

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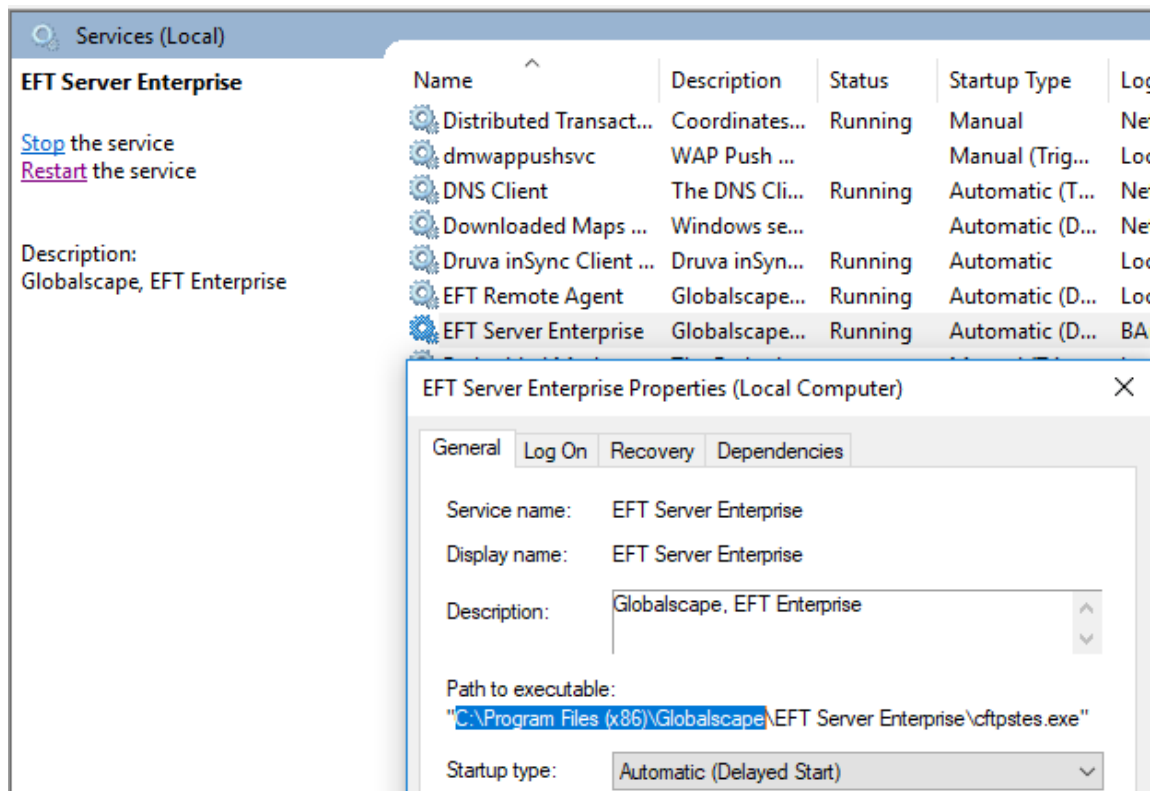
The EFT server service requires appropriate folder, registry, and DCOM permissions to execute properly.

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

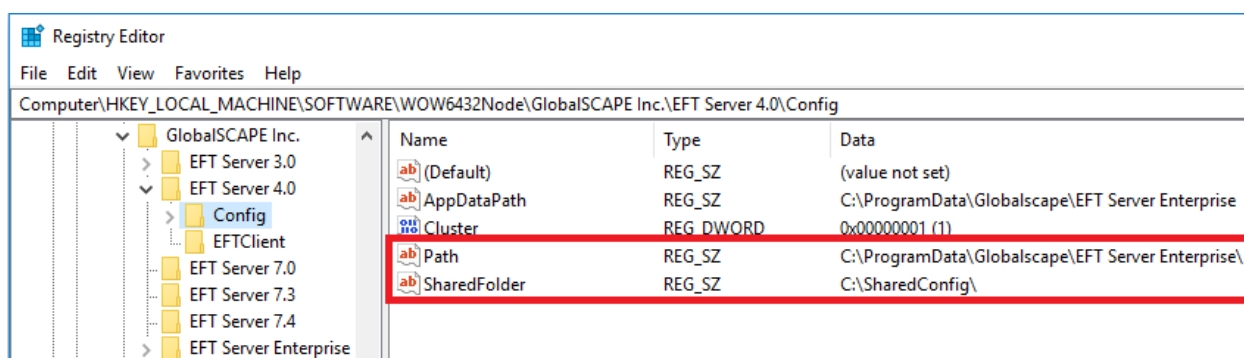
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- Ensure that EFT server service account has full control to the local and shared configuration location (if running in HA). The configuration folder path can be found via the registry:

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-CDE07B

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

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Classes\CLSID\{280301C3-5A4A-4F59-ACBD-CDE07B

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 **Component 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 **Repair** 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

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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...>