Table of contents

[Purpose of the document 2](#_Toc150901796)

[Aspia Router 3](#_Toc150901797)

[Aspia Relay 7](#_Toc150901798)

[Aspia Console 11](#_Toc150901799)

[Aspia Client 13](#_Toc150901800)

[Aspia Host 15](#_Toc150901801)

[APPENDIX 1. Bug reporting 18](#_Toc150901802)

[APPENDIX 2. Configuration for Mikrotik 19](#_Toc150901803)

[APPENDIX 3. Configuration for iptables 20](#_Toc150901804)

# Purpose of the document

Aspia - free open source application for real-time desktop remote control and file transfer.

With Aspia, you can create your own NAT traversal infrastructure (using Router and Relay servers) with connection by ID or use direct connections. Aspia supports many features. Among them, detailed information about the system, audio, text chat.

This document is intended to help you set up your server infrastructure for NAT traversal.

# Aspia Router

**Router Purpose:** Gives IDs to hosts and allows peers (Hosts and Clients) to agree on how they will bypass NAT. All Hosts and Relays are permanently connected to the Router. When the Client wants to connect to the Host, it also connects to the Router. The Router server must have a public IP address. Router and Relay can only work together. Don't forget to install Relay.

1. **Installing the Router (administrator rights required)**

Windows x86:

Run **aspia-router-2.7.0-x86.msi** and follow the instructions on the screen.

Windows x64:

Run **aspia-router-2.7.0-x64.msi** and follow the instructions on the screen.

Linux:

sudo apt install ./aspia-router-2.7.0-x86\_64.deb

1. **Creating a default configuration (administrator rights required)**

Windows x86:

cd /d "C:\Program Files (x86)\Aspia\Router"

aspia\_router --create-config

Windows x64:

cd /d "C:\Program Files\Aspia\Router"

aspia\_router --create-config

Linux:

sudo aspia\_router --create-config

**WARNING! There must be no existing configuration file or database in the destination directory. The router never overwrites the current configurations and creating a new configuration is possible only if the previous one does not exist.**

1. **Open configuration file and fill in the fields (if necessary; the default configuration does not need to be edited in most cases).**

Windows:

C:\ProgramData\aspia\router.json

Linux:

/etc/aspia/router.json

* 1. **PrivateKey (REQUIRED FIELD):** If you already have a private key, then write it here. This option is automatically generated when the configuration is created using command line option “--create-config”. Do not change this setting unless you really need to.
  2. **SeedKey (REQUIRED FIELD):** This option is automatically generated when the configuration is created using command line option “--create-config”. Do not change this setting unless you really need to.
  3. **Port:** The port on which incoming connections will be accepted. You can leave the default value. Do not change this parameter unless you do so consciously. The default value is **8060**.
  4. **ListenInterface:** Interface address on which the server will listen for incoming connections. Specify empty string if you want to listen for connections on all interfaces. Do not change this setting unless you really need to.
  5. **ClientWhiteList:** The **IP address (not hostnames)** list of clients who are allowed to connect to the router. Addresses are separated by semicolons. If the list is empty, then connections from all clients are allowed. If the list contains items, then only the clients specified in this list can connect. Do not change this setting unless you really need to.
  6. **HostWhiteList:** The **IP address (not hostnames)** list of Hosts who are allowed to connect to the router. Addresses are separated by semicolons. If the list is empty, then connections from all Hosts are allowed. If the list contains items, then only the Hosts specified in this list can connect. Do not change this setting unless you really need to.
  7. **AdminWhiteList:** The **IP address (not hostnames)** list of admins who are allowed to connect to the Router. Addresses are separated by semicolons. If the list is empty, then connections from all admins are allowed. If the list contains items, then only the admins specified in this list can connect. Do not change this setting unless you really need to.
  8. **RelayWhiteList:** The **IP address (not hostnames)** list of relays who are allowed to connect to the Router. Addresses are separated by semicolons. If the list is empty, then connections from all Relays are allowed. If the list contains items, then only the Relays specified in this list can connect. Do not change this setting unless you really need to.

1. **Service/daemon starting**

Windows:

net start aspia-router

Linux:

sudo systemctl enable aspia-router

sudo service aspia-router start

1. **Service/daemon stopping**

Windows:

net stop aspia-router

Linux:

sudo service aspia-router stop

1. **Open public key file and copy the public key. It will come in handy for configuring the Relay and Hosts.**

Windows:

C:\ProgramData\aspia\router.pub

Linux:

/etc/aspia/router.pub

1. **Command Line**

|  |  |
| --- | --- |
| **Argument** | **Description** |
| --install | Performs a Router service installation. Administrator rights are required to execute. The command is only available in Windows. |
| --remove | Performs removal of the Router service. Administrator rights are required to execute. The command is only available in Windows. |
| --start | Starts the Router service. Administrator rights are required to execute. The command is only available in Windows. |
| --stop | Stops the Router service. Administrator rights are required to execute. The command is only available in Windows. |
| --keygen | Generates private and public keys. The keys are displayed in the terminal. Running the command does not affect the current configuration. |
| --create-config | Creates an initial configuration. |
| --help | Displays help about command line arguments. |

1. **Logs**
   1. To set the log level, declare an environment variable ASPIA\_LOG\_LEVEL with a value from 0 to 2. Decreasing the value increases the number of messages in the log.
   2. To enable logging to a file (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_FILE with a value other than 0. If the environment variable is declared with a value of 0, then logging to file will be disabled.
   3. To enable logging to stdout (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_STDOUT with a value other than 0. If the environment variable is declared with a value of 0, then logging to stdout will be disabled.
   4. Log files can have a limited size and after reaching the maximum file size a new log file will be created. By default, the maximum log file size is limited to 2 MB. If you need to change this size, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_SIZE with a numeric value in bytes. The variable can take a value from 1024 (1 KB) to 10485760 (10 MB).
   5. By default, log files older than 14 days are automatically deleted. If you want to change this value, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_AGE with a numeric value in days. The variable can take a value from 0 to 366. If the variable is set to 0, then the log files will not be automatically deleted.

Windows:

C:\Windows\Temp\aspia\aspia\_router-\*.log

Linux:

sudo journalctl -u aspia-router

1. **Configuration**

Windows:

C:\ProgramData\aspia\router.json

Linux:

/etc/aspia/router.json

1. **Data base**

Windows:

C:\ProgramData\aspia\router.db3

Linux:

/var/lib/aspia/router.db3

**NOTES:**

1. Hosts and Relays connect to the Router using a public key.
2. Clients and the Console connect using a username and password. You can add additional users when managing Routers in the Console.
3. It is recommended that you set up regular backups of your configuration files and database.
4. Don't forget to add rules in your firewall to access the Router. The Router does not add rules automatically.
5. It is recommended to limit the list of Relays that can be connected to the Router. Whitelist the required Relays.
6. When uninstalling, the Router does not delete its configuration files and database.
7. When updating the Router, do not forget to back up the configuration files and database.
8. For information on how to connect to the router to manage it (including username and password), see the description of the Console.
9. After changing the configuration files, you must restart the Router service. The Router reads the configuration at startup!

# Aspia Relay

**Relay Purpose:** Passes traffic between peers (Hosts and Clients) through itself. The Relay server must have a public IP address. There can be a lot of Relay and they can be placed on separate machines from Router. The number of Relay servers can be from one or more. You must install at least one Relay server. Router and Relay can only work together.

1. **Installing the Relay (administrator rights required)**

Windows x86:

Run **aspia-relay-2.7.0-x86.msi** and follow the instructions on the screen.

Windows x86:

Run **aspia-relay-2.7.0-x64.msi** and follow the instructions on the screen.

Linux:

sudo apt install ./aspia-relay-2.7.0-x86\_64.deb

1. **Creating a default configuration (administrator rights required)**

Windows x86:

cd /d "C:\Program Files (x86)\Aspia\Relay"

aspia\_relay --create-config

Windows x64:

cd /d "C:\Program Files\Aspia\Relay"

aspia\_relay --create-config

Linux:

sudo aspia\_relay --create-config

**WARNING! There must be no existing configuration file in the destination directory. The Relay never overwrites the current configurations and creating a new configuration is possible only if the previous one does not exist.**

1. **Open configuration file and fill in the fields**

Windows:

C:\ProgramData\aspia\relay.json

Linux:

/etc/aspia/relay.json

* 1. **RouterAddress (REQUIRED FIELD)**: Router address. At this address, the Relay server connects to the Router. It can be equal to localhost (or 127.0.0.1) if the router is installed on the same computer.
  2. **RouterPort**: If you did not change the port in the Router configuration file, then the field must be left with the default value. If you changed the configuration of the Router, then write the required value. You can leave the default value. Do not change this parameter unless you do so consciously. The default value is **8060**.
  3. **RouterPublicKey (REQUIRED FIELD)**: Should contain the public key of the Router that you received when installing it. Enter here the public key that is contained in file **router.pub**, which created by the **Router**.
  4. **ListenInterface:** Interface address on which the server will listen for incoming connections. Specify empty string if you want to listen for connections on all interfaces. Do not change this setting unless you really need to.
  5. **PeerAddress (REQUIRED FIELD)**: The address that peers will receive to connect to the Relay server. This is the Relay server's own address, through which both peers (Client/Console and Host) can access it.

**WARNING! This address must be accessible to all participants in the connection (Client/Console/Host). You should keep in mind that both peers (Host and Client/Console) must be able to connect to this address. Consider this when setting up your network hardware if you are setting up port forwarding on your Router. If your Router is behind NAT, then you must provide access to this address for external and internal connections. See the documentation for your network equipment for more information on how to do this. An example of a configuration for Mikrotik and iptables routers is at the end of this document.**

* 1. **PeerPort**: The port through which peers will connect to the Relay server. You can leave the default value. Do not change this parameter unless you do so consciously. The default value is **8070**.
  2. **PeerIdleTimeout**: Time in minutes. If during this time no data comes from the peers, the connection is terminated. You can leave the default value. Do not change this parameter unless you do so consciously. The default value is **5**.
  3. **MaxPeerCount**: The maximum number of simultaneous connections established between peers. You can leave the default value. Do not change this parameter unless you do so consciously. The default value is **100**.
  4. **StatisticsEnabled**: Enable or disable automatic sending of statistics to the router. You can leave the default value. Can take values: **true** or **false**. The default value is **false**.
  5. **StatisticsInterval**: Interval in seconds for automatically sending statistics to the router. You can leave the default value. Can take a value from **1** to **60**. The default value is **5**.

1. **Service/daemon starting**

Windows:

net start aspia-relay

Linux:

sudo systemctl enable aspia-relay

sudo service aspia-relay start

1. **Service/daemon stopping**

Windows:

net stop aspia-relay

Linux:

sudo service aspia-relay stop

1. **Command Line**

|  |  |
| --- | --- |
| **Argument** | **Description** |
| --install | Performs a Relay service installation. Administrator rights are required to execute. The command is only available in Windows. |
| --remove | Performs removal of the Relay service. Administrator rights are required to execute. The command is only available in Windows. |
| --start | Starts the Relay service. Administrator rights are required to execute. The command is only available in Windows. |
| --stop | Stops the Relay service. Administrator rights are required to execute. The command is only available in Windows. |
| --create-config | Creates an initial configuration. |
| --help | Displays help about command line arguments. |

1. **Logs**
   1. To set the log level, declare an environment variable ASPIA\_LOG\_LEVEL with a value from 0 to 2. Decreasing the value increases the number of messages in the log.
   2. To enable logging to a file (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_FILE with a value other than 0. If the environment variable is declared with a value of 0, then logging to file will be disabled.
   3. To enable logging to stdout (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_STDOUT with a value other than 0. If the environment variable is declared with a value of 0, then logging to stdout will be disabled.
   4. Log files can have a limited size and after reaching the maximum file size a new log file will be created. By default, the maximum log file size is limited to 2 MB. If you need to change this size, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_SIZE with a numeric value in bytes. The variable can take a value from 1024 (1 KB) to 10485760 (10 MB).
   5. By default, log files older than 14 days are automatically deleted. If you want to change this value, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_AGE with a numeric value in days. The variable can take a value from 0 to 366. If the variable is set to 0, then the log files will not be automatically deleted.

Windows:

C:\Windows\Temp\aspia\aspia\_relay-\*.log

Linux:

sudo journalctl -u aspia-relay

1. **Configuration**

Windows:

C:\ProgramData\aspia\relay.json

Linux:

/etc/aspia/relay.json

**NOTES:**

1. Don't forget to add rules in your firewall to access the Relay. The Relay does not add rules automatically.
2. When uninstalling, the Relay does not delete its configuration files.
3. After changing the configuration files, you must restart the Relay service. The Relay reads the configuration at startup!

# Aspia Console

**Console Purpose:** Allows you to create address books, add computers to them and group them. It also allows you to manage computers and routers.

1. **Installing the Сonsole**

Windows x86:

Run aspia-console-2.7.0-x86.msi and follow the instructions on the screen.

Windows x64:

Run aspia-console-2.7.0-x64.msi and follow the instructions on the screen.

MacOS X x64:

Open aspia-console-2.7.0-x64.dmg and move “Aspia Console” to “Applications”.

MacOS X arm64:

Open aspia-console-2.7.0-arm64.dmg and move “Aspia Console” to “Applications”.

Linux:

sudo apt install ./aspia-console-2.7.0-x86\_64.deb

1. **Create a new address book and configure the router in its properties.**

**Default username: admin**

**Default password: admin**

**WARNING: Don't forget to change your password! Connect to your router and change the default password. You can also add additional users.**

1. **Command Line**

|  |  |
| --- | --- |
| **Argument** | **Description** |
| -? -h --help | Displays help on command line options. |
| -v -version | Displays version information. |
| <address\_book\_file.aab> | Address book file to open. |

1. **Environment Variables**
   1. **ASPIA\_NO\_VERIFY\_TLS\_PEER** - If the variable is declared, then the validity of the TLS certificate is not checked when checking for updates. It is not recommended to declare this variable unnecessarily. Declaring this variable can help solve the problem with checking for updates in Windows 7/2008R2, where root certificates are not updated.
2. **Logs**
   1. To set the log level, declare an environment variable ASPIA\_LOG\_LEVEL with a value from 0 to 2. Decreasing the value increases the number of messages in the log.
   2. To enable logging to a file (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_FILE with a value other than 0. If the environment variable is declared with a value of 0, then logging to file will be disabled.
   3. To enable logging to stdout (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_STDOUT with a value other than 0. If the environment variable is declared with a value of 0, then logging to stdout will be disabled.
   4. Log files can have a limited size and after reaching the maximum file size a new log file will be created. By default, the maximum log file size is limited to 2 MB. If you need to change this size, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_SIZE with a numeric value in bytes. The variable can take a value from 1024 (1 KB) to 10485760 (10 MB).
   5. By default, log files older than 14 days are automatically deleted. If you want to change this value, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_AGE with a numeric value in days. The variable can take a value from 0 to 366. If the variable is set to 0, then the log files will not be automatically deleted.

Windows:

C:\Users\<user\_name>\AppData\Local\Temp\aspia\aspia\_console-\*.log

Linux / MacOS:

Logs are written to the terminal.

# Aspia Client

**Client Purpose:** Allows you to connect to and control hosts.

1. **Installing the client**

Windows x86:

Run aspia-client-2.7.0-x86.msi and follow the instructions on the screen.

Windows x64:

Run aspia-client-2.7.0-x64.msi and follow the instructions on the screen.

MacOS X x64:

Open aspia-client-2.7.0-x64.dmg and move “Aspia Client” to “Applications”.

MacOS X arm64:

Open aspia-client-2.7.0-x64-arm64.dmg and move “Aspia Client” to “Applications”.

Linux:

sudo apt install ./aspia-client-2.7.0-x86\_64.deb

1. **Command Line**

|  |  |
| --- | --- |
| **Argument** | **Description** |
| -? -h --help | Displays help on command line options. |
| -v -version | Displays version information. |
| --address <address> | Remote computer address. |
| --port <port> | Remote computer port. |
| --name <name> | Display name of host. |
| --username <username> | Name of user. |
| --password <password> | Password of user. |
| --session-type <desktop-manage> | Session type. Possible values: desktop-manage, desktop-view, file-transfer, system-info, text-chat. |
| --codec <codec> | Type of codec. Possible values: vp8, vp9, zstd. |
| --color-depth <color-depth> | Color depth. Possible values: 3, 6, 8, 16, 32. |
| --compress-ratio <compress-ratio> | Compression ratio. Possible values: 1-22. |
| --audio <audio> | Enable or disable audio. Possible values: 0 or 1. |
| --cursor-shape <cursor-shape> | Enable or disable cursor shape. Possible values: 0 or 1. |
| --cursor-position <cursor-position> | Enable or disable cursor position. Possible values: 0 or 1. |
| --clipboard <clipboard> | Enable or disable clipboard. Possible values: 0 or 1. |
| --desktop-effects <desktop-effects> | Enable or disable desktop effects. Possible values: 0 or 1. |
| --desktop-wallpaper <desktop-wallpaper> | Enable or disable desktop wallpaper. Possible values: 0 or 1. |
| --font-smoothing <font-smoothing> | Enable or disable font smoothing. Possible values: 0 or 1. |
| --clear-clipboard <clear-clipboard> | Clear clipboard at disconnect. Possible values: 0 or 1. |
| --lock-at-disconnect <lock-at-disconnect> | Lock computer at disconnect. Possible values: 0 or 1. |
| --block-remote-input <block-remote-input> | Block remote input. Possible values: 0 or 1. |
| --router-address <router-address> | Router address. |
| --router-port <router-port> | Router port. |
| --router-username <router-username> | Router name of user. |
| --router-password <router-password> | Router password of user. |

1. **Environment Variables**
   1. **ASPIA\_NO\_VERIFY\_TLS\_PEER** - If the variable is declared, then the validity of the TLS certificate is not checked when checking for updates. It is not recommended to declare this variable unnecessarily. Declaring this variable can help solve the problem with checking for updates in Windows 7/2008R2, where root certificates are not updated.
2. **Logs**

To set the log level, declare an environment variable ASPIA\_LOG\_LEVEL with a value from 0 to 2. Decreasing the value increases the number of messages in the log.

* 1. To enable logging to a file (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_FILE with a value other than 0. If the environment variable is declared with a value of 0, then logging to file will be disabled.
  2. To enable logging to stdout (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_STDOUT with a value other than 0. If the environment variable is declared with a value of 0, then logging to stdout will be disabled.
  3. Log files can have a limited size and after reaching the maximum file size a new log file will be created. By default, the maximum log file size is limited to 2 MB. If you need to change this size, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_SIZE with a numeric value in bytes. The variable can take a value from 1024 (1 KB) to 10485760 (10 MB).
  4. By default, log files older than 14 days are automatically deleted. If you want to change this value, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_AGE with a numeric value in days. The variable can take a value from 0 to 366. If the variable is set to 0, then the log files will not be automatically deleted.

Windows:

C:\Users\<user\_name>\AppData\Local\Temp\aspia\aspia\_client-\*.log

Linux / MacOS:

Logs are written to the terminal.

# Aspia Host

**Host Purpose:** Allows Accepts incoming connections from Clients and Consoles to manage the computer on which it is installed.

1. **Installing the host**

The host is only available for Windows.

Windows x86:

Run aspia-host-2.7.0-x86.msi and follow the instructions on the screen.

Windows x64:

Run aspia-host-2.7.0-x64.msi and follow the instructions on the screen.

1. **Enabling the router in the settings**
   1. Go to settings (Aspia -> Settings… -> Router)
   2. Enable the use of the Router
   3. Write the address of your Router
   4. Write your Router's public key
2. **Command Line**
   1. **aspia\_host\_service.exe**

|  |  |
| --- | --- |
| **Argument** | **Description** |
| --host-id | Displays the current Host ID. Note that the console and RDP sessions have separate IDs and the output of the command will depend on which session the process is running in. Displays the last received ID (cached ID). This means that the ID must be obtained at least once for the command to work. |
| --version | Displays the current version of the application. |
| --install | Performs a Host service installation. Administrator rights are required to execute. |
| --remove | Performs removal of the Host service. Administrator rights are required to execute. |
| --start | Starts the Host service. Administrator rights are required to execute. |
| --stop | Stops the Host service. Administrator rights are required to execute. |
| --help | Displays help about command line arguments. |

* 1. **aspia\_host.exe**

|  |  |
| --- | --- |
| **Argument** | **Description** |
| --import=<config\_file\_path.json> | Imports a configuration file. |
| --export=<config\_file\_path.json> | Exports a configuration file. |
| --silent | Enables silent mode for importing or exporting a configuration file. When this option is enabled, no messages are displayed. |
| --version | Displays the current version of the application. |
| --update | Displays an update check dialog. |
| --config | Displays the host configuration dialog. |

1. **Environment Variables**
   1. **ASPIA\_NO\_OVERFLOW\_DETECTION** - If the variable exists (with any value), then the automatic network stack overflow detection mechanism is disabled. If the variable does not exist, then Aspia tries to automatically adjust to the change in bandwidth by changing the FPS, scaling the image or other actions.
   2. **ASPIA\_DEFAULT\_FPS** - Determines the FPS with which the connection starts. If variable ASPIA\_NO\_OVERFLOW\_DETECTION is not declared, then in the future the FPS can be lowered or increased. If variable ASPIA\_NO\_OVERFLOW\_DETECTION is declared, then this FPS value will be used for the duration of the connection. It can take values from 1 to 60. The default value is 20.
   3. **ASPIA\_MIN\_FPS** - Determines the value to which the FPS can be reduced during automatic bandwidth adjustment. If variable ASPIA\_NO\_OVERFLOW\_DETECTION is declared, then this value is ignored. It can take values from 1 to 60. The default value is 1.
   4. **ASPIA\_MAX\_FPS** - Determines the maximum value up to which the FPS can be increased during automatic bandwidth control. If variable ASPIA\_NO\_OVERFLOW\_DETECTION is declared, then this value is ignored. It can take values from 1 to 60. For computers with more than 2 processor cores, the default value is 30. Otherwise, the default value is 20.
   5. **ASPIA\_NO\_VERIFY\_TLS\_PEER** - If the variable is declared, then the validity of the TLS certificate is not checked when checking for updates. It is not recommended to declare this variable unnecessarily. Declaring this variable can help solve the problem with checking for updates in Windows 7/2008R2, where root certificates are not updated.
2. **Logs**
   1. To set the log level, declare an environment variable ASPIA\_LOG\_LEVEL with a value from 0 to 2. Decreasing the value increases the number of messages in the log.
   2. To enable logging to a file (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_FILE with a value other than 0. If the environment variable is declared with a value of 0, then logging to file will be disabled.
   3. To enable logging to stdout (if it is not enabled by default for platform), declare environment variable ASPIA\_LOG\_TO\_STDOUT with a value other than 0. If the environment variable is declared with a value of 0, then logging to stdout will be disabled.
   4. Log files can have a limited size and after reaching the maximum file size a new log file will be created. By default, the maximum log file size is limited to 2 MB. If you need to change this size, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_SIZE with a numeric value in bytes. The variable can take a value from 1024 (1 KB) to 10485760 (10 MB).
   5. By default, log files older than 14 days are automatically deleted. If you want to change this value, then declare environment variable ASPIA\_MAX\_LOG\_FILE\_AGE with a numeric value in days. The variable can take a value from 0 to 366. If the variable is set to 0, then the log files will not be automatically deleted.

Windows:

C:\Users\<user\_name>\AppData\Local\Temp\aspia\aspia\_host-\*.log

C:\Windows\Temp\aspia\aspia\_host\_service-\*.log

C:\Windows\Temp\aspia\aspia\_desktop\_agent-\*.log

C:\Windows\Temp\aspia\aspia\_file\_transfer \_agent-\*.log

# APPENDIX 1. Bug reporting

If you experience any problems while using the application, then in order to report a problem, you must:

1. **Enable advanced logging**. To do this, declare the environment variable **ASPIA\_LOG\_LEVEL with the value 0**. This will allow you to get the maximum number of messages in the logs. If you don't know what environment variables are, use search engines to get information on how to declare environment variables in your operating system.
2. After setting the environment variable, you need to restart your computer.
3. Try to reproduce the problem situation.
4. Collect application logs (information on where to get the logs is located above) and send to developers using one of the acceptable methods:
5. Email: [dmitry@aspia.ru](mailto:dmitry@aspia.ru)
6. Telegram: @dchapyshev

The log directories in Windows may contain files with the \*.dmp extension. These files contain application memory dumps at the time of the crash. These files can help to determine the cause of problems. Be sure to attach them along with the logs.

1. Please describe your problem in detail. Including the version of the operating system (on client/host/router/relay), the version of Aspia and all your actions. If you can make a video that shows the problem, that might help solve it too.

# APPENDIX 2. Configuration for Mikrotik

If you are configuring port forwarding on your network router, then an example of setting for the Mikrotik router may come in handy:

/ip firewall nat

add action=netmap chain=dstnat comment="Aspia Relay" dst-port=8070 in-interface=WAN protocol=tcp to-addresses=**RELAY\_IP** to-ports=8070

add action=netmap chain=dstnat comment="Aspia Router" dst-port=8060 in-interface=WAN protocol=tcp to-addresses=**ROUTER\_IP** to-ports=8060

add action=dst-nat chain=dstnat comment="Aspia Relay" dst-address=**EXTERNAL\_IP** dst-port=8070 protocol=tcp src-address=**LOCAL\_NETWORK** to-addresses=**RELAY\_IP** to-ports=8070

add action=dst-nat chain=dstnat comment="Aspia Router" dst-address=**EXTERNAL\_IP** dst-port=8060 protocol=tcp src-address=**LOCAL\_NETWORK** to-addresses=**ROUTER\_IP** to-ports=8060

add action=masquerade chain=srcnat comment="Aspia Relay" dst-address=**RELAY\_IP** dst-port=8070 protocol=tcp src-address=**LOCAL\_NETWORK**

add action=masquerade chain=srcnat comment="Aspia Router" dst-address=**ROUTER\_IP** dst-port=8060 protocol=tcp src-address=**LOCAL\_NETWORK**

Replace the following with your data:

**ROUTER\_IP** - IP address of the computer on which the Router is installed.

**RELAY\_IP** - IP address of the computer on which the Relay is installed.

**LOCAL\_NETWORK** – your local network (for example 192.168.1.0/24).

**EXTERNAL\_IP** - your external IP address

# APPENDIX 3. Configuration for iptables

iptables -t nat -A PREROUTING -p tcp -m multiport --dports 8060,8070 -j DNAT --to-destination **ROUTER\_AND\_RELAY\_IP**

iptables -t nat -A POSTROUTING -s **LOCAL\_NETWORK** -d **ROUTER\_AND\_RELAY\_IP** -p tcp -m multiport --dports 8060,8070 -j SNAT --to-source **EXTERNAL\_IP**

Replace the following with your data:

**ROUTER\_AND\_RELAY\_IP** - IP address of the computer on which the Router/Relay is installed.

**LOCAL\_NETWORK** – your local network (for example 192.168.1.0/24).

**EXTERNAL\_IP** - your external IP address