

Visma Cloud Gateway



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VCG Diagnosis Application

Compulsory: VCG Diagnosis Application is an application which can help to diagnose VCG problems and help in case when it is needed to move your application from one machine / server to another and keep the same licence. VCG Diagnosis Application consists of Check Machine, Register Data Check, Check Queues, AddCredentials(if installed without Client details), Move VCG and AMQ Admin. **Version 8.5**

- VCG Diagnosis Application is installed automatically together with Visma Cloud Gateway into the same folder and can be found in <...>\CloudGateway\VCGDiagnosisApp folder. See [Visma Cloud Gateway Default Location](#).
- In the case if Visma Cloud Gateway installation failed it is possible to download VCG Diagnosis Application from [VCG Diagnosis Application](#)
- VCG Diagnosis Application should be placed at the same machine where VCG is or will be installed.
- To start VCG Diagnosis Application please use *Visma.Services.OPGateway.OPGDiagnosisApp.exe*
- VCG Diagnosis Application requires local administrator permissions.
- Configuration file *Visma.Services.OPGateway.OPGDiagnosisApp.exe.config*
- Please note that during the Visma Cloud Gateway upgrade VCG Diagnosis configuration file is kept and not re-written.
- VCG Diagnosis Application consist of 6 tabs:
 - [Check Machine](#)
 - [Check Queues](#)
 - [Move VCG](#)
 - [Registered data check](#)
 - [Add Credentials](#)
 - [AMQ Admin](#)

In the case of any problems with Visma Cloud Gateway installation please:

1. Read “Error Handling” chapter from Visma Cloud Gateway Installation Guide
2. If that chapter does not help **before reporting a problem**, please run VCG Diagnosis Application and follow the instructions
3. Please, do not forget to send whole folder with logs together with your issue description:
C:\ProgramData \Visma

Check Machine

Check Machine is needed in the case of Visma Cloud Gateway (VCG) installation problems and for Messaging activation. It is very easy to use if you follow the below instructions.

Since version 3.1 Check Machine becomes a part of [VCG Diagnosis Application](#)

Check Machine works only if it is on the same machine where VCG is supposed to be installed.

Check Machine results logs: C:\ProgramData\Visma\CheckMachineApp\8.6\Logging\log

Check Machine collects:

1. Operating system information
2. Whether needed ports for VCG installation are accessible
3. Whether Windows user has Local Administrator privileges
4. Whether VCG already installed
5. Which version of VCG is installed
6. How many VCG instances and services are created
7. Which VCG instance is installed for which ODP Customer (Customer ID)
8. Whether each VCG service is started
9. Whether VCG configuration file is correct
10. Information about status of MS Message Queuing
11. Information about status of Active MQ

- 12. The list of VCG instances and services if there are more than one
- 13. VCG folder permissions

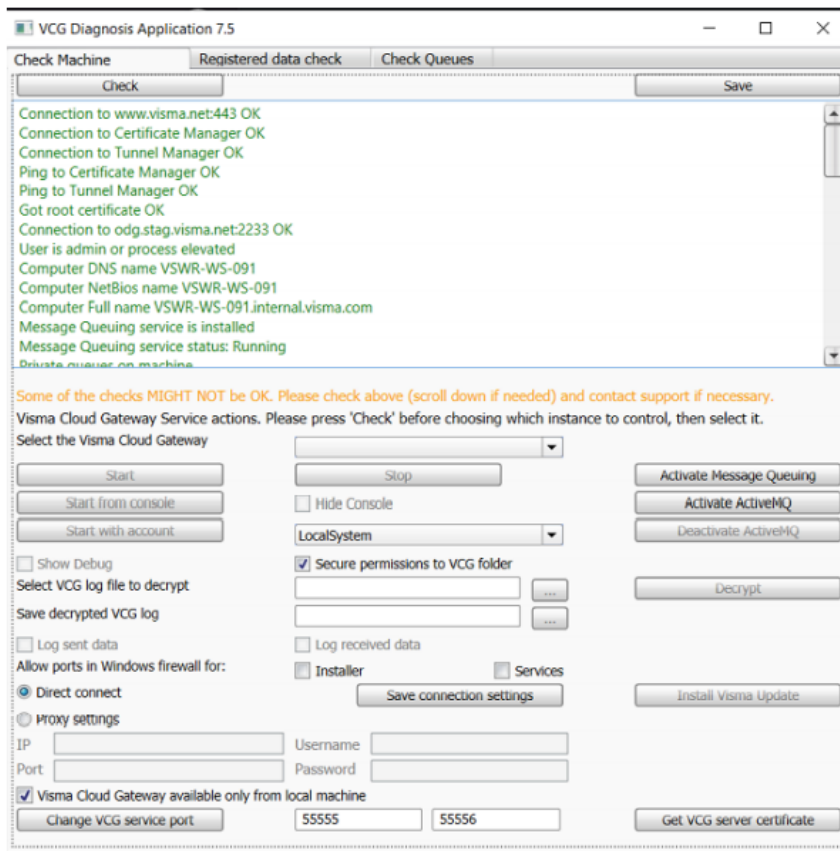
Check Machine can help:

- 1. Can add firewall rules needed for VCG installation and for VCG service working
- 2. Improve privileges for Visma Cloud Gateway folders if it is needed
- 3. Restart the main Visma Cloud Gateway service
- 4. Start Visma Cloud Gateway Service as exe file (from the console) and not as a service. This option could identify problems when there are not enough permissions to start VCG as a windows service. For more information about needed permissions to run VCG service see: [*privileges to run ssh process on a client side*](#) and [*How to verify Windows account policy rights needed to run a service*](#)
- 5. Change the Windows account to run Visma Cloud Gateway service
- 6. Identify connections problems
- 7. Activate Message Queueing
- 8. Activate/Deactivate Active MQ
- 9. Make content of all sent/received data through VCG not stored in VCG logs (actual only in case if log level is Debug)
- 10. De-encrypt selected log files
- 11. Switch between proxy connection and direct connection
- 12. Change HTTP and HTTPS ports

How to use Check Machine

Please always start with clicking “**Check**” in order for the Diagnosis application being able to find all VCG instances and services on your machine/server

Check Machine tab



1. Use “Check” button to start verification.
2. “Green” response means that everything is OK and “Red” - means problems.
3. Use "Check" button to start verification.
4. Use “Save” button to save the result of the verification into a file.
5. “Visma Cloud Gateway Service actions” section allows you to choose which service you need and Stop/Start it from Check Machine and not going to Windows Services.
6. Use “Show Debug” to turn on debug mode and have more detailed information.
7. “Start from console” will start the service from console as exe file. It could help to identify errors related to ssh or problems with access rights to start VCG as a service. Please select the service you want to start, otherwise this option will be disabled for you.. See [Privileges to run ssh process on a client side](#). To stop the service in console mode just close the console.
8. “Start with account” button can help to change the Windows account which is used to run the service. It could help in the case if the default account does not have enough permissions to start VCG service. To start the service under another Windows account please stop it, select an account from the drop-down and then press “Start with account” button
9. Use “Secure permissions to VCG folder” checkbox if you want to remove access rights inheritance from the VCG folder.
10. Use “Activate Message Queuing” to activate MSMQ
11. Use “Activate ActiveMQ” and “Deactivate ActiveMQ” to activate/deactivate ActiveMQ
12. If you do not store the content of invocations and messages in logs for sending data please select VCG instance and un-check “Log sent data”. This option is actually only in case the Debug log level is turned on
13. If you do not store the content of invocations and messages in logs for sending data please select VCG instance and un-check “Log received data”. This option is actual only in case if Debug log level is turn on

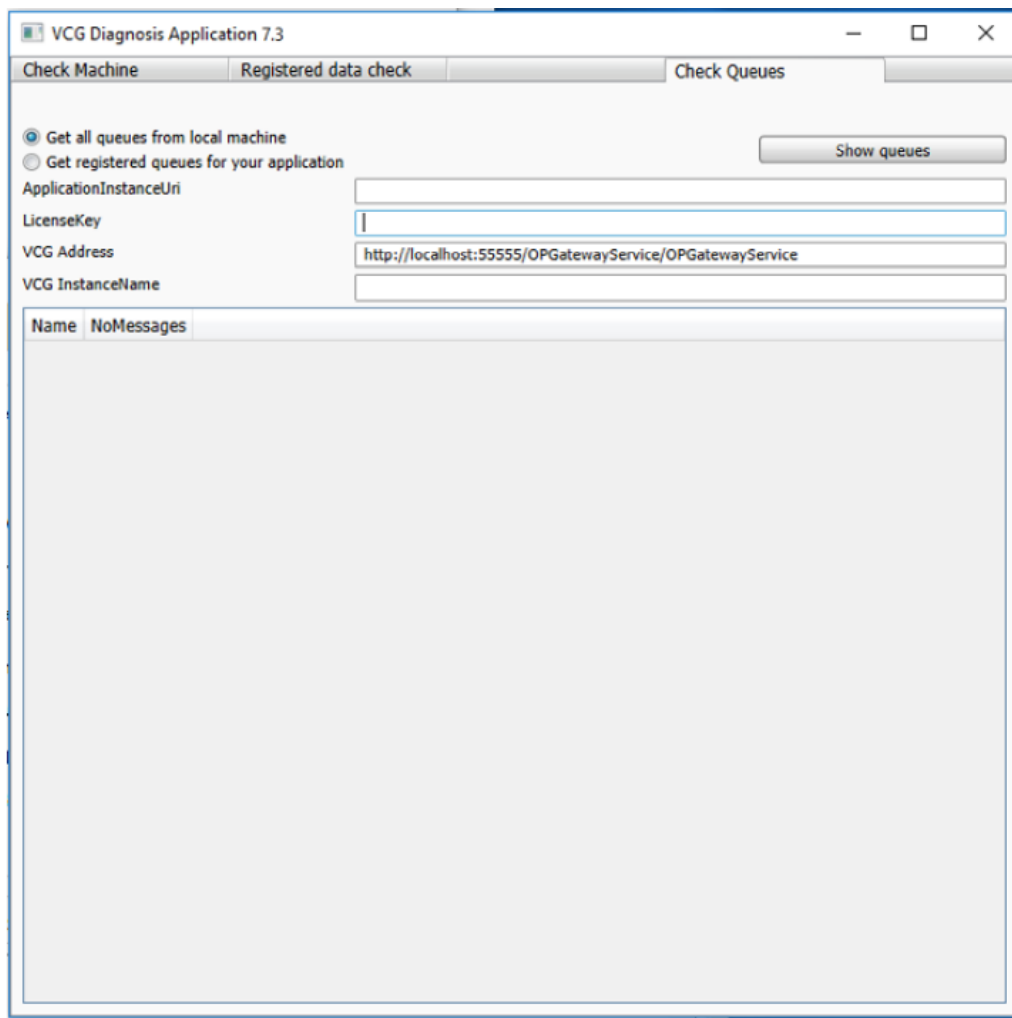
14. Use “Select VCG log file to decrypt” if you have Debug log level and Log encryption turned on and press “Decrypt” button to decrypt selected file
15. Use “Save decrypted VCG log” to save the file from the previous step
16. Use “Save” button on the top at the right side to save the result of Check action
17. Check “Installer” and / or “Services” checkboxes to create firewall rules
18. If Visma Update is not installed, then “Install Visma Update” button is enabled. Please use it to make sure that you always get the latest version of Visma Cloud Gateway on your server
19. Use “Direct connect” or “Proxy settings” together with “Save connection settings” button to change the way how VCG connects to ODG
20. Use “Change VCG Service Port” to change the HTTP or HTTPS ports of your VCG Service

Check Queues

The Check Queues tab can help to check if there are messages in MSMQ queues without using Queue Manager. Also, from version 7.3, it can check AMQ messages as well.

Important notes: Check Queues tab

1. The tab has been included into *VCG Diagnosis Application* starting from 6.5 version
2. The tab can help to make sure no messages are stuck or lost in MSMQ queues when it is needed to relocate On Premises Application and keep the same licence
3. Check Queues supports 2 possible options:
 - “Get all queues from local machine” displays all the queues with the number of messages in them •
 - “Get registered queues for your application” displays the filtered list of queues based on your application details (Application Instance URI and Licence Key)
4. The tab can check messages only if your application has MSMQ and/or AMQ as local message brokers.



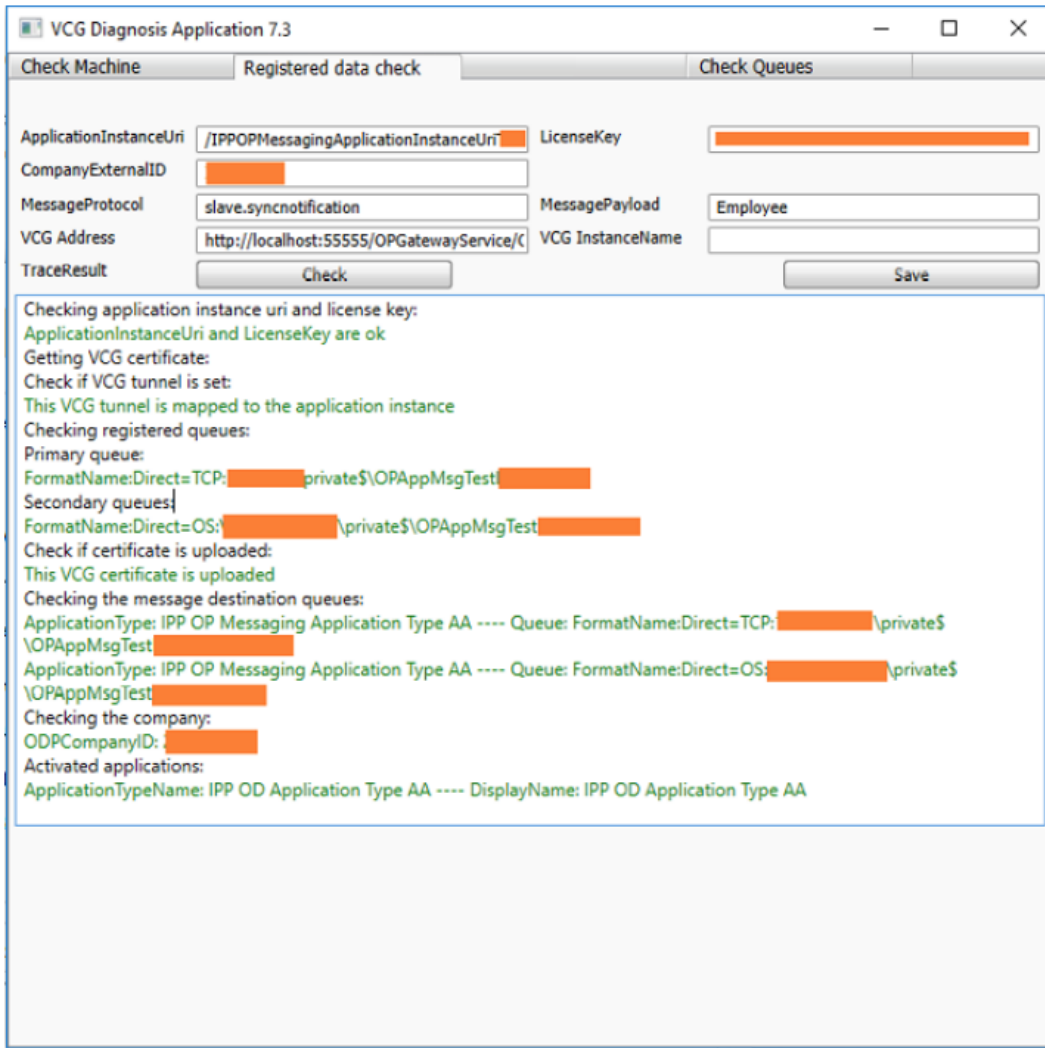
Registered data check

Registered data check tab can help to check if the On Premises Application data is properly registered in ODP. Important notes: Registered data check tab

1. Has been included into *VCG Diagnosis Application* starting from 6.10 version

2. Can help check the following data:

- Check if the combination of the licence key and application instance uri is ok or not
- Check if the VCG tunnel is properly set for the specific application instance uri
- Check what queues are registered for the application instance. Displays both first and second queues if there are any registered in ODP
- Check if any certificates are uploaded on the application instance, and if that certificate belongs to the VCG through which the call is made
- Check the queues where a message identified by MessageProtocol, MessagePayload and CompanyExternalID will arrive
- Check if the company identified by the CompanyExternalID exists in ODP and what applications are activated for it



Move VCG

Move VCG tab can help to move VCG from one machine to another with keeping the same configuration and Visma.net data and replaces manual steps

Important notes regarding Move VCG feature:

1. It helps to move VCG and make a fresh installation of Visma Update (no need to keep the same Visma Update, please just make a new install of it and your VCG will be always up to date)
2. Move VCG feature replaces the manual way
3. It has been included into [VCG Diagnosis Application](#) starting from 6.8 version
4. It is **NOT** available if VCG Diagnosis Application is in the same folder as VCG. It is done in order to prevent problems when VCG Diagnosis is trying to move itself
5. Move VCG requires to have VCG installer
6. VCG Diagnosis Application can be downloaded from [VCG Diagnosis download](#) and saved to any other folder than “VismaCloudGateway”. In such case Move VCG tab will be accessible
7. VCG Diagnosis Application can be also copied from the “VismaCloudGateway” folder to any other place and then the Move VCG tab will become available. See [Visma Cloud Gateway Default Location](#) (see page 47)

8. Before moving VCG please make sure no messages are stuck or lost in MSMQ queues and use the instructions from [Check Queues](#) (see page 36)
9. If you have ActiveMQ as
10. The tab will move the main VCG instance and all additional VCG instances you have. For more details about VCG instances see [Multiple Visma Cloud Gateway Instances](#) (see page 13)
11. In order to move VCG to the new machine you do not need to remember ODP user and password which was used for the installation in the first place
12. Moved VCG will be for the same ODP customer (customers in case of multiple VCG instances) as on the old machine/server
13. VCG relocation will keep all the settings of the old VCGs including ports of VCG services and Windows accounts under which your VCG service was started. E.g.:
 - If your Visma Cloud Gateway Service was started under a Local System account then on the new machine it will be the same. Please make sure on the machine machine an account to run VCG has sufficient permissions
 - If your Visma Cloud Gateway Service was occupying port 55556 on the old machine, then on the new machine it will be the same. If port 55556 on the new machine is occupied by another process then during reinstallation the installer will choose next not occupied port (e.g. 55557)
14. Always start with clicking “**Check**” from the “Check Machine” tab in order for the Diagnosis application to verify your VCG installation. Please make sure that:
 - You have VCG installed. If you do not - then there is nothing to move
 - Your old existing VCG is ok. If it is not - please try to fix all the red issues before moving it. Otherwise the same issues might appear on your new machine/server. If the problems cannot be fixed then it is safer to have a fresh install on the new machine/server instead of moving broken VCG
15. Relocation of Visma Cloud Gateway consists of two major parts:
 - Removing old VCG and saving all the configuration to the new machine
 - Re-installing VCG on the new machine and using configuration from the old machine (saved in the previous part)
16. Please make sure that your new machine/server meets the [Requirements](#) (see page 6) needed for Visma Cloud Gateway

Remove VCG and Save Configuration

This is the first part of VCG relocation. Please note that:

- During the below steps all the configuration and settings will be saved and sent to the shared folder on the new machine.
- Removing of the old existing VCG is needed in order to still keep the unique tunnel. The VCG on the new machine will get the same tunnel and if the old one is not removed, then your VCG tunnel will not be unique and nothing will work.

VCG Diagnosis Application 7.3

Check Machine Registered data check Check Queues **Move VCG**

Before VCG on new machine please stop the connecting ERP applications and check if there are any messages in the queues.

Username: john.doe Password:

Shared folder: \\10.55.55.55\Shared_folder

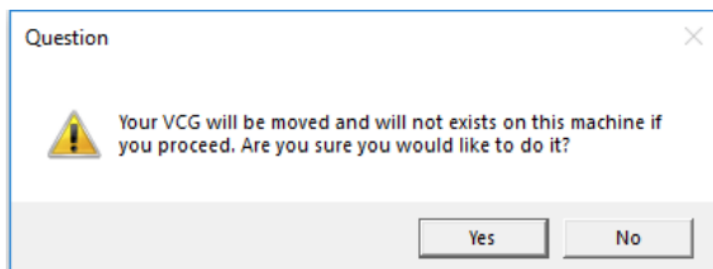
Move VCG to new machine

VCG installer folder:

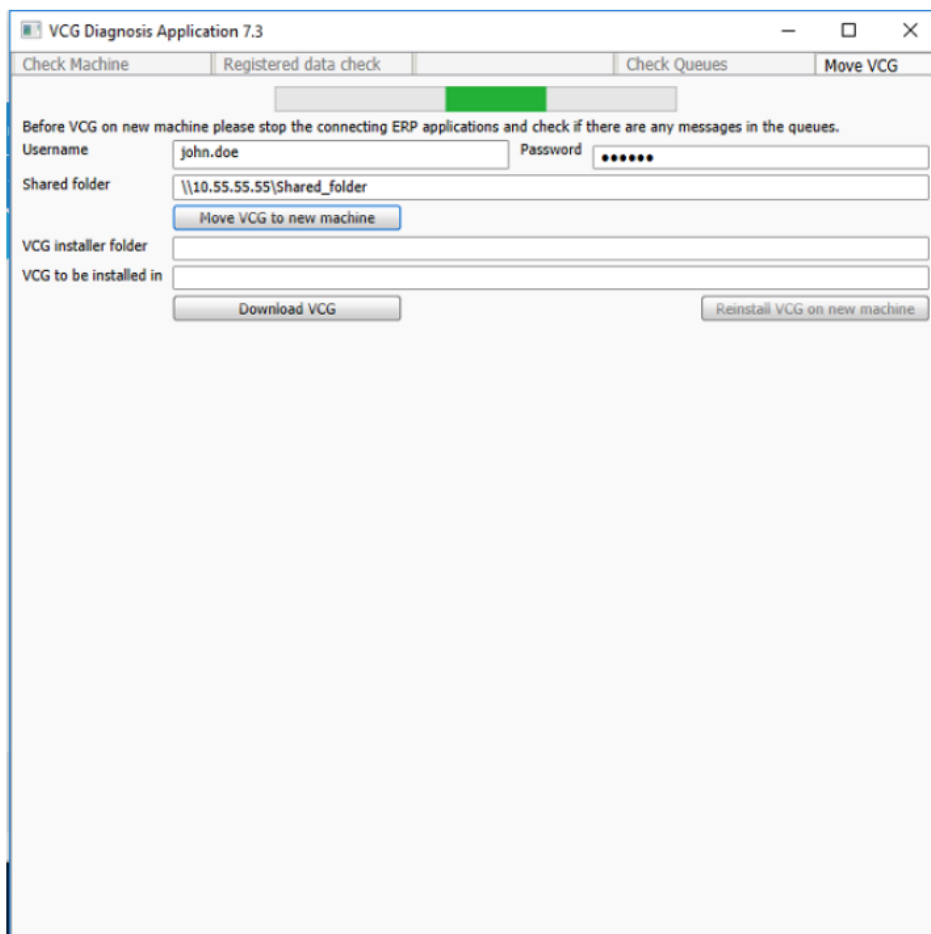
VCG to be installed in:

Download VCG Reinstall VCG on new machine

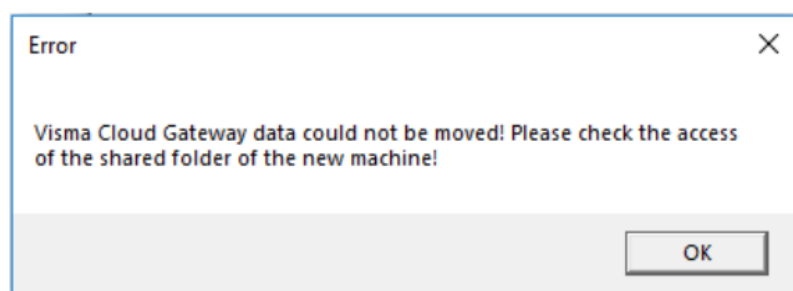
1. Please do not forget that before starting using the VCG Diagnosis application you need to make the “Move VCG” tab available for you. There are two ways to do it: download VCG Diagnosis from internet or copy it from VCG folder to any other location as it is described in “Move VCG” section
2. Please prepare a folder on the new machine, grant write access to a windows user which can access this folder remotely
3. Run VCG Diagnosis application from the existing VCG machine you desire to move
4. Go to “Move VCG” tab and set up the below data as it is shown in the above screenshot
 - Windows user name who has privileges to copy anything to the remote shared folder
 - Password for your user
 - The address of your shared folder on your new machine. The path can be with the IP address of your new machine or with the host name
5. Click the “Move VCG to new machine” button. You will get the below warning telling you that your existing VCG will be removed and you will not be able to use it any more.



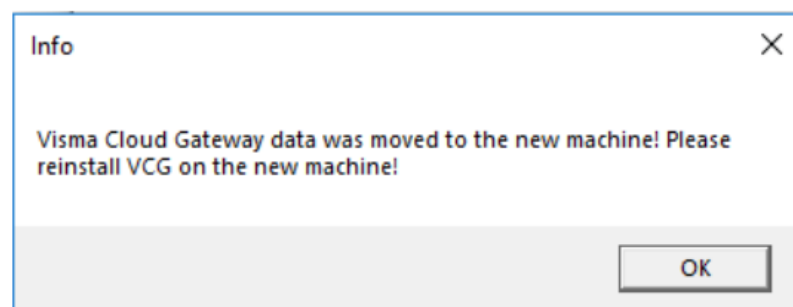
6. If you are sure that VCG relocation is the action you would like to do please click the “Yes” button and wait
7. Saving all the configurations and removing your old VCG takes some time



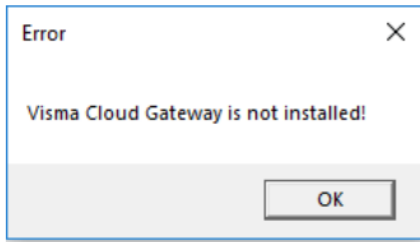
8. If something goes wrong (e.g. access for the folder and user you provided is not allowed, or you use not correct password) the error will be displayed and existing VCG will still stay on your old machine and you can still use it



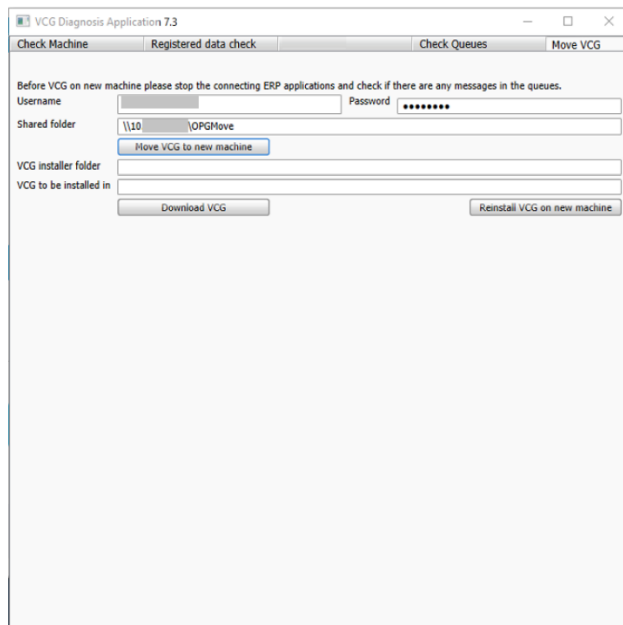
9. If everything is ok then in the end the below message will be displayed



10. After that the VCG on your old machine will not exist any more. You can verify it by switching to Check Machine tab and clicking the 'Check' button. If you try to use Move VCG to new machine button again you will get the below error



11. Your Move VCG tab will be in the below state

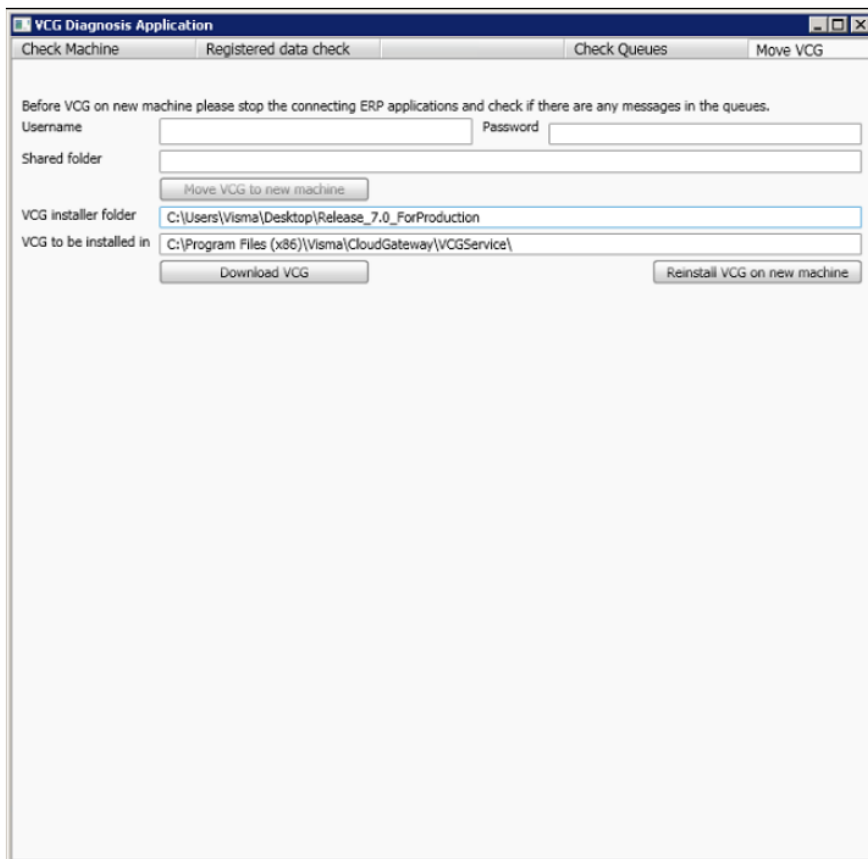


12. Please close it and follow the steps from the second part of VCG relocation. See [Reinstall VCG](#) (see page 41)

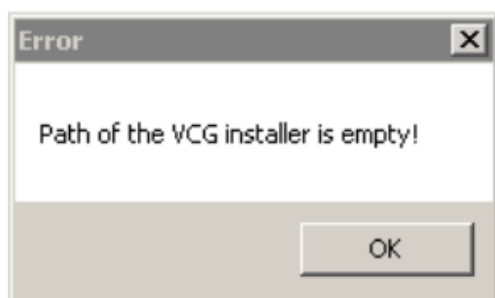
Reinstall VCG

This is the second part of VCG relocation. Please note that:

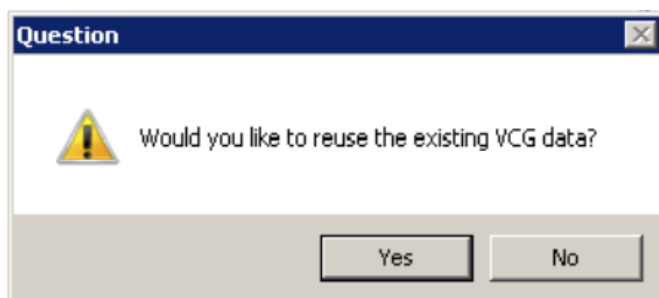
- The second part of VCG relocation can be conducted only after the first one: [Remove VCG and Save Configuration](#) (see page 39)
- You will need to have moved VCG Diagnosis application on your new machine. It should be located in the shared folder and have **MovedDiagnosisApp** name
- You will need to have VCG installer locally on the new machine. It can be achieved by using “Download VCG” option in Move VCG tab from VCG Diagnosis application (it will download the latest available VCG installer from internet) or just copied from somewhere (in case if you would like to keep the same VCG version as before)
- This part is called **Reinstall VCG** because it will use this feature from the VCG installer • During this part you will be asked if you would like to install Visma Update. We strongly recommend you to agree to it in order to have your Visma Cloud Gateway always up to date. Visma Update does not require any settings from your old machine/server and it is enough to have fresh install
- Please make sure that your new machine satisfies the [Requirements](#) (see page 6) needed for Visma Cloud Gateway



1. Please start VCG Diagnosis on your new machine from the MovedDiagnosisApp folder and go to “Move VCG” tab
2. Provide a path for VCG installer on your new machine: **VCG installer folder** field. If it is empty you will get an error

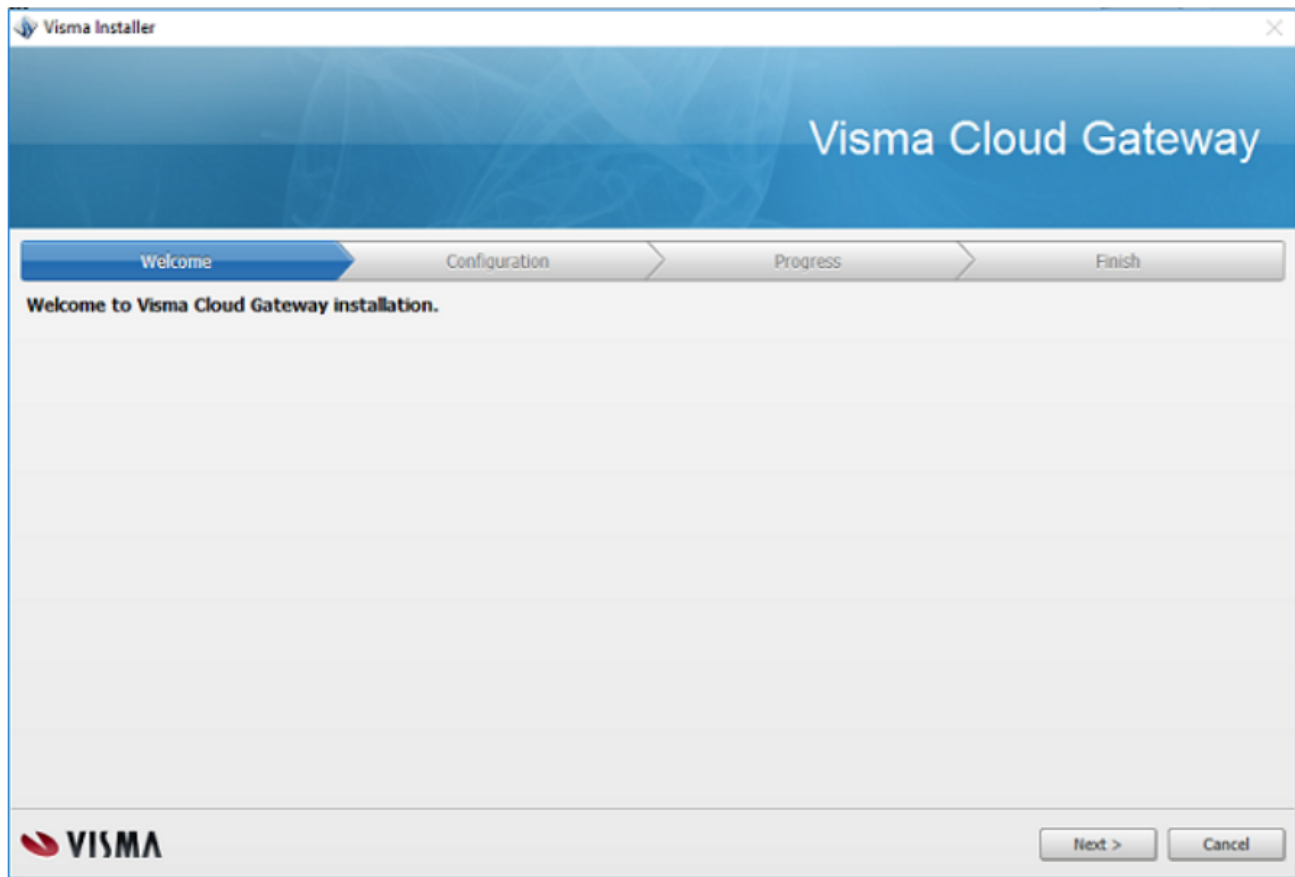


3. Use “Download VCG” button to download the latest VCG installer to your machine
4. Click “Reinstall VCG in new machine”. You will be asked if you would like to reuse the configuration from the VCG from your old machine. Here you can chose “No” and then you can proceed with a fresh install. If you chose “Yes” then the following instructions are relevant

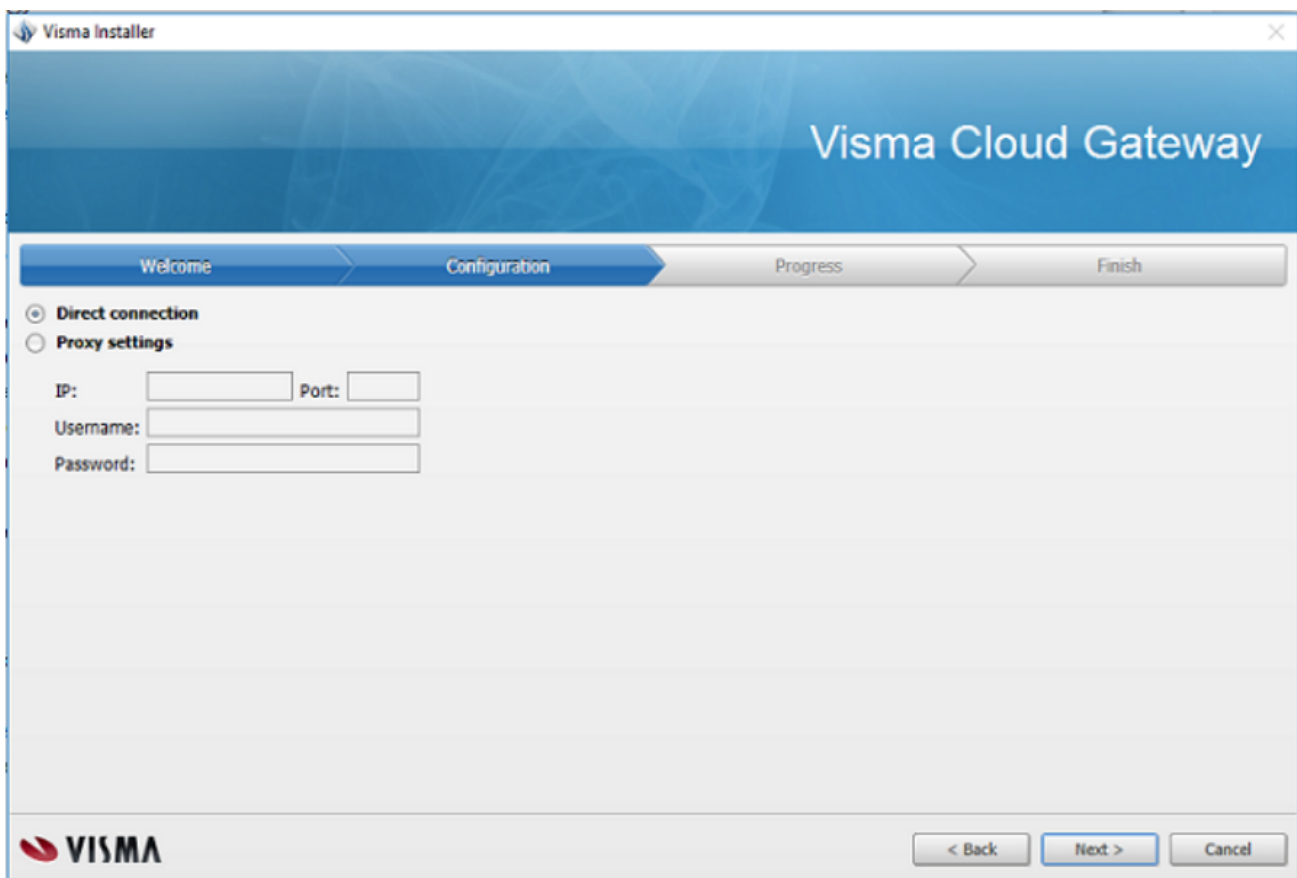


5. You will be asked to select the language and choose the applications to install: Visma Cloud Gateway and Visma Update. Please select both

6. You will be welcomed to the Visma Cloud Gateway installation. Please press Next

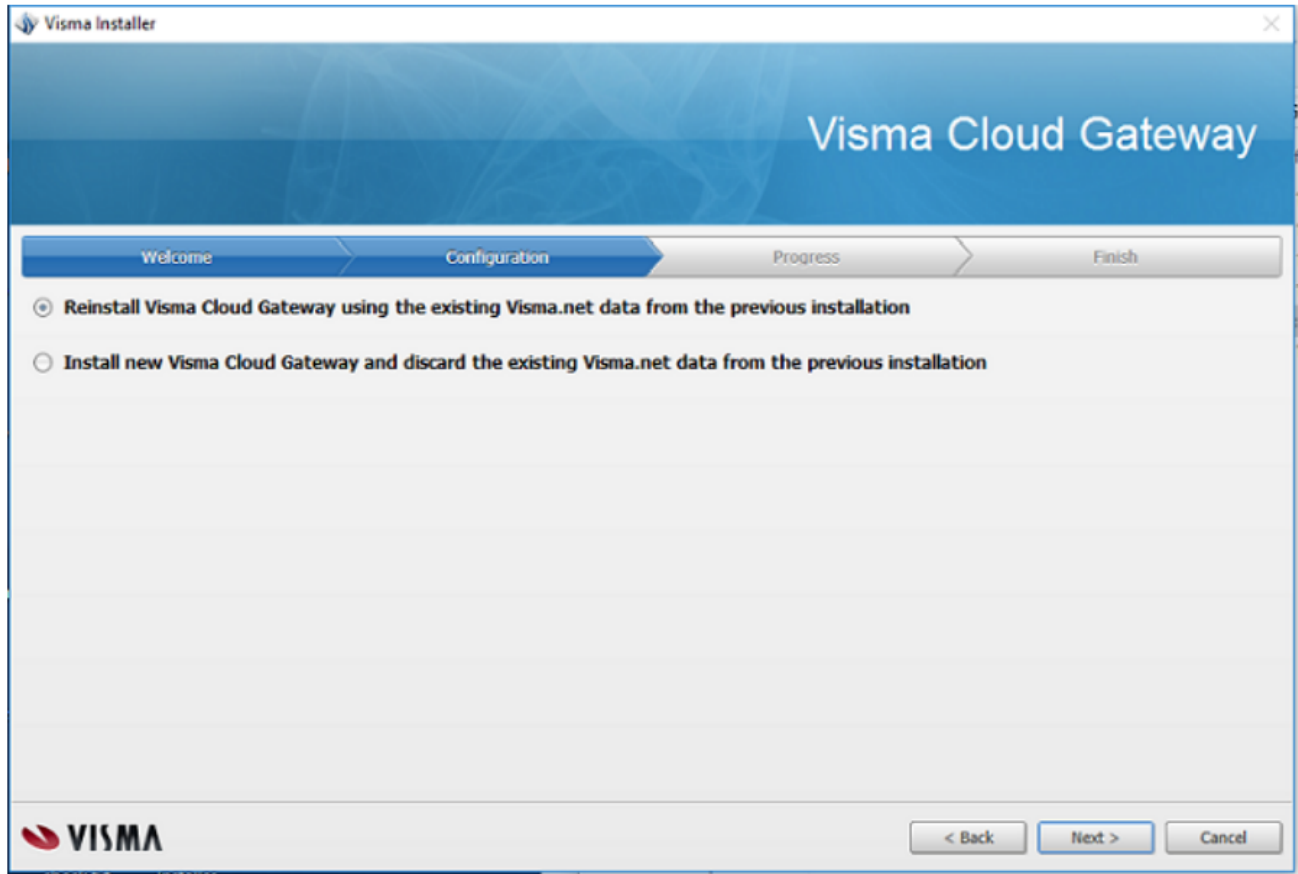


7. On the next screen you will be able to configure the Proxy setting. See [VCG Installation Steps](#) (see page 23) step 2. In case you do not need it just press “Next” button

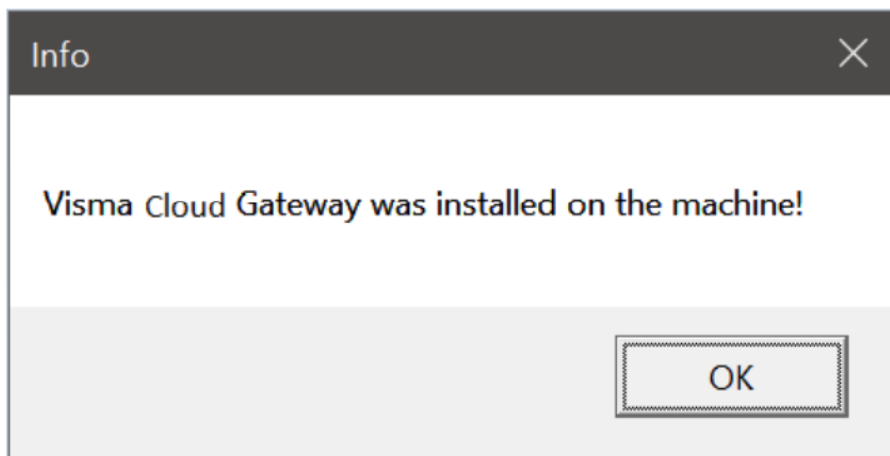


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8. On the next step you will be asked if you would like to reuse existing VCG data or to conduct fresh installation. Please choose reuse existing data and click “Next” button



9. Wait for the reinstallation to be completed



10. Proceed with Visma Update installation. See [VU Client Installation and Uninstallation](#) (see page 66) 11.

Now you have VCG moved from your old machine/server to your new one and ready to be used. You probably will need to check some configuration on your On Premises application in order to make sure it can connect to your VCG installed on the new machine

Add Credentials

Add Credentials is needed in the case of Visma Cloud Gateway (VCG) being installed without providing any Client credentials. It is very easy to use if you follow the below instructions.

Since version 7.4 Add Credentials becomes a part of [VCG Diagnosis Application](#)

Add Credentials works only if it is on the same machine where VCG is supposed to be installed.

VCG Diagnosis Application 7.4

Check Machine Registered data check Check Queues Add credentials

Email @visma.com Password

LicenseKey ODPCustomerID

Activate Show customers list

@visma.com can activate Visma Cloud Gateway for one of these customers:

ODPCustomerID:		Name:	
ODPCustomerID:		Name:	
ODPCustomerID:		Name:	

As you can see in the picture above the tab consists in several simple elements:

1. Email - This is the User that has Customer Administrator rights
2. Password - Password for the User
3. LicenseKey - The activation key that belongs to the wanted Customer
4. ODPCustomerID - The ID of the Customer that is needed to activate the VCG
 - This can easily be obtained just by adding the UserEmail, Password and clicking on "Show customers list" button.
 - A list of ODP customers with ID and Names will appear for which the User has a

CustomerAdministrator role. In order to activate the VCG you have 2 available options:

1. Email+password+Licensekey of the desired customer
2. Email+password+ODPCustomerID

Once the activation is complete, this message will appear in green "Visma Cloud Gateway is configured successfully!"

In case you enter the wrong ODPCustomerID, you will get in red Error 122 with "Error Message: CUSTOMERID has an invalid value."

The same is for a wrong license: "Error Message: No customers" with error 106

AMQ Admin

AMQ Admin is a tab useful for editing the ActiveMQ setup on the server. It is very easy to use if you follow the below instructions.

Since version 8.0 AMQ Admin becomes a part of *VCG Diagnosis Application*

AMQ Admin works only if it is on the same machine where VCG is supposed to be installed.

This tab contains several sections:

1. Activate AMQ sections contains:
 - “Activate ActiveMQ” button that allows the user to activate the service if it is disabled/not installed.
 - “Deactivate ActiveMQ” button that allows the user to deactivate the service in case it is active.
 - “Change Port” button that together with the text field can be used to change the port of the ActiveMQ service.
2. AMQ Console section contains:
 - “Change port” button that together with the text field allows the port of the web console interface to be changed.
 - “Enable ActiveMQ Web console” used to enable access to the web console interface.
 - “Disable ActiveMQ Web console” used to disable access to the web interface.
 - “Change admin user” + “Change admin password” used together with their respective text fields will allow the user to change the web console interface credentials.

VCG Diagnosis Application 8.0

Check Machine Registered data check Check Queues AMQ Admin

Activate ActiveMQ Deactivate ActiveMQ

AMQ port 61616 Change port

Configure AMQ Web console settings: http://localhost:8161

Web console port 8161 Change port

Enable ActiveMQ Web console Disable ActiveMQ Web console

Web console admin user name admin Change admin user

Web console admin password Change admin password

Show password

Appendix

Appendix section contains Visma Cloud Gateway information

Requirements:

Requirements section contains Supported Operating System requirements, installer prerequisites and Visma Cloud Gateway requirements.

Supported Operating system:

- Windows XP (32 and 64 bit) - Not supported any more starting from 6.3
- Windows Vista (32 and 64 bit) - Not supported any more starting from 6.5
- Windows Server 2003 (32 and 64 bit) - Not supported any more starting from 6.5
- Windows Server 2008 (32 and 64 bit) - Not supported any more starting from 6.12
- Windows 7 with no SP (32 and 64 bit) - Not supported any more starting from 6.12
- Windows Server 2008 R2 SP1 / SP2 (32 and 64 bit) - Not supported any more starting from 7.5
- Windows 7 starting with SP1 (32 and 64 bit) - Not supported any more starting from 7.5
- Windows 8 (32 and 64 bit) - Not supported any more starting from 7.5
- Windows Server 2012 (64 bit)
- Windows Server 2012 (R2) (64 bit)
- Windows 8.1 (64 bit)
- Windows 10 (64 bit)
- Windows Server 2016 (64 bit)
- Windows Server 2019 (64 bit)
- Windows 11 (64 bit)
- Windows Server 2022 (64 bit)
- Windows Server 2025 (64 bit)

Prerequisites for installer:

- .Net Framework 4.8 - starting from VCG 7.6
- Windows Installer 4.5
- Installation requires administrator rights
- Please do NOT use temporary Windows users to install Visma Cloud Gateway
- We highly recommend you to apply windows update to upgrade your Operating System before you install Visma Cloud Gateway

Prerequisites for Visma Cloud Gateway:

- Starting from version 7.4, it is not mandatory to be registered as an On Demand Customer in the On Demand Platform. However, in order for the On Premises application integrations to work, at one point, the VCG needs to be activated with User and Password. In the registration process one or more Customer administrators roles should be given. For details please access the On Demand Platform documentation.
- The installer and Visma Cloud Gateway itself must be able to access odg.visma.net. This can be confirmed by pinging this host. Please, allow to connect to any ports of odg.visma.net (telnet command to test after firewall / network configuration).
- The ip address behind odg.visma.net is now 91.123.56.26
- In the near future the IP address behind odg.visma.net will be changed to 3 different Ips: 54.74.30.2 ; 34.248.251.211 ; 52.210.138.202 . If you have special firewall rules based on Ips for odg.visma.net please allow traffic to these 3 new Ips in order for VCG to still work after we do the change
- In order for VCG to install and work properly at customer side needs to be allowed the following firewall rules:
 1. outgoing TCP connection and HTTPS (TLS 1.2) to odg.visma.net:38181 or odg.visma.net:443 ((91.123.56.26:38181 or 91.123.56.26:443) and (54.74.30.2:38181 or 54.74.30.2:443) and (34.248.251.211:38181 or 34.248.251.211:443) and (52.210.138.202:38181 or 52.210.138.202:443))
 2. outgoing TCP connection and SSH protocol allowed to odg.visma.net:2233 ((91.123.56.26:2233 and 54.74.30.2:2233 and 34.248.251.211:2233 and 52.210.138.202:2233)
 3. outgoing TCP connection and HTTPS (TLS 1.2) to vcg-update.visma.net:443 (185.206.5.132:443)
 4. outgoing TCP connection and HTTPS (TLS 1.2) to static.ipp.prodaws.visma.com:443 (54.230.96.57:443)
 5. outgoing TCP connection and HTTPS (TLS 1.2) to github.com:443 (140.82.121.4:443) - only if ActiveMQ is needed
- Visma Cloud Gateway windows service will be run as LOCAL SYSTEM by default. In the case of problems with LOCAL SYSTEM / LOCAL SERVICE it is possible to use NETWORK SERVICE. For this operation the NETWORK SERVICE must have the correct user policy rights to be able to start a service, otherwise it will not be possible to

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start the ssh process. If the account to run the service was changed, then it will remain changed even after VCG upgrade with a new version. For more information see How to verify user policy rights

- SSH (ssh.exe), VCG (Visma.Services.OPGateway.OPGatewayService.exe) and Visma Update (VismaUpdateClient.exe) should not be blocked by firewall / antivirus

Firewall and network rules for Visma Cloud Gateway:

- The installer and Visma Cloud Gateway itself must be able to access odg.visma.net (current ip 91.123.56.26 but in near future will be changed to 3 different Ips: 54.74.30.2 ; 34.248.251.211 ; 52.210.138.202) and vcg-update.visma.net (185.206.5.132).
- In order for VCG to install and work properly at customer side needs to be allowed the following firewall rules (telnet command to test after firewall / network configuration):
 1. outgoing TCP connection and HTTPS (TLS 1.2) to odg.visma.net:38181 or odg.visma.net:443 ((91.123.56.26:38181 or 91.123.56.26:443) and (54.74.30.2:38181 or 54.74.30.2:443) and (34.248.251.211:38181 or 34.248.251.211:443) and (52.210.138.202:38181 or 52.210.138.202:443))
 2. outgoing TCP connection and SSH protocol allowed to odg.visma.net:2233 ((91.123.56.26:2233 and 54.74.30.2:2233 and 34.248.251.211:2233 and 52.210.138.202:2233)
 3. outgoing TCP connection and HTTPS (TLS 1.2) to vcg-update.visma.net:443 (185.206.5.132:443)
 4. outgoing TCP connection and HTTPS (TLS 1.2) to static.ipp.prodaws.visma.com:443 (54.230.96.57:443)
 5. outgoing TCP connection and HTTPS (TLS 1.2) to github.com:443 (140.82.121.4:443) - only if ActiveMQ is needed

How to verify Windows account policy rights needed to run a service

How to verify user policy rights - valid for Windows 7 and later:

1. Open "Local Security Policies" (in Control Panel - Administrative Tools).
2. Open Local Policies -> User Rights Assignment.
3. View the properties of the "log on as a service" Policy.
4. Make sure that "LOCAL SYSTEM" user for Visma Update Service exists in the list of user who have the above permission
5. Make sure that "LOCAL SYSTEM" (or "LOCAL SERVICE", or "NETWORK SERVICE") user for Visma Cloud Gateway Service exists in the list of users who have the above permission.
6. If needed users are absent then add them manually.
7. After any modification in order to apply new settings the group Policies should be restarted. In the Command prompt run the command gpupdate.

Privileges to run ssh process on a client side

Visma **Cloud Gateway** windows service will be run as LOCAL SYSTEM by default. It is possible to use NETWORK SERVICE or LOCAL SERVICE. For this operation the NETWORK SERVICE must have the correct user policy rights to be able to start a service, otherwise it will not be possible to start the ssh process.

How to use error codes

Each error has its own unique error code. The error message contains several error codes and a unique error identifier (GUID). This section provides some instructions on how to read and interpret error codes.

Error message contains several codes and the most important one is the last one before GUID. Error codes are grouped by Module from which error comes.

Example 1:

5003 would be the code with problem if user got 312_5003_827284fb-69ef-4632-863c-435e20ed6000

- 312 is the first error code
- 5003 is the second one (the last one before GUID)

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- 827284fb-69ef-4632-863c-435e20ed6000 is error GUID

Error code 5003 came from **On Demand Platform** and means: "ODP Web Service not available". **Example 2:**

5014 would be the code with the problem if user got 312_5300_ 5014 _720e508a-d534-417f-89c5-a12fcc938587

- 312 is the first error code
- 5300 is the second one
- **5014** is the last and the most important one
- 720e508a-d534-417f-89c5-a12fcc938587 is error GUID

Error code **5014** came from ODP and means something is wrong with ODP data (for example company information) used at client side.

Where to find LOGs

Installation logs: C:\ProgramData\Visma\Visma Installer\Log

Visma Cloud Gateway Service logs: C:\ProgramData\Visma\CloudGatewayService\8.6\Logging\ - main VCG instance logs and C:\ProgramData\Visma\CloudGatewayService\8.6\<VCG instance name> - logs for each additional VCG instance

Check Machine results logs:

C:\ProgramData\Visma\CheckMachineApp\8.6\Logging\log

Visma Cloud Gateway Default Location

- C:\Program Files\Visma\CloudGateway\VCService for 32 bit systems
- C:\Program Files (x86)\Visma\CloudGateway\VCService for 64 bit systems

Relocation

This section contains the details how to relocate On Premise application (with or without VCG) with keeping the same licence and how to relocate VCG to another machine with keeping Visma.net data

The relocation concept was introduced based on Lonn integration requirements in version 6.5 to help moving OP Application from one machine to another while keeping the same license. At the move step the application is getting a new URI and new queue names registered in ODP. IPP offers the possibility to retrieve messages from an "relocated" queue into the newly registered application instance's queues and do not lose messages. Starting from the 6.6 version the process is automated and requires very few manual actions. Starting from the 6.8 version it is possible to move VCG by using VCG Diagnosis application.

Please note:

- When On Premises Application and/or VCG are moved to another machine, then it is important to make sure no messages are stuck on the old machine in old queues. To insure that it does not happen please use Check Queues (see page 37) from VCG Diagnosis Application
- There are two possible ways to relocate license: from your On Premises Application (if it is supported) or from web Licensing User interface. This document contains only the suggestion how to do it via Licensing web interface because different OP applications can have different user interfaces and different implementations and it is not possible to write generic ways covering all possible implementations. For the details related to your exact OP application please ask for that application documentation.
- The recommended way to relocate your VCG from one machine to another is by using Move VCG (see page 38). Please note that it is still possible to just fresh install VCG on your new machine/server and re-create VCG instances and Visma.net data instead of moving VCG.

Relocation Use Case #1

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Use case #1: On Premises Application (e.g. Visma Global) and VCG are installed on the different servers. VCG is used by several different applications as a central entry point into Visma.net. It is necessary to move one OP Application to another server (e.g. because of a new hardware update) and keep the same license, but VCG should still stay on the old server. If it is needed to move more than one On Premises Application please repeat the same steps for all of them.

1. Log in into VLS user interface->Chose Licensing tab->Find your ODP Customer->Chose your License and go inside of it->Use "Show Instances" from more options->Select your Application Instance you would like to move to another server->Click "Relocate selected instances"

Please note:

- Licensing web user interface requires sufficient permissions
 - You can use Licence Relocation feature from your On Premises Application as a replacement for this step if it is supported by your application
2. Before doing any uninstallation it is needed to make sure that there are no messages stuck in the local queues
 - When you are going to uninstall your On Premises application, please check the queues on the same machine as your OP App
 - In case if your On Premises application has ActiveMQ as local message broker please use <http://localhost:8161/admin/queues.jsp>
 - In case your On Premises application has MSMQ as local message broker please use VCG Diagnosis application and Check Queues tab. See the corresponding section of the document
 - If you are not sure what type of message broker your application is using please use VCG Diagnosis application and Check Machine tab to check if ActiveMQ is activated on your machine.
 3. To check MSMQ queues please open VCG Diagnosis Application and go to "Check Queues" tab
 - Chose "Get all queues from local machine" option
 - Click "Show queues". This action will show you all the local queues
 - Make sure that your On Premises Application consumes all the messages from your local queue before proceeding with uninstallation

Name	NoMessages
FormatName:DIRECT=OS private\$\opappmsg	0
FormatName:DIRECT=OS private\$\opappmsg	31
FormatName:DIRECT=OS private\$\opappmsg	0
FormatName:DIRECT=OS private\$\opappmsg	0
FormatName:DIRECT=OS private\$\opappmsg	0
FormatName:DIRECT=OS private\$\opgtomrqu	0

4. You can also use “Get registered queues for your application” option to filter the queues for your Application Instance
 - Provide your Application Instance URI and your License Key
 - In case if you have several instances of VCG please do this step for each instance but entering VCG Instance Name
 - Click “Show queues” to get the list of queues (it can be just one queue or none if you do not have messaging functionality in your On Premises Application). Number of messages will be 0 if the local queues are not on the same machine as VCG Diagnosis Application or if there are no messages in those queues

VCG Diagnosis Application 7.3

Check Machine Registered data check Check Queues

☐ Get all queues from local machine
☒ Get registered queues for your application

Show queues

ApplicationInstanceUri: /IPPOPMessagingApplicationInstance

LicenseKey:

VCG Address: http://localhost:55555/OPGatewayService/OPGatewayService

VCG InstanceName:

Select	Name	NoMessages
☒	FormatName:Direct=\\private\$\\OPAppMsgTest	0

5. Uninstall your On Premises application from your old server
6. Install your On Premises application on your new server
 - Please make sure that MSMQ (or ActiveMQ if your application has as a local message broker) is activated on your new machine
 - If your application uses ActiveMQ as a local broker, please note that ActiveMQ requires the latest version of Java
 - Use the same license key as it was used for the old installation
 - Use new Application Instance URI (the same as it was provided in step 1). If you provide wrong URI, then it will be an error and it will not be possible to proceed
 - Make sure that your new On Premises Application is connected to your old VCG

- Your On Premises Application should register all needed data in Visma.net for you

Relocation Use Case #2

Use case #2: On Premises Application (e.g. Visma Global) and VCG are installed on the different servers. It is a need to move VCG to another server (e.g. because of new hardware update) and keep the same license and other Visma.net data (like companies and queues), OP Application should still stay on the old server. This section describes how to do it from VCG Diagnosis Application by using Move VCG (see page 38) tab

1. Stop your On Premises Application in order to not send any data to Visma.net during the next steps otherwise something can be lost
2. Please make sure that your new machine/server meets the Requirements (see page 6) needed for Visma Cloud Gateway
3. Please do not forget that before starting using the VCG Diagnosis application you need to make the "Move VCG" tab available for you. There are two ways to do it: download VCG Diagnosis from internet or copy it from VCG folder to any other location as it is described in "Move VCG" section
4. Please follow the step from Move VCG (see page 38)
5. Please make sure that you have the correct address of VCG (proper hostname and port) in your On Premises Application config file.
6. Make sure that your On Premises Application is connected to your new VCG (firewall/network should allow such connection).
7. Start your On Premises Application

Relocation Use Case #3

Use case #3: On Premises Application (e.g. Visma Global) is installed together with VCG on the same server and it is a need to move both OP Application and VCG to another server (e.g. because of new hardware update) and keep the same license.

1. Log in into VLS user interface->Chose Licensing tab->Find your ODP Customer->Chose your License and go inside of it->Use "Show Instances" from more options->Select your Application Instance you would like to move to another server->Click "Relocate selected instances"
Please note:
 - Licensing web user interface requires sufficient permissions.
 - You can use the Licence Relocation feature from your On Premises Application as a replacement for this step if it is supported by your application.
2. Before doing any uninstallation it is needed to make sure that there are no messages stuck in the local queues.
 - When you are going to uninstall your On Premises application, please check the queues on the same machine as your OP App
 - In case your On Premises application has ActiveMQ as a local message broker please use <http://localhost:8161/admin/queues.jsp>.
 - In case your On Premises application has MSMQ as local message broker please use VCG Diagnosis application and Check Queues tab. See the corresponding section of the document.
 - If you are not sure what type of message broker your application is using please use VCG Diagnosis application and Check Machine tab to check if ActiveMQ is activated on your machine.
3. To check MSMQ queues please open VCG Diagnosis Application and go to the "Check Queues" tab.
 - Choose the "Get all queues from local machine" option.
 - Click "Show queues". This action will show you all the local queues
 - Make sure that your On Premises Application consumes all the messages from your local queue before proceeding with uninstallation
4. Stop your On Premises Application in order to not send any data to Visma.net during the next steps otherwise something can be lost.
5. Make sure that your new machine/server meets the Requirements (see page 6) needed for Visma Cloud Gateway

Name	NoMessages
FormatName:DIRECT=OS\private\$\opappmsg	0
FormatName:DIRECT=OS\private\$\opappmsg	31
FormatName:DIRECT=OS\private\$\opappmsg	0
FormatName:DIRECT=OS\private\$\opappmsg	0
FormatName:DIRECT=OS\private\$\opappmsg	0
FormatName:DIRECT=OS\private\$\opgtomrql	0

6. Please do not forget that before starting using the VCG Diagnosis application you need to make the “Move VCG” tab available for you. There are two ways to do it: download VCG Diagnosis from the internet or copy it from VCG folder to any other location as it is described in “Move VCG” section
7. Reinstall your VCG on your new machine/server following the recommendations and steps from Move VCG (see page 38)
8. VCG reinstallation should activate MSMQ (or ActiveMQ) on the new machine for you, no need to do anything about it
9. Uninstall your On Premises application from your old server
10. Install your On Premises application on your new server
 - Please make sure that MSMQ (or ActiveMQ if your application has as a local message broker) is activated on your new machine
 - If your application uses ActiveMQ as a local broker, please note that ActiveMQ requires the latest version of Java
 - Use the same license key as it was used for the old installation

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- Use a new Application Instance URI (the same as it was provided in step 1). If you provide wrong URI, then it will be an error and it will not be possible to proceed
 - Make sure that your new On Premises Application is connected to your old VCG
 - Your On Premises Application should register all needed data in Visma.net for you
11. Please make sure that you have the proper address (hostname and port) of VCG in your On Premises Application config file
 12. Make sure that your On Premises Application is connected to your new VCG (firewall/network should allow such connection)
 13. Start your On Premises Application