resize the desk according to their need.
Color Quality	It allows you to adjust the color quality with which the remote machine's desktop looks (8, 64, 256, Full Color) This to make control over the remote machine faster.
Encode	Image compression format (RAW, SRLE, HexTile) RAW being the highest compression quality.
Frequency	Processor operating speed.
Operating system	Operating system installed on the agent's machine.
Guy	OS Type (Enterprise, Professional, Basic, Etc.)
Version	Installed Service Pack Version
Route	Operating system installation path.
Language	O.S. Language
Enable Copy/Paste	It allows the clipboard to be shared between the local toll machine and the one that is being taken over remotely.

The console allows you to take multiple machines into remote control, file transfer, or chat simultaneously.

View Display Properties

On the top of the console, you'll see the See . The following functions will be listed below:
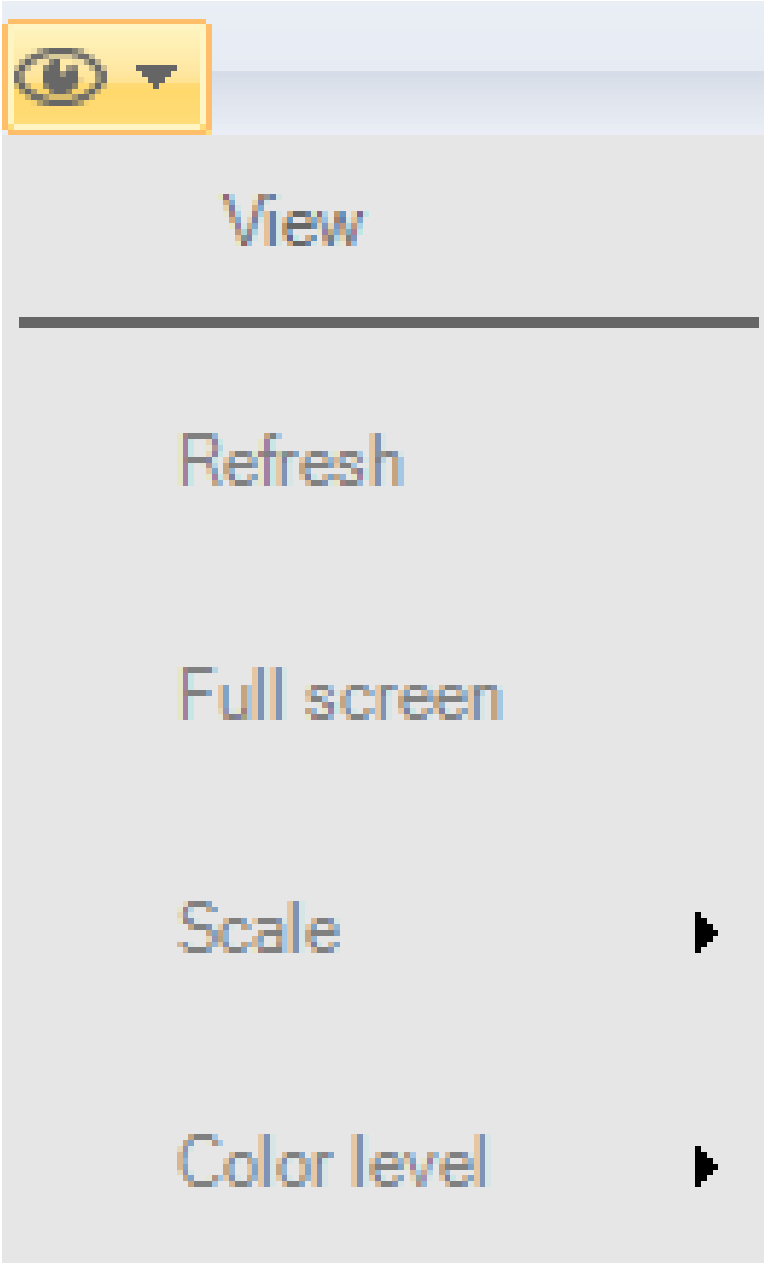
Refresh Screen	Refresh the remote desktop.
Full Screen	Maximize remote desktop.
Climb	You can adjust the remote desktop to its actual size or use 50% to 200% zoom.
Color Level	It allows you to adjust the color quality with which the remote machine's desktop looks (8, 64, 256, Full Color) This to make control over the remote machine faster.

Change password

In the main menu, display the Help item and select the change password option.
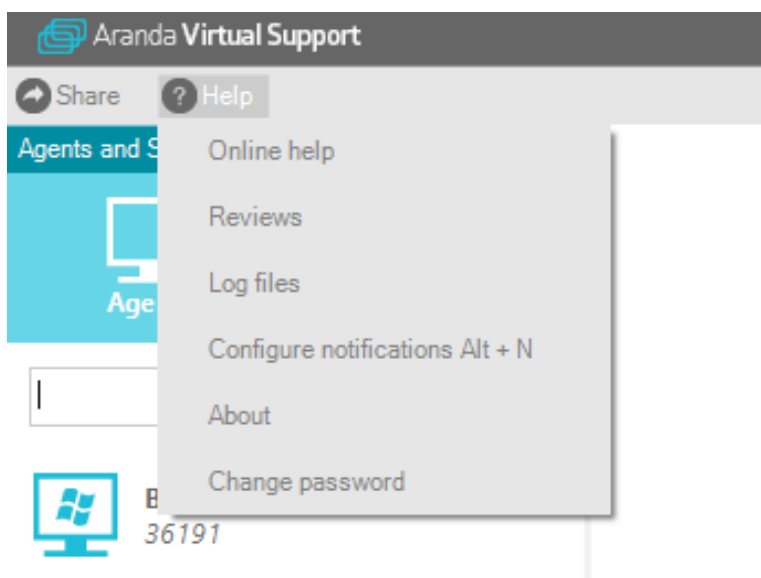
Una vez se despliega la pantalla puede agregar el nuevo password y debe confirmarlo. Se recomienda una contraseña superior a 6 caracteres con mayúsculas, minúsculas números. Puede actualizar la contraseña cuantas veces considere.

File Transfer Service

1. To transfer a file to an agent or to receive a file from an agent, go to the agent's inventory and click on the Start in Transfer Files. The file transfer interface will then load.

2. Select whether you want to download or send a file to or from the remote machine.3.. If you selected download in the Local File field, click the **Examine** and type the name of the file you want to save.

4. In the Remote File field, type the exact path of the file that you want to download and that is located on the remote agent machine.

5. Finally, click the **Download**.

6. If you need to send a file to the remote agent, in the **Local archive** Select the file to be sent and in the **Remote Archiving** Enter the exact path where the agent will be able to locate the submitted file.

Find an Agent

1. To search for an agent, select the search engine on the left side of the console.

2. Enter the agent's name or SessionID.

3. When you click on Find you will be able to see at the bottom a list of agents with a name or SessionID equal to the text entered.

Chat with specialist

1. To start a chat with a specialist, in the Specialists panel, double-click the specialist you want to have a conversation with.

2. A tab is enabled in the console that displays the conversation chat with that agent.

Submit SessionID and Agent Installers

1. To send the SessionID to an agent, locate yourself in the top toolbar of the console and go to **Share -> SessionID**.

2. A screen will appear with the specialist's SessionID and also the agent installer download links for that customer.

3. Clicking on Mail will automatically send the email with the information to the customer.
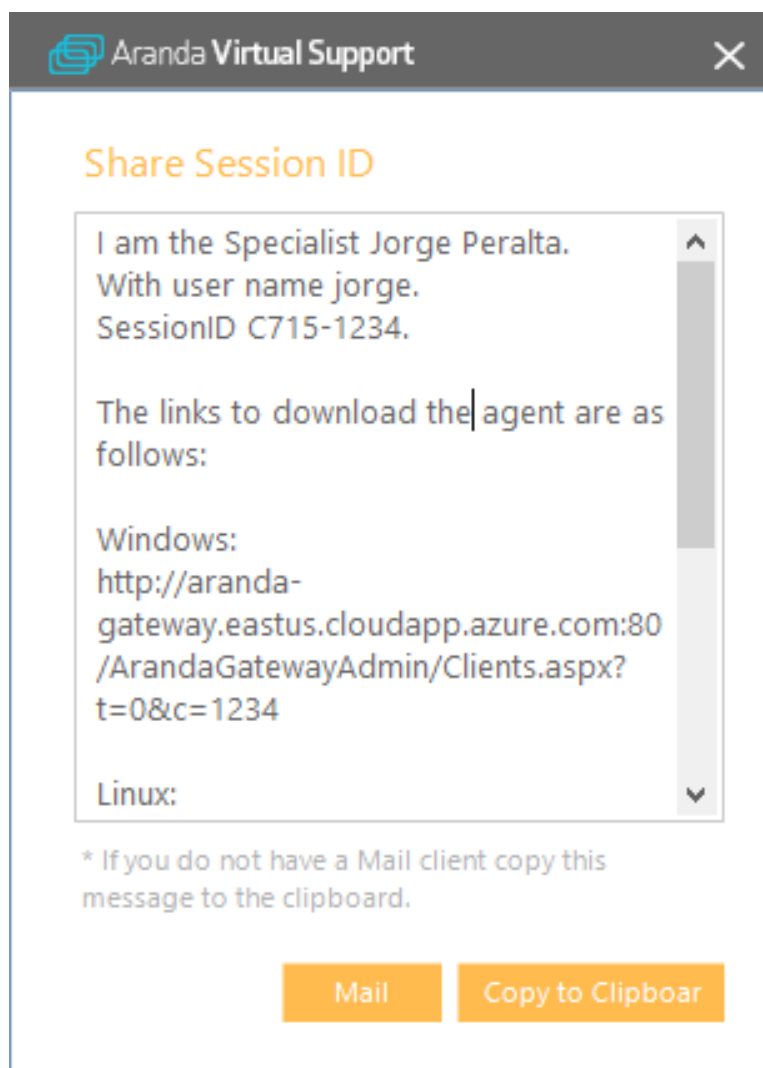
If you do not have the email you can click on the Copy to clipboard optionIMPORTANT: If the host is not displayed in the URLs, you may not have configured the host in AVS Web Admin in -> **Gateway Configuration** if so, go to Ports & Host. After setting it up, you will need to **restart the Aranda Gateway service** on the server where it was installed.

View Help

1. At the top of the console you will see the menu**Help.** The following functions will be listed below:

- Online Help: This feature will send you to the Aranda Software support page. http://www.arandasoft.com/soporte.php
- Comments: This will allow you to upload a new instance of your email through which you can send your suggestions regarding AVS.
- Log Files: This will allow you to observe all the logs stored by the AVS console.
- Configure Notifications: Select the notifications you want to be executed:
- Show on-screen message when notifying
- Play sound when notifying
- Agent Status Change
- Changing Specialist Status
- Service Request
- Agent Chat
- Chat with Specialist
- About AVS.

- Displays the description of the AVS console.

Agent

In the Start menu taskbar you will see the AVS Agent icon when you right-click on it you will see the following functions:
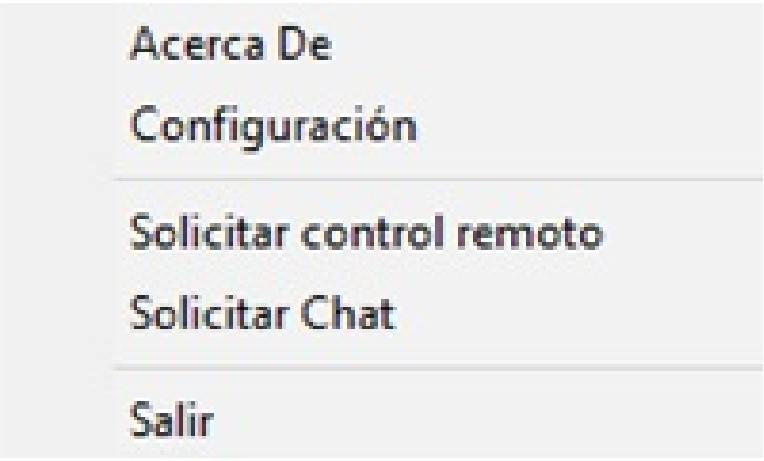
Remote Control Request

After clicking Request Remote Control, you will need to enter the SessionID of the specialist you want to receive support from.
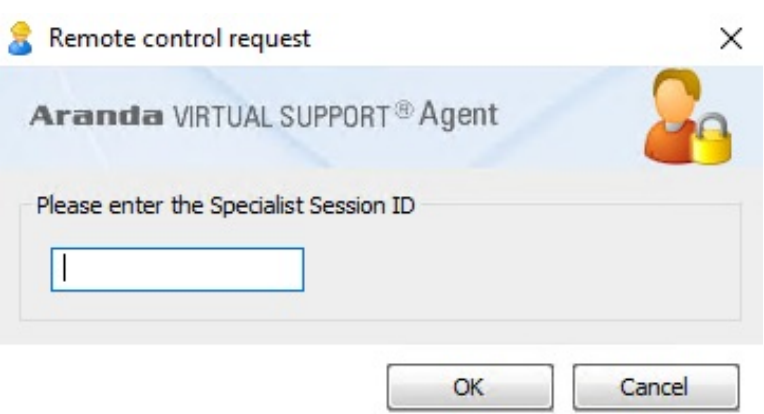
If the SessionID is correct, the remote control request will be sent to the Specialist and the Specialist will decide whether to accept the request.

Chat Request

1. After clicking, enter the SessionID of the specialist you want to establish the conversation with.

2. If the SessionID is correct, the chat request will be sent to the Specialist and the Specialist will decide whether to accept the request. 3. If the Specialist accepts the invitation, the AVS Agent chat interface will load.
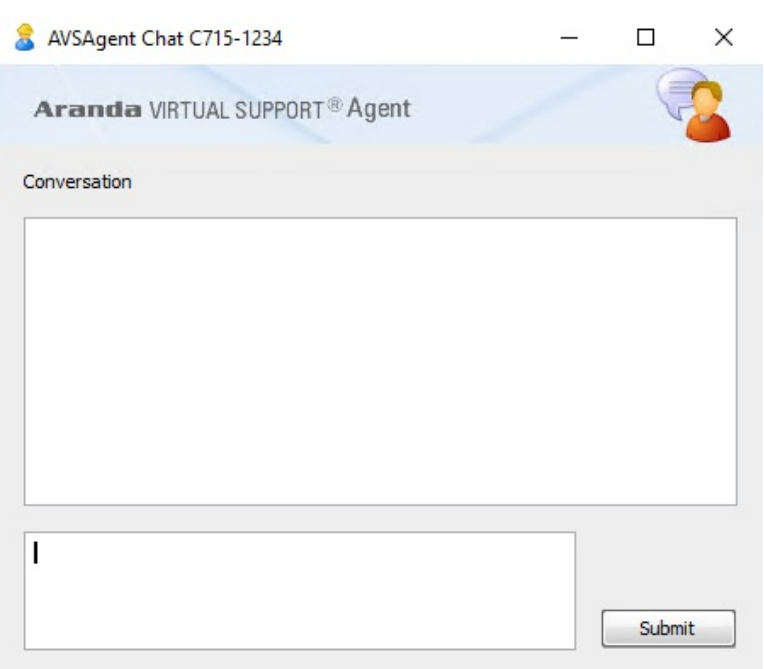
AVS Web Admin

Immediately after you have loaded the corresponding permissions, the application console interface will It will show as follows:

Initially, you will need to go to the Licences - > Installing Gateway. The following will be loaded immediately: interface:
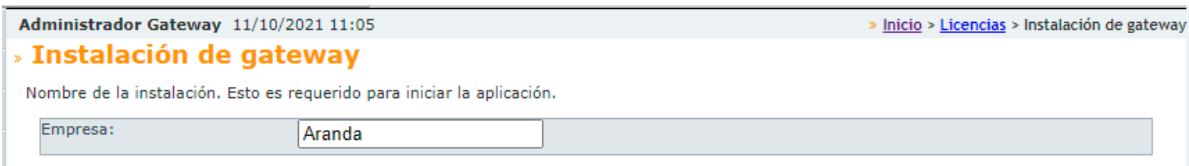
Follow the steps below: 1. Enter the name of the company where the Gateway will be installed.

2. Click the Save.

3. A form is then loaded, showing the date of Gateway Activation, the name of the Company that licenses it.

4. Click the Generate CDKey.

5. At the bottom you will see a grid where the Generated CDKey's will be listed, their creation date and the user who generated it.
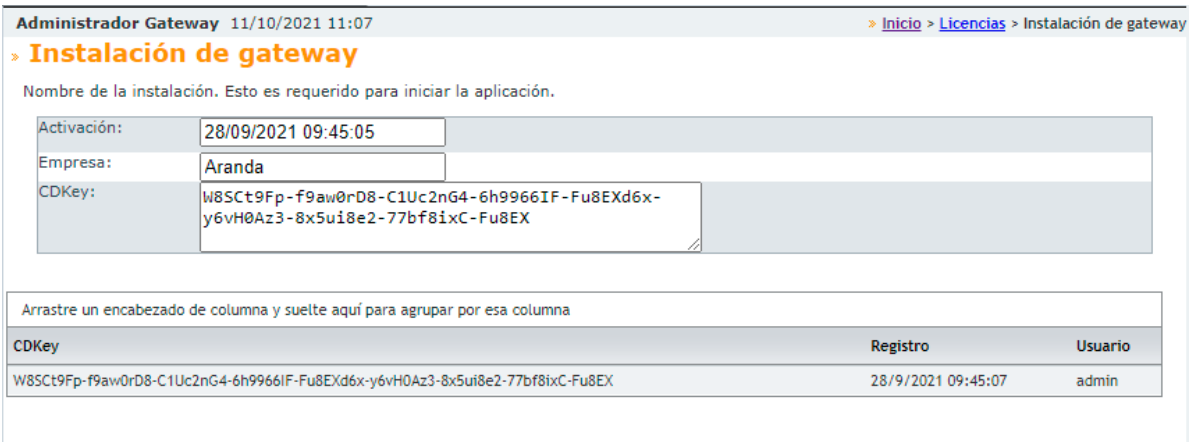
Gateway Configuration

1. Go to Configuration -> Gateway Configuration.

2. Enter the following fields according to the description given below:

Communication

- Host: IP address or public host to which software clients (Consoles and Agents) will refer.
- Service Port: Port in which the Aranda AVS Gateway will run, and to which the software clients will refer (Consoles and Agents).
- Waiting time to complete communication: By default it is 30000 milliseconds, it is recommended not to handle lower values, as this depends on The speed of the network you are working on.
- Certificate Subject: By default there is the subject of the Aranda Software certificate, it can be modified to use a own certificate.

Package Size

- Size Console Bundles

Maximum number of console sessions that are reported to a console per message reported by the party of the Aranda AVS Gateway.

- Agent Package Size

Maximum number of agent sessions that are reported to a console per message reported by the Aranda AVS Gateway.

- Package Size for Services

The number of maximum service sessions that are reported to a console per message reported by the party of the Aranda AVS Gateway.

Configure Software Clients

1. Go to **Configuration** -> **Software Customers**

In the **Release Notes** You can find the latest version of the Windows Agent, today you don't have Agent for Linux. 2. The list with the agents supported by the Aranda AVS Gateway will be loaded.

3. To edit or view an Agent's information in detail, click the **Update** and then you will be able to observe the characteristics of the Software.

- Name: Name of the Software.
- Code: Identifier number of the software.
- Description: Features of the Software Client.
- Version: Software Version.
- Last Status Change: The last known date on which the client was updated.
- Base Installer: Option that allows you to upload an update or patch of the Software Client, it must be in DAT format, and must comply with the system's own format. 4. Click the **Update** To process the DAT file, if the system finds it to be a recent version, it will update the base installer, and each software client will be notified upon authentication that a new version is available for download.

Configure SAML Authentication

AVS has authentication through a third-party provider using the SAML standard for logins to the management Web page.

The SAML configuration page to allow SAML authentication providers to enter in the Configuration -> sectionSAML Configuration

To configure a SAML client, the following steps must be performed. 1. Log in as an administrator to the AVS website.

2. Go to the **Configuration -> SAML Configuration**.

3.. Click the New (+) button.

4. Give a name in the 'Vendor Name' field. This will be the name that will appear in the SAML Settings list, and on the login page in the event that the provider is enabled.

5. Click the "Select Icon" button.

6. Select an image that meets the characteristics: Dimensions equal to 20x20, with any of the formats indicated, namely: jpg, png, ico.

7. Click save and display that the text field in the image is loaded with the file name.

8. Fill in the product URL. This should be the URL of the AVS web administration page. Depending on the provider, SAML must have HTTPS as its schema (in most cases this is required). The most common format is: https://[address-ip-or-domain]/ArandaGatewayAdmin.

9. Enter the login URL provided by the SAML provider.

10. Enter the logout URL provided by the SAML provider.

11. Enter the ID. This is a secret code provided by the SAML provider.

12. Enable login by activating the combobox.

13. Click save.

14. The SAML provider will likely require the "Response URL (SP)" generated by the AVS.

15. The result will look something like this:

16. When you log back in to the login page, you'll see the new provider for authentication.
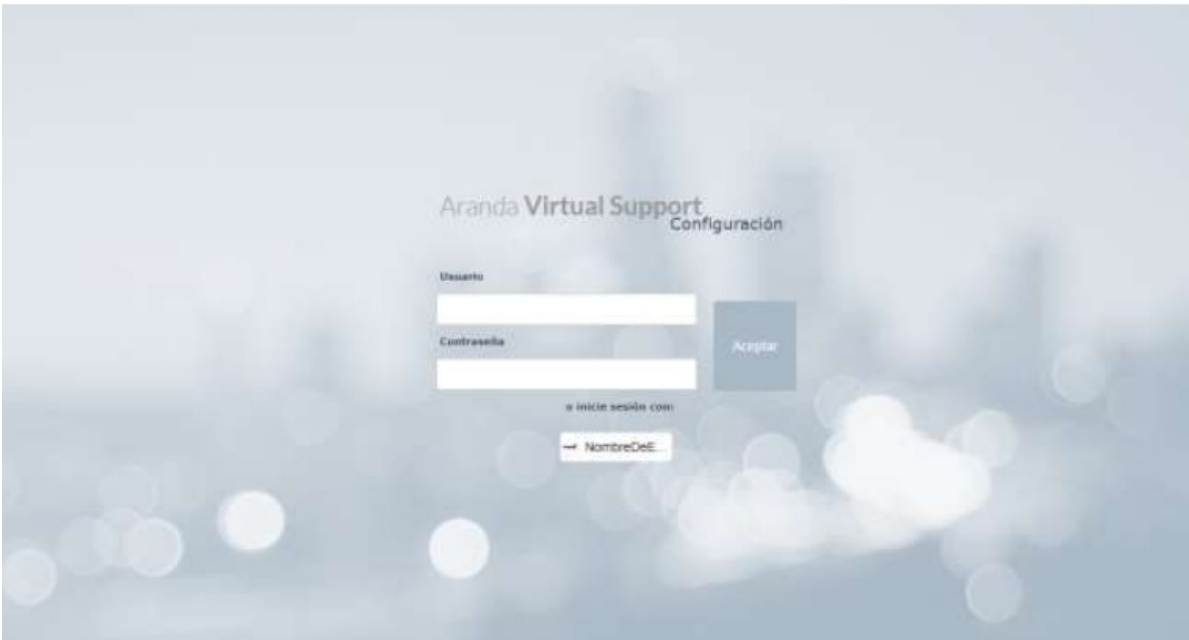
General Settings

This section allows you to make general configurations in the **Configuration** -> **General**, where you can activate or deactivate the traditional Aranda login, allowing you to hide the text fields for username and password, forcing the use of previously configured SAML providers.
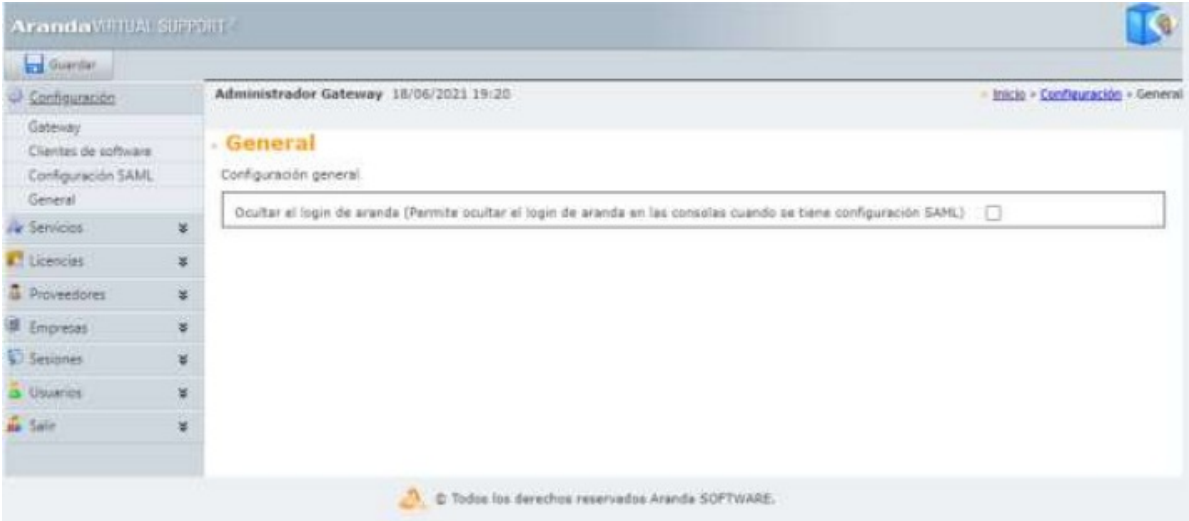
Services

You can verify that AVS, Remote Control, and File Transfer services are working.
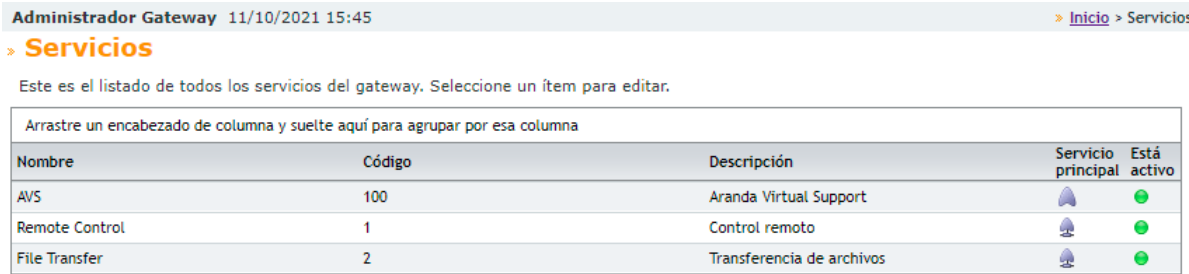
If you want to stop a service, click on it and click **Edit**, there you can turn off the service.
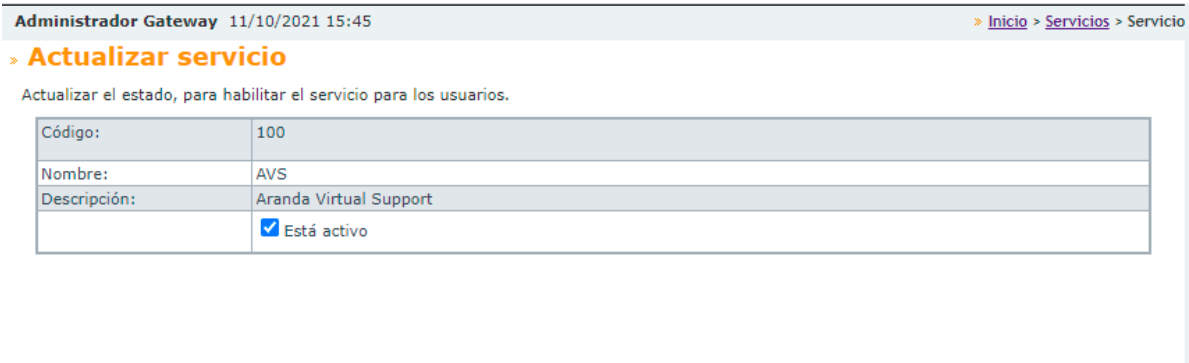
Licences

AVS manages a master licensing and sub-licensing scheme; Master licenses are associated with vendors and sublicenses are associated with enterprises (customers who manage vendors).

These licenses allow you to enable access to the web console as well as have licenses available to the end users' machines (agents) and achieve the connection through the gateway.

Suppliers

An AVS installation can have one or more suppliers, this hierarchy allows you to delegate some companies to the supplier for their administration and management.

The supplier can be assigned how many companies it can be in charge of; This can be disabled at any time.

Enterprises

Companies are the ones that allow customer devices to be grouped, these companies can be associated with specialists to carry out support actions through remote control.

Each company must be associated with a single provider, for each company functions can be enabled in the agent such as:

- Enable one-time passwords
- Show/Hide Gateway Settings
- Show/Hide Proxy Settings
- Show/Hide Agent Settings

Sessions

On the website, you can review a history of console, service, and agent sessions. (devices that were taken from remote control).

Agent Sessions (End-User Devices)

List of all agent sessions logged by the gateway.

You have the opportunity to view a summary of the device's inventory.

Console (Agent) Sessions You have the opportunity to see the sessions that the specialists have had:

Service Sessions You have the opportunity to view service sessions (remote control and file transfer).

In remote control sessions, you can view the audit recording of the session: