AWE tasks fail to execute when run via event rules when EFT Service is running as a domain account

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT versions prior to v8.1

SYMPTOM

AWE tasks fail to execute when run via Event Rules when the EFT server service is running as a domain account. Able to execute AWE tasks when running EFT server service as Local System Account.

EFT.log records the following error:

ERROR AWE <> - Error creating AWE task

> *Code = 80070005*
>
> *Code meaning = Access is denied.*
>
> *Source = (null)*
>
> *Description = (null)*

The Windows Event Log records the following entry to System events

Event 10016, DistributedCOM

> *The machine-default permission settings do not grant Local Activation permission for the COM Server application with*
> *CLSID {61282E0E-C031-4775-852C-3F8D9AD0730E} and APPID Unavailable to the user <USERID> from address LocalHost (Using LRPC) running in the application container Unavailable SID (Unavailable). This security permission can be modified using the Component Services administrative tool.*

CAUSE

When AWE executes tasks via Event Rules, the EFT server service launches the AWE execution as a separate COM process under GSAWE.exe.

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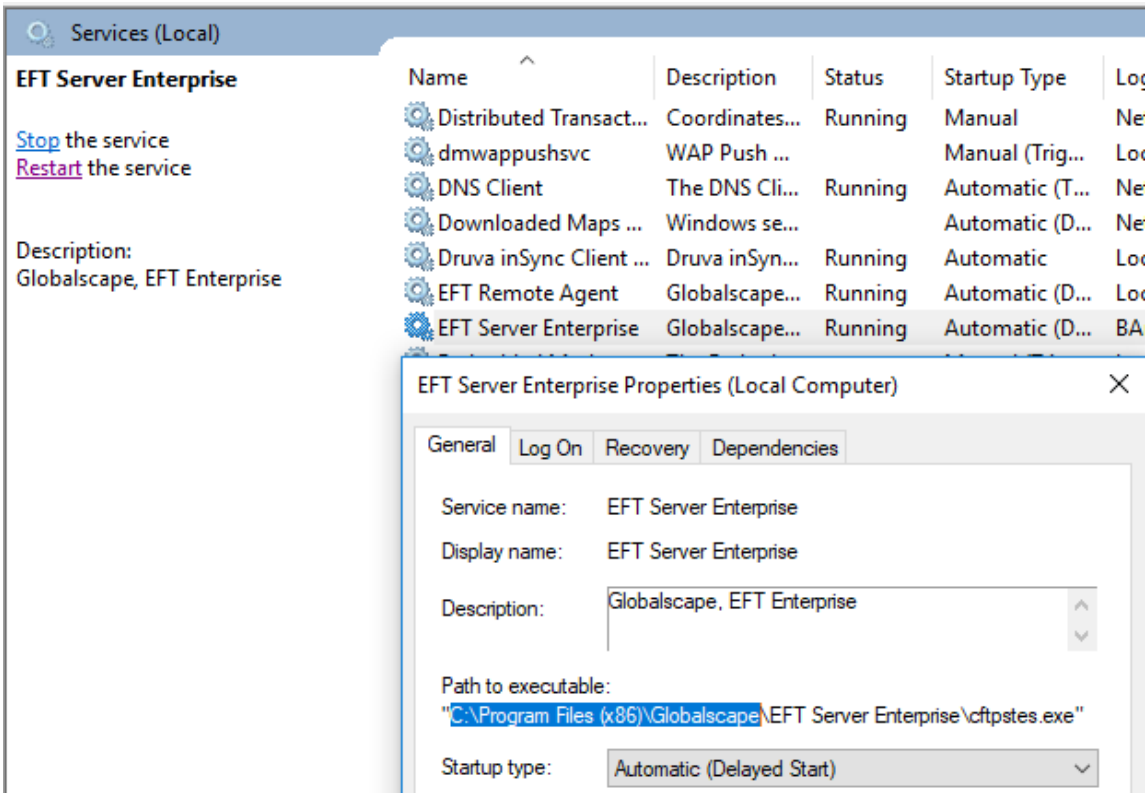
The EFT server service requires appropriate folder, registry, and DCOM permissions to execute properly.

RESOLUTION

Ensure that the EFT server service has the proper permissions as described below.

Folder Permissions:

- Provide Full Control to the EFT program files. By default this is **C:\Program Files (x86)\Globalscape**. This can be located by opening **Services.msc** and checking the path to EFT server service executable:



Ensure that the EFT server service account has full control to the **...\Globalscape\EFT Server Enterprise\AWE\bin** folder.

Provide Full Control to the **C:\ProgramData\AutoMate** folder

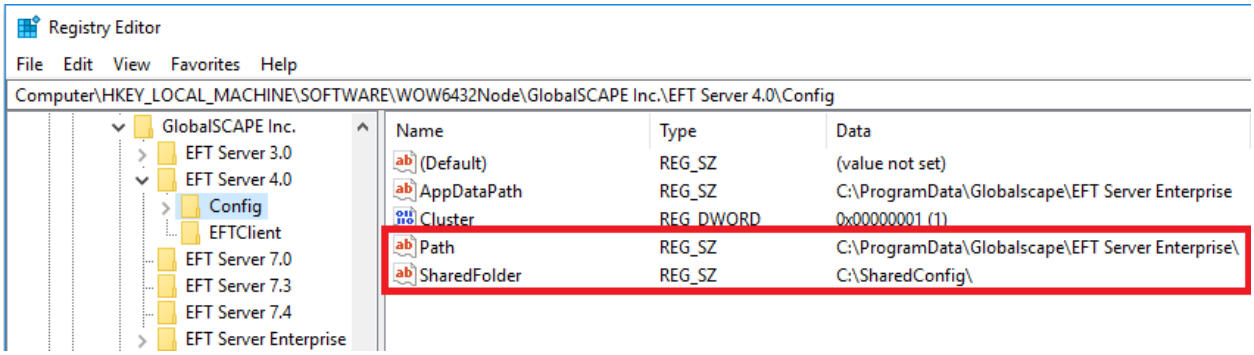
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- Ensure that EFT server service account has full control to the local and shared configuration location (if running in HA). The configuration folder path can be found via the registry:

  HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\GlobalSCAPE Inc.\EFT Server 4.0\Config

  Path = Local configuration location

  SharedFolder = Shared configuration location (if running HA)



Registry Permissions:

Open the registry editor (**Start > Run > regedit.exe**) and ensure that the EFT server service account has full control to the following locations:

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\GlobalSCAPE Inc.

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Globalscape

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Network Automation

HKEY_CLASSES_ROOT\AppID\{AF778776-A08E-415A-A982-649B4DD69FAB}

HKEY_CLASSES_ROOT\AppID\GSAWE.EXE

HKEY_CLASSES_ROOT\WOW6432Node\AppID\{AF778776-A08E-415A-A982-649B4DD69FAB}

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HKEY_CLASSES_ROOT\WOW6432Node\AppID\GSAWE.EXE

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\{AF778776-A08E-415A-A982-649B4DD69FAB}

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\GSAWE.EXE

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\WOW6432Node\AppID\{AF778776-A08E-415A-A982-649B4D

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\WOW6432Node\AppID\GSAWE.EXE

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Classes\AppID\{AF778776-A08E-415A-A982-649B4D

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Classes\AppID\GSAWE.EXE

HKEY_CLASSES_ROOT\GSAWE.GSAWETaskInterpreter

HKEY_CLASSES_ROOT\GSAWE.GSAWETaskInterpreter.1

HKEY_CLASSES_ROOT\WOW6432Node\CLSID\{61282E0E-C031-4775-852C-3F8D9AD0730E}

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\GSAWE.GSAWETaskInterpreter

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\GSAWE.GSAWETaskInterpreter.1

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\WOW6432Node\CLSID\{61282E0E-C031-4775-852C-3F8D9A

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Classes\CLSID\{61282E0E-C031-4775-852C-3F8D9A

HKEY_CLASSES_ROOT\TypeLib\{DE4F36F3-3234-46E0-8BFD-64E6D4A0B1F3}

HKEY_CLASSES_ROOT\WOW6432Node\TypeLib\{DE4F36F3-3234-46E0-8BFD-64E6D4A0B1F3}

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\TypeLib\{DE4F36F3-3234-46E0-8BFD-64E6D4A0B1F3}

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\WOW6432Node\TypeLib\{DE4F36F3-3234-46E0-8BFD-64E6D

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HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Classes\TypeLib\{DE4F36F3-3234-46E0-8BFD-64E6D

HKEY_CLASSES_ROOT\WOW6432Node\CLSID\{280301C3-5A4A-4F59-ACBD-CDE07B02C2F6}

HKEY_CLASSES_ROOT\WOW6432Node\Interface\{280301C3-5A4A-4F59-ACBD-CDE07B02C2F6}

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\WOW6432Node\CLSID\{280301C3-5A4A-4F59-ACBD-CDE07E

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\WOW6432Node\Interface\{280301C3-5A4A-4F59-ACBD-CDE0

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Classes\CLSID\{280301C3-5A4A-4F59-ACBD-CDE07E

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Classes\Interface\{280301C3-5A4A-4F59-ACBD-CDE0

DCOM Permissions:

1. Open a Command prompt as administrator and run **comexp.msc /32**
2. Open C**omponent Services > Computers > My Computer > DCOM Config**.
3. Right-click "**GSAWE**" and open properties. Navigate to **Security** and grant full permission to the EFT server service account for **Launch and Activation**, **Access**, and **Configuration Permissions**.
4. Right-click on "**GSAWETaskInterpreter Class**" and open properties. Navigate to **Security** and grant full permission to the EFT server service account for **Launch and Activation**, **Access**, and **Configuration Permissions**.

Reinstall and re-register ddls

Re-installing the AWE application files may rule out the possibility of a corrupted installation or missing application files.

- Stop the EFT server service and rename the EFT Program Files (By default this is **C:\Program Files (x86)\Globalscape)**, once again, check **Services.msc** to verify the EFT installation path.
- Run the EFT installer and select R**epair** install.
- This should recreate the Program Files along with the AWE binary files. As part of the repair install, the AWE .dlls will be re-registered.
- The AWE dlls can be manually re-registered without performing an installation by

running the **ReRegisterDLLS.bat** file found in the EFT Program Files folder.

Anti-virus exception

- Ensure that your anti-virus excludes real-time scanning of the program files for EFT.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/11472/AWE-tasks-fail-to-execute-wh...