

INVALID TOKEN ERROR WHEN UPDATING THE ACTOR

When trying to update an Actor or refresh its network connection, you may receive an Invalid Token error. There is a 4-step process to resolve this: remove the Actor configuration from the Director, run `vreset` to revert the Actor to its default state, add the Actor Configuration, and then re-register it.

Resolve the Invalid Token Error

1. Remove the Actor Configuration.
 - a. Launch the Director.
 - b. Select **Environment** > **Actors** (or Actors from the left menu if you're on the map already).
 - c. Identify the Actor that has the Invalid Token, click **Delete**, and then click **OK**.

2. Run `vreset` to remove the existing registration.



- You should use the command line to log into the Actor.
- The `vreset` command does not remove custom certs.

◦ Linux Actors (Network)

- If the scripts directory is in the PATH, run the following command:

```
sudo vreset
```

- If the scripts directory is not in the PATH, run the following command (modify the path if you changed the install location):

```
$ sudo /opt/apps/verodin/node/node/scripts/vreset
```

◦ Windows Actors (Endpoint and Protected Theater)

- Launch a command prompt in Administrator mode and run the following command (modify the path if you changed the install location):

```
C:\program files\verodin\node\node\scripts\vreset.exe
```

◦ Mac Actors (Endpoint and Protected Theater)

- Launch a terminal window and run the following command (modify the path if you changed the install location):

```
sudo /Users/Shared/Verodin/node/node/scripts/vreset
```

3. Add the Actor Configuration.

- a. Launch the Director.
- b. Select **Environment** > **Actors** (or Actors from the left menu if you're on the map already).



If it is a Protected Actor, select **Environment** > **Protected Theaters**.

- c. Select the relevant Actor type that you want to configure:

- **Add Network Actors**
- **Add Endpoint Actors**
- **Add Protected Actors**

- d. Enter the necessary configuration information for the Actor (see the Related Articles for more information).
- e. Click **Submit**; the Actor is populated in the Pending Actors table and a code is generated that is used for

registration.

4. Re-register the Actor.



The system processes the registration and displays "Successfully validated with the Director" when complete. The Actor moves from the Pending Actors list to the Actors list.

o Linux Actors (Network)

1. From the Linux environment, use the command line to log into the Actor.
2. Run the following command:

```
sudo vregister
```

3. Enter the Director's FQDN or IP address.
4. Enter the registration code located next to the Actor in the Pending Actor's table.
5. Optional: Add a proxy.
 - a. Enter **Yes**.
 - b. Enter the **Proxy IP** and **Proxy Port**.
 - c. Optional: Enter the account info.

o Windows Actors (Endpoint and Protected Theater)

1. From the Windows environment, launch a command prompt in Administrator mode.
2. Run the following command:

```
C:\program files\verodin\node\node\scripts\vregister.exe
```

3. Enter the Director's FQDN or IP address.
4. Enter the registration code located next to the Actor in the Pending Actor's table.
5. Optional: Add a proxy.
 - a. Enter **Yes**.
 - b. Enter the **Proxy IP** and **Proxy Port**.
 - c. Optional: Enter the account info.

o Mac Actors (Endpoint and Protected Theater)

1. Using a terminal window, log into the Actor.
2. Run the following command:

```
sudo vregister
```

3. Enter the Director's FQDN or IP address.
4. Enter the registration code located next to the Actor in the Pending Actor's table.
5. Optional: Add a proxy.
 - a. Enter **Yes**.
 - b. Enter the **Proxy IP** and **Proxy Port**.
 - c. Optional: Enter the account info.