THINSCALE Secure Remote Worker Technical FAQs

Q: I need help getting Secure Remote Worker installed on my laptop.

A: Please refer to our Knowledge Base article here for a step-by-step guide for Secure Remote Worker's installation. If you require any further support, please contact Teleperformance.

Q: The installation link for the validation tool is downloading files to a folder instead of running the validation tool to check my device.

A: The installation link must download an executable first before the Validation Tool can run it's checks. This is normal.

Q: When running the Validation Tool, I am getting an "Error" on the storage check, despite having enough space.

A: An update of Secure Remote Worker is required. Please contact Teleperformance to update your current version.

Q: When running the Validation Tool, I am "failing" for Windows Updates, despite having the latest version.

A: This can be resolved by deleting the file "wbdata.dat" and re-running the Validation Tool. This can be found in C:\ Program Files (x86)\SRW.

Q: I am receiving an error "cannot obtain profile" when trying to install Secure Remote Worker.

A: The potential reasons for this error are as follows:

1.) Your agent profile has not been set in the ThinScale Management Platform.

2.) The site set up in Teleperformance's Management Platform is directing your device into the wrong folder.

3.) Your agent profile has not been encrypted by IT.

If you are receiving this error, please contact Teleperformance with your machine logs (a guide for accessing machine logs is at the end of this document) and they will make the necessary changes for you.

Q: The password I am entering is not being accepted, despite being correct.

A: If the password attempting to be entered is:

1.) Your VDI login, please contact Teleperformance.

2.) A required field for the running of the Validation Tool or Single-Click installed. Please check with Teleperformance to ensure this has not been changed.

Q: Secure Remote Worker download is stuck.

A: This can happen if:

1.) Network issues occur during download, this can cause it to freeze. If this happens, please check your network connection and restart your download.

2.) The profile has been set up incorrectly and blocks the required executables. Please contact Teleperformance who will be able to correct this.

3.) There must be enough physical or virtual disk space for the download to occur. If the write filter is enabled, please contact Teleperformance to confirm there is enough virtual disk space allocated for the download.

4.) Some Anti-Viruses will attempt to prevent downloads from sources they do not recognize. Please ensure your Anti-Virus is not interfering with the downloads from ThinScale or from Teleperformance.

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Q: I am not able to continue with my installation and am receiving this message "the remote worker machine is not running. It is reporting bad health." How can I fix this?

A: This error can be resolved by:

1.) Doing a clean re-installation of Secure Remote Worker by following these steps:

1. Uninstall Secure Remote Worker from the control panel.
2. Remove the folder: C:\Program Files (x86)\SRW
3. Remove the registry key: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\ThinKiosk
4. Restart the computer.
5. Contact Teleperformance and request to remove the device from the Management Platform.
6. Install Secure Remote Worker again.

3.) If this does not resolve the issue, please ensure you have enough RAM to support Secure Remote Worker. You must have 4gb of RAM minimum.

4.) Secure Remote Worker requires x64/x86 infrastructure and will not run on ARM based devices.

Q: I cannot log out of Secure Remote Worker. After rebooting, my default user is now Secure Remote Worker and I cannot access admin permissions.

A: If running on Secure Remote Worker 6.0/6.1, please contact Teleperformance to update to you to a higher version. In the meantime, when rebooting your device, while booting up, hold shift until you see the Windows login screen.

Q: I am receiving the error "no profile available".

A: This can occur if:

1.) Your device has not been assigned a profile. Please contact Teleperformance to rectify.

2.) This can also occur if there is no network connection between your device and the ThinScale Management Server. Please check your network connection and contact Teleperformance to confirm the online status of your device.

Q: I am seeing this error message "Your device is disabled, please contact ASD"

A: Your device has been disabled. Please contact Teleperformance to re-enable your device.

Q: How can I access hardware settings in Secure Remote Worker?

A: The settings available in your Secure Remote Worker session are dependent on the configuration Teleperformance has set within your profile. Please contact Teleperformance for any queries regarding access to ensure they do not conflict with your company's security policy.

Q: I have been asked to access my machine logs by support, where do I find these?

A: You can find these logs by going to your installation path for Secure Remote Worker. C:/Program Files (x86)/SRW. Copy any ".log" or ".log_old" files and send them to Teleperformance.