Authentication Credentials Error

What

When deploying a Windows image and the IVS errors with a message:

```
“IVS request for URL: https:<your.IVS.IP.address:20044/imagingwindows/boot/get_image_info/ failed with code: 403
Authentication credentials were not provided.”
```

This will prevent the deployment of Windows images. FileWave will need to re-establish the secure connection between your IVS and server services.

```
uring handling of the above exception, another exception occurred:

raceback (most recent call last):
 File "/filewave/bootup.py", line 823, in <module>
   succeeded = main()
 File "/filewave/bootup.py", line 786, in main
   imageDef = accessURL(imageInfoURL, secretKey)
 File "/filewave/bootup.py", line 127, in accessURL
   raise ImagingError('IVS request for URL: %s failed with code: %d and content: %s' %
ilewave.helpers.ImagingError: IVS request for URL: https:/              20444/imaging/windows/boot/get_image_info/38%3AF3%3AAB%3A30%3A59%3AA3/ failed with code: 403 and content: b'{"detail":"Authentication credentials were not provided
"}'
ERROR] 2023-01-20 10:15:52,811 (helpers): An error has been detected with error message:
ython exception has been caught, you should be able to see stack trace
```

When/Why

This error comes up when the IVS loses its shared key, which causes the IVS to fail and connect with your FileWave services. The connection between FileWave’s IVS and server does have encryption and can be established again. To fix you may follow the steps below. In some cases, you will want to check and verify the shared key. Remember the last 4 of the shared key and once you have re-generated, be sure the last 4 have changed.

How

1. Navigate to FileWave Central (native admin)
2. Open the Imaging tab
3. Highlight and double-click on your IVS
4. Check the box to “Generate new key on Save”
5. Press OK to save
6. Click on the Monitor button still with the Imaging tab preferences
7. Click on Verify to have the IVS check-in

After performing these steps, please try again to deploy your image. Be sure the image association is set to True before PXE booting the machine.

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