

# Comprehensive Troubleshooting

This section consolidates troubleshooting guidance across all Atra RMS features.

## Device Connection Issues

### Device Shows "Offline" After Registration

[INSERT SCREENSHOT: Device\_Disconnected.png]

Symptoms:

- Device appears in Device List
- Status shows "Offline"
- Device was just registered

Root Causes:

1. Device never powered on after registration
2. Device was running before registration and wasn't restarted
3. Network connectivity issue
4. Incorrect Serial ID during registration

Solutions:

First-Time Device:

1. Power on the physical device
2. Connect gateway to internet
3. Wait 1-2 minutes for initial connection
4. Refresh Device List manually
5. Status should change to "Online"

Already-Running Device:

1. MUST restart device to complete registration
2. Power cycle: Unplug power, wait 10 seconds, reconnect
3. OR reboot via device admin interface

4. Wait 1-2 minutes after restart
5. Refresh Device List
6. Status should change to "Online"

#### Network Issues:

1. Ethernet: Verify cable connected, check link lights
2. Cellular: Verify SIM card inserted correctly, has active plan

#### Serial ID Issues:

1. Go to Device List
  2. Click device name → Device Detail Page
  3. Verify Serial-ID matches physical device label
  4. If incorrect: re-register with correct Serial ID
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## Device Shows "Offline" Unexpectedly

#### Symptoms:

- Device was "Online" previously
- Now shows "Offline" with timestamp
- Device is physically powered on

#### Root Causes:

1. Network connection lost (cable unplugged, Wi-Fi down, cellular signal lost)
2. Device powered off or crashed

#### Solutions:

##### Check Physical Device:

1. Verify power LED is on
2. Check network LED indicators (link lights, cellular signal)
3. Verify ethernet cable securely connected
4. For cellular: Check SIM card seated properly

##### Network Diagnostics:

1. Ethernet: Try different cable, different port on switch/router
2. Cellular: Check signal strength (if accessible), verify carrier coverage

3. Restart network equipment (router, switch)
4. Check for network outages with ISP/carrier

Device Restart:

1. Power cycle device (unplug, wait 10 seconds, reconnect)
2. Wait 1-2 minutes for boot and connection
3. Refresh Device Detail Page
4. Check if status changes to "Online"

Check Atra RMS Status:

1. Try accessing Atra RMS from different device
  2. Check if other devices in your fleet are also offline
  3. If widespread, may be server issue
  4. Contact support if affecting all devices
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# User Management Issues

## Cannot Invite New User

Symptoms:

- Click Invite button
- Form doesn't submit
- Error message appears

Root Causes:

1. Lack "Users Create" permission
2. Email already registered in system
3. Invalid email format
4. Organization or role not selected

Solutions:

Permission Check:

1. Verify your role has "Users Create" permission
2. Contact administrator to update role if needed

#### Email Validation:

1. Already Registered: Try different email address
2. Invalid Format: Ensure email contains @ and valid domain
3. Typo Check: Verify email is typed correctly

#### Form Completion:

1. Ensure all required fields filled (Name, Email, Organization, Role)
  2. Check Role dropdown activated (requires Organization selection first)
  3. Verify Organization selected before choosing Role
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## User Doesn't Receive Invitation Email

#### Symptoms:

- Invited user successfully
- User reports no email received
- Checked spam/junk folder

#### Solutions:

#### Wait Period:

1. Email delivery can take up to 5-10 minutes
2. Ask user to wait and check again

#### Check Spam Folder:

1. User should check Spam, Junk, Promotions folders
2. Look for sender: atra@atreyo.in or similar
3. Add sender to safe list/whitelist

#### Email Address Verification:

1. Go to Users List
2. Verify email address is correct
3. If incorrect: Delete user, re-invite with correct email

#### Resend Invitation:

1. Delete the invited user (if invitation wasn't accepted)

2. Re-invite user with same email
  3. New invitation email sent
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## Cannot Delete User

### Symptoms:

- Click Delete on user
- Error message appears
- User not removed

### Root Cause:

- User is currently in one or more VPN tunnels
- System prevents deletion to maintain VPN integrity

### Solution:

#### 1. Identify VPN Tunnels:

- Go to VPN section
  - Check each tunnel's Users tab
  - Find tunnels containing this user
  - Remove from VPN Tunnels:
  
  - For each tunnel containing user:
    - Open tunnel Overview page
    - Go to Users tab
    - Click Remove button for this user
    - Confirm removal
    - Delete User:
  
  - Return to Users section
  - Try deleting user again
  - Should now succeed
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# VPN Connection Problems

## VPN Tunnel Process Won't Start

### Symptoms:

- Click Start button on tunnel
- Process remains "Exited"
- Error message may appear

### Root Causes:

1. Tunnel is Disabled
2. Server resource exhaustion
3. Configuration error
4. Port conflict (another VPN using same port)

### Solutions:

#### Check Tunnel Status:

1. Verify Tunnel Status = "Enabled"
2. If Disabled, click Enable button first
3. Then click Start button

#### Refresh and Retry:

1. Click Refresh button (on Left Panel)
2. Wait 5 seconds
3. Try clicking Start again

#### Contact Administrator:

1. If repeated failures, may be server-side issue
  2. Contact Atreyo support
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## Cannot Add Device to VPN Tunnel

### Symptoms:

- Click Add Devices button

- Device not in selection list
- OR device added but doesn't appear in tunnel

Root Causes:

1. Device belongs to different organization
2. Maximum clients (253) reached

Solutions:

Organization Check:

1. Verify device's organization matches tunnel's organization
2. Or device is in child organization of tunnel's organization
3. If mismatch, cannot add device to this tunnel

Client Limit:

1. Check Allocated Clients count
2. If = 253, cannot add more
3. Must remove users or devices to free slots

Device Availability:

1. Verify device exists and is registered
2. Check Device List to confirm device is in system
3. If missing, register device first

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## "Maximum Clients Reached"

Context: Adding user/device to VPN tunnel

Meaning: Tunnel has reached maximum capacity (253 clients total)

Solutions:

Remove Unused Clients:

1. Go to tunnel Overview page
2. Review Users tab: Remove inactive users
3. Review Devices tab: Remove decommissioned devices
4. Each removal frees one slot

Create Additional Tunnel:

1. If all 253 slots legitimately used
  2. Create a second VPN tunnel
  3. Distribute users/devices across both tunnels
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## VPN Desktop Client Cannot Connect

Symptoms:

- Click Connect in VPN client app
- Connection fails
- Error message or timeout

Root Causes:

1. Tunnel process not running
2. Tunnel disabled
3. User not in tunnel
4. Internet connection issue

Solutions:

Verify Tunnel State (Web Interface):

1. Log in to Atra RMS web interface
2. Navigate to VPN section
3. Check tunnel Process Status = "Running"
4. Check tunnel Tunnel Status = "Enabled"
5. If not, contact administrator

Verify User Access:

1. In web interface, open tunnel Overview page
2. Go to Users tab
3. Verify your name appears in list
4. If not, contact administrator to add you

Internet Connection:

1. Test internet connectivity (open website)
2. Check Wi-Fi/Ethernet connection
3. Restart router if necessary
4. Try wired connection if using Wi-Fi

App Restart:

1. Disconnect if partially connected
2. Close VPN client app completely
3. Reopen app
4. Try connecting again

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# Permission Errors

## "Access Denied" When Trying to Perform Action

Symptoms:

- Try to perform action (register device, invite user, etc.)
- Error: "Access Denied" or "Permission Required"
- Action doesn't complete

Root Cause:

- Your role lacks the required permission for this action

Solution:

Identify Required Permission:

Action	Required Permission
Register device	Devices Register
View device list	Devices View
Edit device description	Devices Update
Unregister device	Devices Unregister
Invite user	Users Create
View users list	Users View

Action	Required Permission
Edit user name/role	Users Update
Delete user	Users Delete
Create role	Roles Create
View role details	Roles View
Edit role permissions	Roles Update
Delete role	Roles Delete
Create child org	Organizations Create
View org list	Organizations View
Edit org name	Organizations Update
Delete org	Organizations Delete
Create VPN tunnel	VPN Create, Devices View
View VPN tunnels	VPN View, Devices View
Edit VPN tunnel	VPN Update, Devices View
Delete VPN tunnel	VPN Delete, Devices View
Start/Stop VPN	VPN Start/Stop, Devices View
Enable/Disable VPN	VPN Enable/Disable, Devices View

#### Request Permission:

1. Identify which permission you need (see table above)
2. Contact your organization administrator
3. Request role update to include required permission
4. Administrator edits your role or assigns different role
5. Refresh browser after role update
6. Try action again

## Can See Resource But Cannot Manage It

#### Symptoms:

- Can view devices/users/organizations/VPN tunnels
- Cannot edit, delete, or perform actions
- Buttons missing

Root Cause:

- Have "View" permission only
  - Lack "Create", "Update", or "Delete" permissions
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## Common Error Messages

### "Serial ID Already in Use"

Context: Registering device

Meaning: Device with this Serial ID already registered in Atra RMS

Solutions:

Check Device List:

1. Go to Device List
2. Search for Serial ID
3. If found, device already registered
4. If it's your device in wrong organization, contact administrator to transfer

Typo Check:

1. Verify Serial ID entered correctly
  2. Check for character confusion (0 vs O, 1 vs l)
  3. Re-enter Serial ID carefully
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### "Invitation Link Has Expired"

Context: User trying to set up account

Meaning: Invitation link valid for 24 hours; time limit exceeded OR account already set up

Solutions:

Already Set Up:

1. Check if you completed account setup previously
2. Click "Sign In" link
3. Use your email and password to log in

Time Limit Exceeded:

1. Contact person who invited you
  2. Request new invitation email
  3. Complete setup within 24 hours of new email
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## "Email Already Registered"

Context: Inviting user

Meaning: Account with this email already exists in Atra RMS

Solutions:

User Already Exists:

1. Check Users List for this email
2. User may already have account in different organization
3. Cannot create duplicate account

Use Different Email:

1. Ask user for alternative email address
  2. Invite using different email
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## "Recovery Link Has Expired"

Context: Password recovery

Meaning: Password recovery link valid for 24 hours; time limit exceeded OR password already reset

Solutions:

Already Reset:

1. If you completed password reset
2. Click "Sign In" link
3. Use your email and NEW password

Time Limit Exceeded:

1. Return to login page
  2. Click "Forgot password?" again
  3. Enter email
  4. Receive new recovery link
  5. Complete reset within 24 hours
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