

Troubleshooting

Below you will find basic steps what you can do in terms of troubleshooting the TrueDEM Agent and/or the TrueDEM Manager.

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Restarting the OS

In many cases, a restart of the OS helps in resolving issues. So this should always be the first option before continuing with other items below

TrueDEM Manager - Logs

The TrueDEM manager is responsible to deploy the Agent and to get the latest update for the Agent itself. If you notice that End Users are not on the latest version the Agent, then the following Log can help you.

You can find logs from the TrueDEM Manager here: **%localappdata%\panagenda\TrueDEM Manager\Logs**

OfficeExpert EPM Agent - Logs

The Agent itself is the core application. If Depending which Agent you use (EU or US) the path differs

US

%localappdata%\Packages\PerfraxInc.OfficeExpertEPMUS_3z4kejx6m272y\LocalCache\Logs

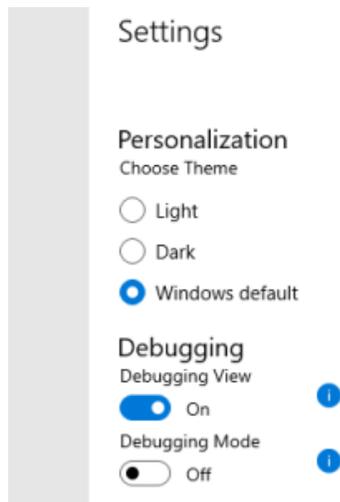
EU

%localappdata%\Packages\PerfraxInc.OfficeExpertEPMEU_3z4kejx6m272y\LocalCache\Logs

Does the Agent transmits data ?

In case you want to check if the Agent for a user transmits data, you can do the following

- Open the OfficeExpert EPM Agent
- Click on *Settings* and enable the *Debugging View* (**NOT the Debugging Mode!**)



- Click in the Menu on *Debugging* and check the Scan Date, Transmit Date and Pending scans information
 - if you see an old date or a number of pending scans then this indicates that not all data has been transmitted successfully read "How to trigger a manual Scan"

Does the Agent reach the Service?

Use the following two URL's to check if the Agent (client) can reach the TrueDEM SaaS. In case of an unsuccessful message, please check your network connectivity/firewall settings.

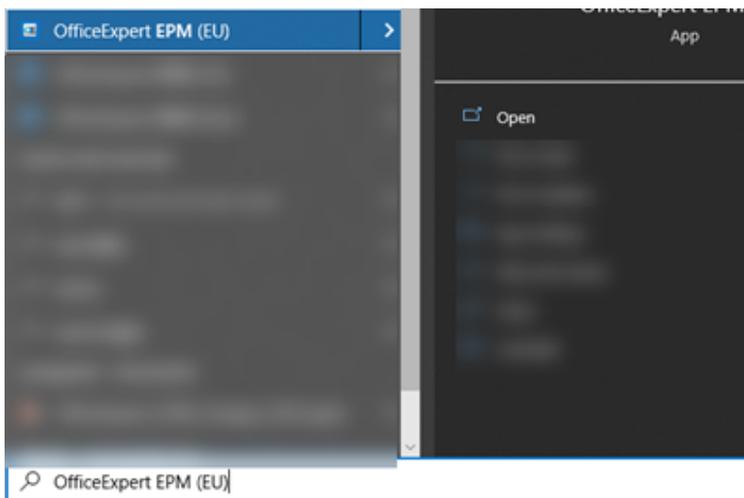
US: <https://na.epmapi.com/api/echo>

EU: <https://eu.epmapi.com/api/echo>

How to trigger a manual Scan?

In rare cases it can happen that no client data is being transmitted. You can perform the following to trigger them manually:

- Open the OfficeExpert EPM Agent



- Click on *Settings* and enable the *Debugging View* (**NOT** the *Debugging Mode!*)
- Click in the Menu on *Debugging* and check the Scan Date, Transmit Date and Pending scans information

Configuration Name	Scan Date	Scan Result ID	Scan Execution Time	Configuration ID	Version	Trigger	Scan
Daily System Baseline	13/03/2023 07:3306	08C19A4B-98C2-4A15-9068-C2C852751661	4265	0D006F42-A648-4668-8C29-5636FD3FC42	0	Normal	True
Disk	13/03/2023 16:10118	14850E40-6A45-4C80-88E1-9F38659034A3	9	D5895225-F4F4-4F38-8805-82F0A68F8E31	0	Normal	True
ExchangeOnline	13/03/2023 16:07205	D691059D-8787-409F-84FD-F756F7A61CC1	1293	D52032463-8F82-4368-8264-D1A248813233	0	Normal	True
Heartbeat	13/03/2023 16:07205	0A8FD379-9FEF-4135-8FD6-A2187D635C94	7712	0884C843-149C-41DA-A299-6E101C657C56	0	Normal	True
Latency v4.0	13/03/2023 16:07222	0AFC3D66-8774-48E7-81E6-8852F7548AD	1393	D47C1486-C485-4C4D-81CD-6603A4A0082	0	Normal	True
LiveMetrics	13/03/2023 16:2600	D021E408-8D4C-4E5A-8947-9665328F927	244	0CCDCE63-89C1-4818-8678-FA71D881327	0	Normal	True
Network Change Detection	13/03/2023 11:30340	11550989-7AD9-4CDA-91CF-63ECF30807D	2649	01D117CA-183A-4089-8A83-5D52F061E48A	0	Normal	True
Network Stats	13/03/2023 16:07205	086D69AC-0498-47EC-8082-939919C61CCA	5545	0C2E6EE68-6988-4C3F-9272-D1C663F24996	0	Normal	True
OneDrive	13/03/2023 16:07205	7528803A-395A-48F7-8849-285878F0932D	8778	0AACD4878-38CD-48C7-8A8C-958218F121C4	1	Normal	True
SystemProcessesV2	13/03/2023 16:07119	072E3E4-1192-40F8-93C2-27A447358400	2664	018839CC-AA48-4208-8788-0969758E8F7	0	Normal	True
Teams	13/03/2023 16:07205	0EFD8978-1F89-4876-8508-91F1A8C1CA8	12717	0D09AA89-6A29-4C35-A66C-86897C83AC2	0	Normal	True

- Click on Scan **All configurations** (right bottom corner) and wait few moments . If this doesn't improve the situation continue with step "Uninstall the Agent and pull it again"

Are Background Tasks running?

Background tasks are required and essential for TrueDEM. If no data is being sent to the portal, you should need to check if Background tasks are still running on the Client.

- on the affected Client, open a PowerShell as an Admin
- for US, execute the following cmdlet:
 - Get-AppBackgroundTask -PackageFamilyName PerfraxInc.OfficeExpertEPMUS_3z4kejx6m272y
- for EU, execute the following cmdlet:
 - Get-AppBackgroundTask -PackageFamilyName PerfraxInc.OfficeExpertEPMEU_3z4kejx6m272y

The result is something like this:

```

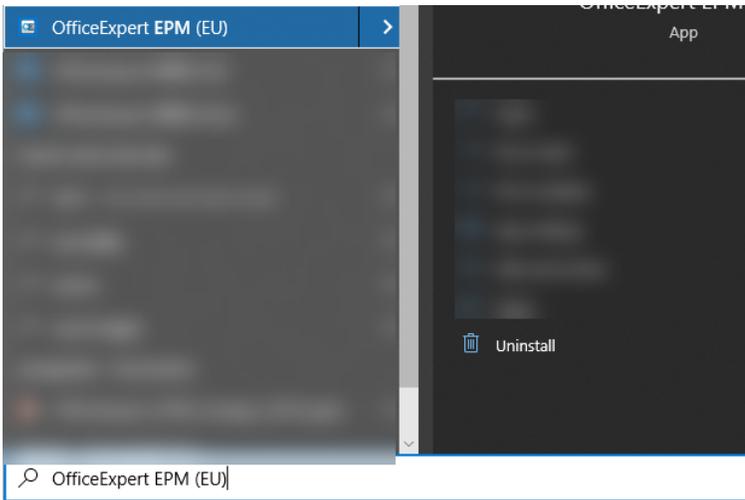
EntryPoint                                     TaskID
-----
Perfrax.AgentLibUwp.NetTransmissionBackgroundTask.NetworkStateChangeBackgroundTask 1746e630-
Perfrax.AgentLibUwp.HttpEpmBackgroundTask.HttpEpmBackgroundTask b98f371d-
Perfrax.AgentLibUwp.NetTransmissionBackgroundTask.AuthenticationCheckBackgroundTask f88c596d-
Perfrax.AgentLibUwp.NetTransmissionBackgroundTask.TransmitTimeExceededResultsBackgroundTask 38531227-
Perfrax.AgentLibUwp.NetTransmissionBackgroundTask.PushNotificationBackgroundTask c3478d01-
Perfrax.AgentLibUwp.HttpEpmBackgroundTask.HttpEpmBackgroundTask 1e64cc61-
Perfrax.AgentLibUwp.NetTransmissionBackgroundTask.ScanConfigurationCheckBackgroundTask eceb4975-
Perfrax.AgentLibUwp.HttpEpmBackgroundTask.HttpEpmBackgroundTask 6f68443f-
Perfrax.AgentLibUwp.HttpEpmBackgroundTask.HttpEpmBackgroundTask 31739fce-
Perfrax.AgentLibUwp.HttpEpmBackgroundTask.HttpEpmBackgroundTask 0e21e3f4-
Perfrax.AgentLibUwp.HttpEpmBackgroundTask.HttpEpmBackgroundTask 3c0df4fc-
Perfrax.AgentLibUwp.NetTransmissionBackgroundTask.NotificationHubRegistrationRenewBackgroundTask 214c7e90-
Perfrax.AgentLibUwp.HttpEpmBackgroundTask.HttpEpmBackgroundTask ebf4d378-
Perfrax.AgentLibUwp.NetTransmissionBackgroundTask.NetTransmissionBackgroundTask 68d44d53-

```

If the list is empty, please open the TrueDEM App manually (this recreates the background tasks) and execute the powershell cmdlet again

Uninstall the Agent and pull it again

- Search for the Agent and click on Uninstall



- Wait 2-3 minutes
- Start **C:\Program Files\panagenda\TrueDEM Manager\TrueDEM Manager.exe**
 - This will trigger the pull request and installs the Agent again
 - Whenever done, you will see a splashscreen for seconds (will be closed automatically)
 - You can follow the process in the corresponding Log file: **%localappdata%\panagenda\TrueDEM Manager\Logs**
- Wait for ~20min and check the TrueDEM Portal if new data is visible now

Manager is installed but Agent Installation is failing - 0x80D03002

For that scenario you pretty much see an error code 0x80D03002 in the TrueDEM Manager Logs. This Error code indicates that the download mode is causing the issue.

Best practice is to keep the default value for **DODownloadMode** to 1. See reference: <https://learn.microsoft.com/en-us/windows/deployment/do/waas-delivery-optimization-reference#download-mode>

Please adjust the regkey/group policy: HKEY_LOCAL_MACHINE\SOFTWARE\POLICIES\MICROSOFT\WINDOWS\DeliveryOptimization

By running the following powershell cmdlet, you can export a full log of the Delivery Optimization:

```
Get-DeliveryOptimizationLog | Set-Content C:\tmp\opti.log
```

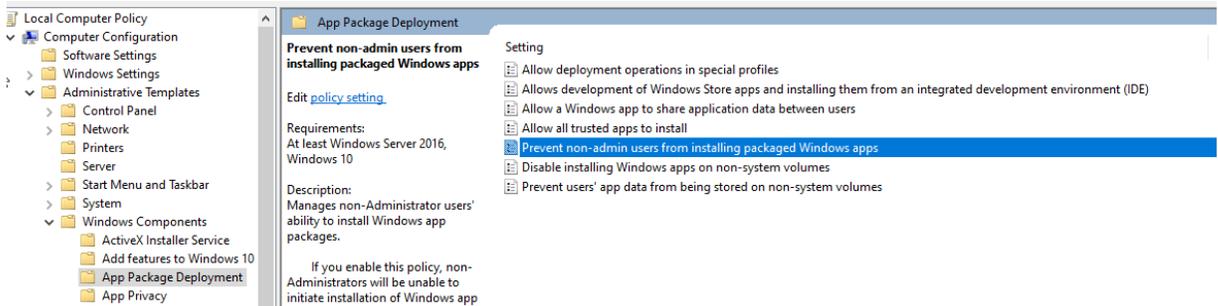
Manager is installed but Agent Installation is failing - 0x80070005

The TrueDEM Manager logs are indicating this: *Deployment failed with HRESULT: 0x80070005, Access is denied.*

This error code is a generic one and be everything related to the windows update process. However it is very likely that you have a Group Policy in place which prevents non-admin users to install packaged Windows Apps.

Please check/set the following gpo setting:

"Prevent non-admin users from installing packaged Windows apps" >>> Disabled or Not configured



Please also check if the underlying registry key is not set

`Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\Appx - BlockNonAdminUser\Install - Value: 0`

Manager is installed but Agent Installation is failing - 0x8007045B ; 0x80070490

The TrueDEM Manager logs are indicating this: *Deployment failed with HRESULT: 0x8007045B or 0x80070490*

These are very generic Store App Error Codes which could potential mean anything. Nevertheless we see a strong correlation if SSL Inspection is active for the affected Client(s)

Manager is installed but Agent Installation is failing - 0x800704EC; 0x80190193 - AppLocker

The TrueDEM Manager logs are indicating that the destination location for the msixbundle app (local device) could not be opened/accessed. This is due to AppLocker.

Please add an exclusion rule for the TrueDEM App. <https://learn.microsoft.com/en-us/windows/security/application-security/application-control/windows-defender-application-control/applocker/configure-exceptions-for-an-applocker-rule>

Manager is installed but Manager Logs shows a http 407 Event

This occurs when the TrueDEM Manager is unable to reach the autodiscover.truedem.com service where the Agent (Store App) is being pulled from. In that case 407 indicates that a HTTP Proxy is in between which requires a proxy authentication. Please exclude the urls mentioned in our Client Requirements Doc.

Citrix: Agent is installed in Image, but shows 0x8007010B in Appxlog

This Error is again a very generic one(Windows Update, Store). However one of the reason why such error is seen for Citrix deployment is, that no License file has been used during Add-AppxProvisionedPackage. Please make sure that the correct Licensefile is specified by -LicensePath in the installation string (Add-AppxProvisionedPackage)

Group Policy "hints"

In order to verify that Group Policies are not causing the issue, please run the following command to check which GPOs are active.

```
gpresult /h gpreport.html
```

An html report gets created in which one can see all active/inactive GPOs on the Client

EventViewer "hints"

The EventViewer provides further useful hints when it comes to Store Installation/Update issues. These are the following entries underneath of *\Application and Services Logs\Microsoft\Windows\Appx**

