



AssistEdge RPA Community Edition 17.5.5

## Troubleshooting Guide

Public

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# 1 Introduction

The AssistEdge RPA Community Edition is a lean version of the AssistEdge RPA product with powerful automation capabilities and easy-to-use user interface.

## 1.1 Product Overview

The feature-rich AssistEdge Automation Studio is a key component of the Community Edition. It enables users to create and configure process automations. The Automation Studio includes automation configuration capabilities for varied and heterogeneous technology applications.

## 1.2 Objective

Troubleshooting of issues while installing and using the AssistEdge RPA Community Edition.

## 1.3 Scope

The Troubleshooting Guide describes the possible issues and related solutions encountered during the installation of AE RPA Community Edition, and while running the Automation Studio and the EVA Bot. The target audience for this guide is software developers and administrators who install and design business processes using the Automation Studio - Community Edition.

**Note:** For issues or queries on how automation works or how to configure automation for a specific technology, refer to the Automation Studio User Manual.

## 1.4 Acronyms

Acronym	Expansion
AE	AssistEdge
CE	Community Edition
RPA	Robotic Process Automation

## 2 Troubleshooting

The issues and resolutions described in this section include checks, installation issues and errors.

### 2.1 Installation

The below mentioned steps help in seamless installation of the Automation Studio.

#### 2.1.1 Pre-Installation checks

- a. Right-click on **the Installation zip** package. Make sure that it is not blocked.
- b. Unzip the contents. Make sure that installation executable 'AssistEdge RPA CE.exe' is present.
- c. Refer to the **Readme.txt** file to ensure that required prerequisites are available:
  - i. AssistEdge RPA Community Edition works Windows 7 and above OS.
  - ii. .NET Framework 4.6.x.
- d. Ensure there is sufficient space of at least 850 KB on the hard drive before installation begins.

#### 2.1.2 Installation failure

##### 2.1.2.1 Net Framework

If a message related to .NET Framework version is displayed as shown in Figure 1:

- a. Install **.NET Framework** from *PrerequisitesSoftwares* directory.
- b. Restart the system post installation of .NET Framework.
- c. Install the product again.

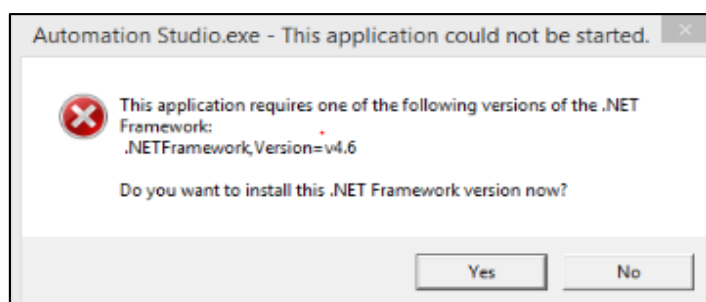


Figure 1: Install .Net Framework

- d. Check the log file *InstallerLog.txt*.
- e. If the re-installation is done at the same path, take a backup of the existing installation directory and remove it.

##### 2.1.2.2 Database Creation Error

If installation fails with message mentioned in Figure 2, follow the steps listed below.

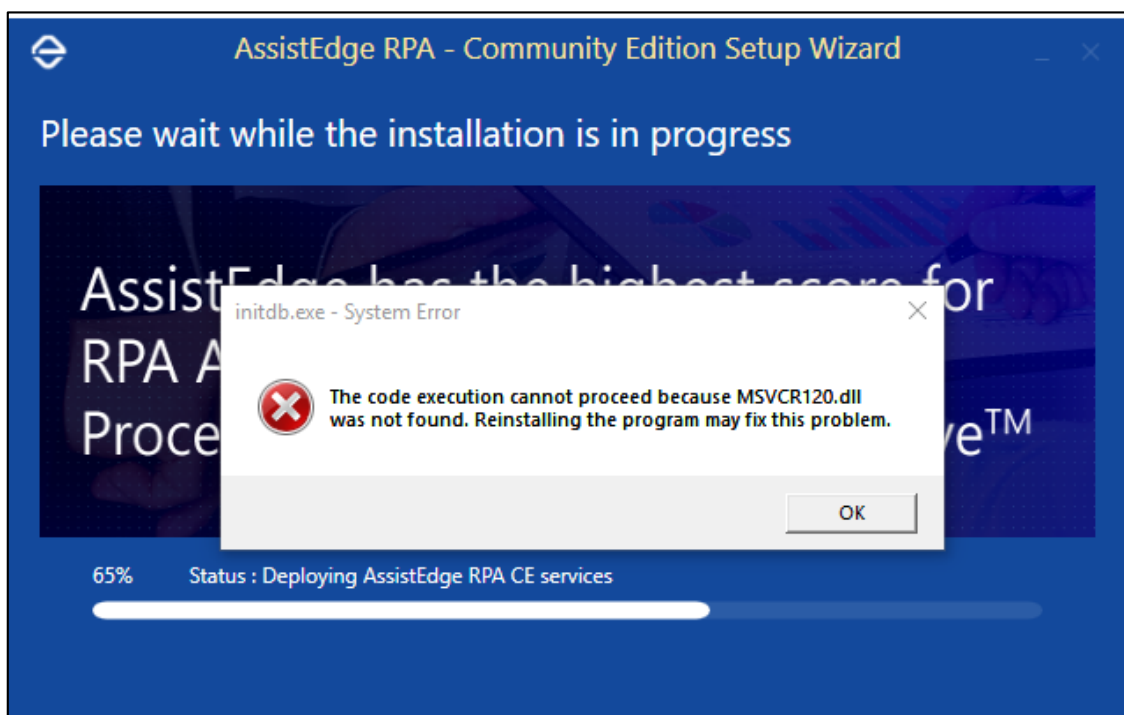


Figure 2: Installation failure message

- Download the **Visual C++ Redistributable Packages** for Visual Studio 2013 from <http://www.microsoft.com/en-us/download/details.aspx?id=40784>.
- Select **vc\_redist\_x86.exe** and install it.
- Once the package is installed, run the Assist Edge installer again.

### 2.1.3 Post Installation checks

- The Automation Studio is automatically launched post successful installation.
- Check **InstallerLog.txt** to validate if installation is completed without errors.
- Check the file **aedb.log** at ...\**EdgeVerve Systems Limited\AssistEdge\_CE\DBFiles** to ensure there are no errors during installation.

### 2.1.4 Check if Database is properly installed

Ensure the database is installed properly and works as required:

- Open the command prompt and go to the below folder in installed directory.  
...\**EdgeVerve Systems Limited\AssistEdge\_CE\DBFiles**
- Run command **StartAEDB.bat <Port>** and validate the output.
- Run command **StatusAEDB.bat** and validate the output.
- Run command **StopAEDB.bat** and validate the output.
- Check the file **aedb.log** to ensure that there are no errors.

## 2.2 License

License credentials and validity details are essential for the Automation Studio usage.

### 2.2.1 License usage

If the license is not working:

- a. Make sure the correct **Domain User ID** and **Mac ID** are provided while generating the license.
- b. If error message is displayed, note the error code and contact Botstore admin.
- c. If license is expired, note the error code and contact Botstore admin.

## 2.3 AssistEdge RPA Community Edition Launcher

Refer to the below points if there are any issues while launching the AssistEdge RPA Community Edition product.

### 2.3.1 Authentication failure

- Share the error details from the file **WorkflowDataService.log** from ...\**EdgeVerve Systems Limited\AssistEdge\_CE\Workflow\Logs**.
- Share the error details from the file **AssistEdge\_Studio.log** from ...\**EdgeVerve Systems Limited\AssistEdge\_CE\ACE\Logs**.
- Share the error details from the file **aedb.log** from ...\**EdgeVerve Systems Limited\AssistEdge\_CE\DBFiles**.

### 2.3.2 Launch Failure

If the message shown in Figure 2 is displayed, check the System Tray to verify if another instance is already running.

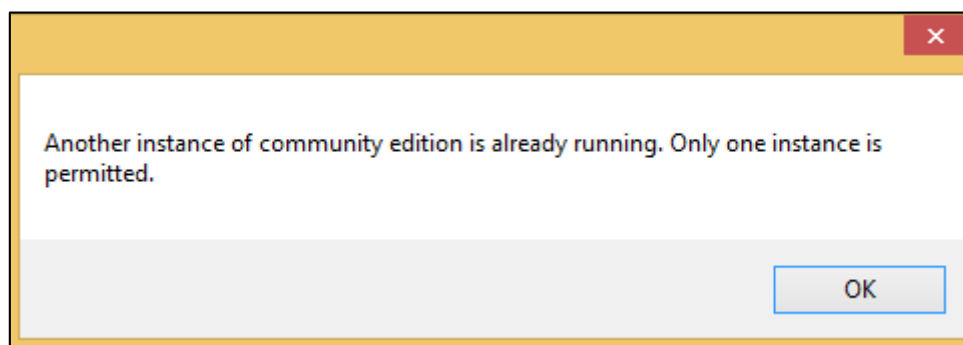


Figure 3: Another instance running

### 2.3.3 Product executable is taking time to load

If product executable is taking time to load:

- a. Run the Task Manager application.
- b. Check if the antivirus process is excessively taking up CPU and memory usage.
- c. Check with the domain administrator to mark the product executable as “Trusted”.
- d. Ensure that enough CPU and memory space is available while running the product.

### 2.3.4 Product executable is blocked by antivirus software

If the antivirus software blocks the product executable, mark it as safe and avoid quarantine.



### 2.3.5 Studio Log

Identify the root cause using relevant error, if any, from these files:

- **AssistEdge\_Studio.log** from ...\\EdgeVerve Systems Limited\\AssistEdge\_CE\\ACE\\Logs
- **WorkflowDataService.log** from ...\\EdgeVerve Systems Limited\\AssistEdge\_CE\\Workflow\\Logs
- **aedb.log** from ...\\EdgeVerve Systems Limited\\AssistEdge\_CE\\DBFiles

## 2.4 AssistEdge EVA Bot

AssistEdge EVA Bot is a key component of the AssistEdge RPA Community Edition. This section describes common issues and related resolutions for the AssistEdge EVA Bot.

### 2.4.1 Help on using EVA Bot

Refer to the help document provided on the Welcome and Help page.

### 2.4.2 Process screen is empty

Create, publish and deploy a process in the Automation Studio to make it available for running in AssistEdge EVA Bot.

- a. EVA Bot, shown in Figure 3, when processes are not deployed from Automation Studio.

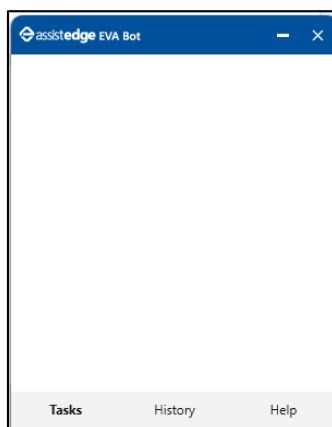


Figure 4: Process not deployed

- b. EVA bot, shown in Figure 4, when processes are deployed from Automation Studio.

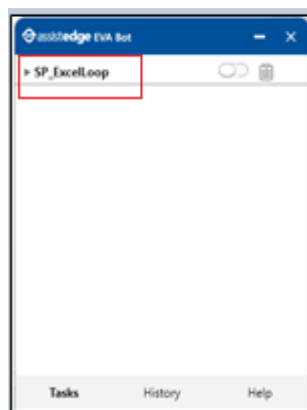


Figure 5: Process deployed

### 2.4.3 Deployed Process not visible in AssistEdge EVA bot

Check if the process is deployed successfully from the Automation Studio.

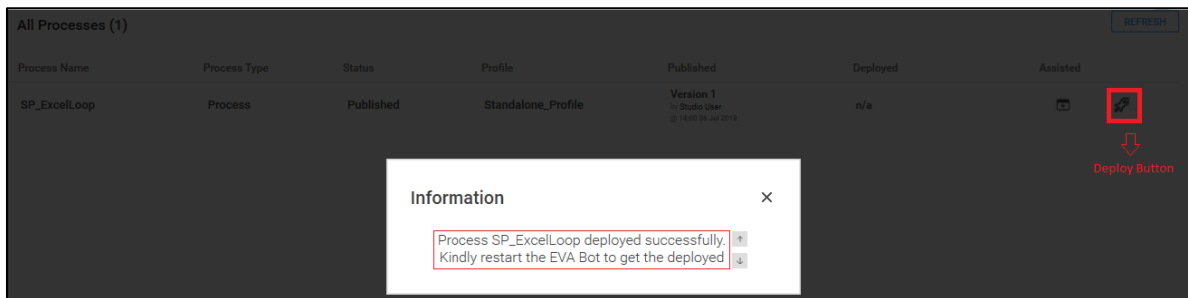


Figure 6: Process deployed message

Once deployed, the process is visible when AssistEdge EVA Bot is started or restarted.

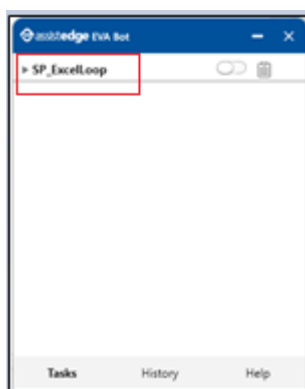


Figure 7: Process deployed

### 2.4.4 Process visible but not executable

1. Ensure that mandatory trigger configurations are saved.

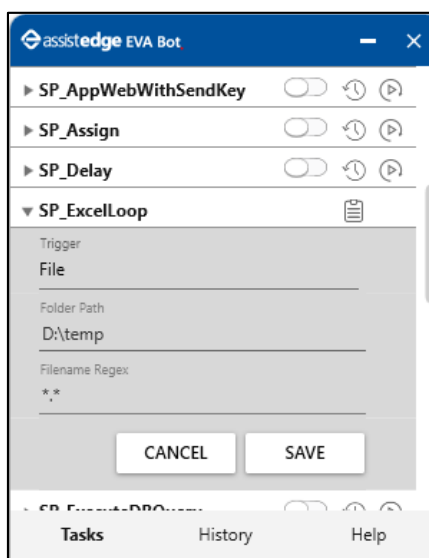


Figure 8: Mandatory trigger configurations

2. Ensure that the required input parameters are provided:
  - emailTriggerId** in case of Email trigger and **filePath** in case of File trigger
  - a. For Email Trigger

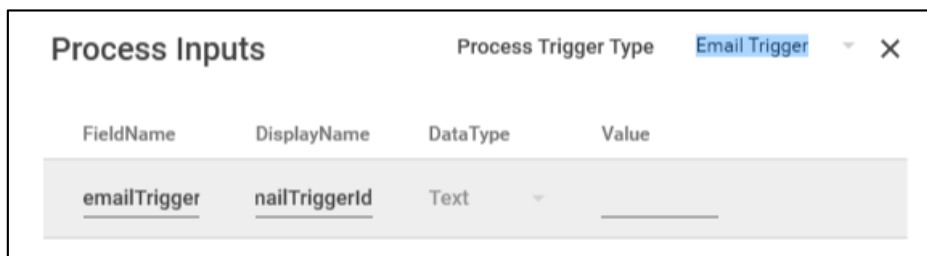


Figure 9: emailTriggerId

- b. For File Trigger

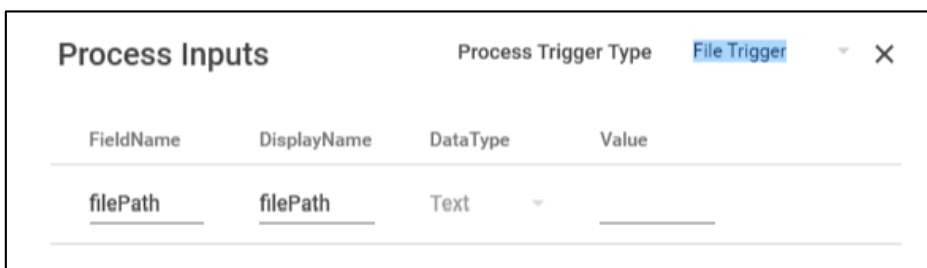


Figure 10: filePath

3. 'Run Now' option is applicable only for "Time" trigger.

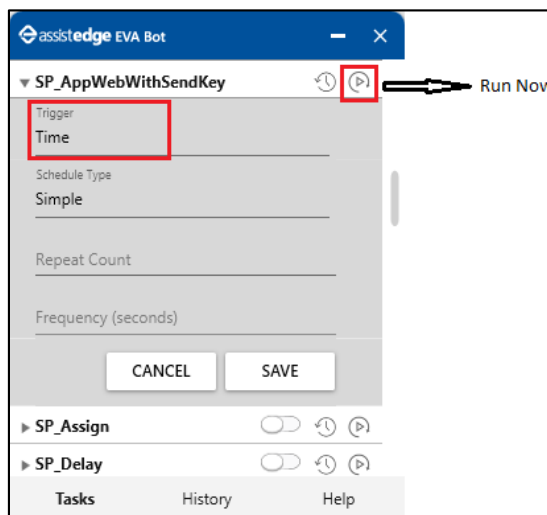


Figure 11: Run Now

4. If Process inputs other than **emailTriggerId** / **filePath** / **No Inputs** as shown in Figure 12, an error icon appears in EVA Bot.
  - a. Process inputs other than emailTriggerId / filePath / No Inputs:

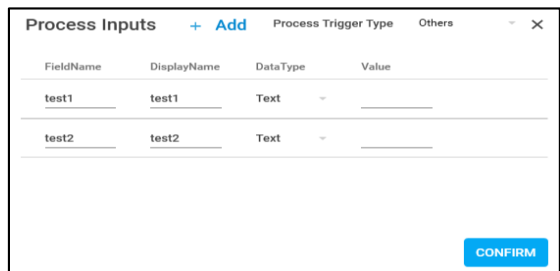


Figure 12: Process Inputs

b. Error icon in EVA Bot:

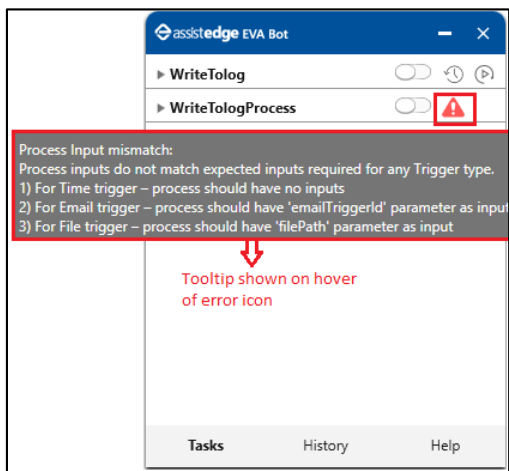


Figure 13: Error icon

### 2.4.5 Process Execution errors

1. Ensure that in case of *SignIn Process*, the process is executed at least once using “Test Run” feature in Automation Studio.

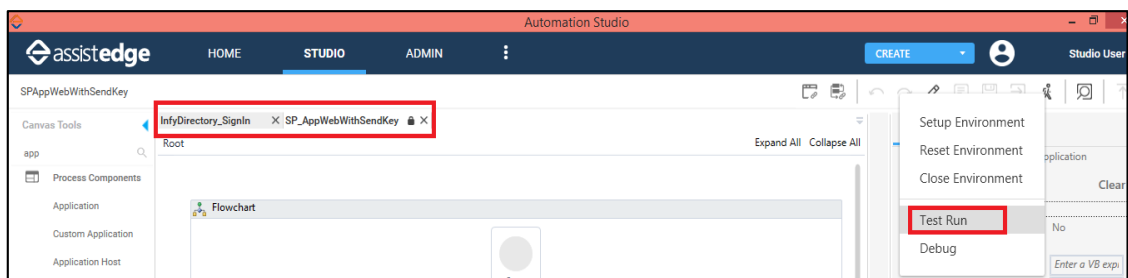


Figure 14: Test Run

2. Click on History tab - Log file Icon against failed transaction.

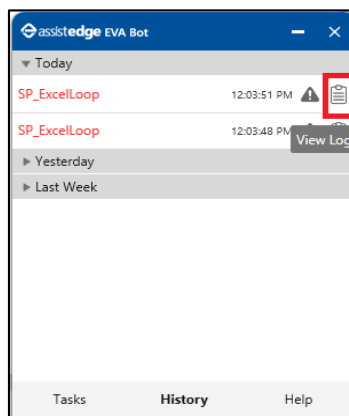


Figure 15: History tab-Log file icon

3. Identify the root cause using relevant error details, if any, from the files:
  - a. **AssistEdge\_EVA.log** from ...\EdgeVerve Systems Limited\AssistEdge\_CE\PA\Logs
  - b. **WorkflowDataService.log** from ...\EdgeVerve Systems Limited\AssistEdge\_CE\Workflow\Logs
  - c. **aedb.log** from ...\EdgeVerve Systems Limited\AssistEdge\_CE\DBFiles

### 2.4.6 Compatibility alert for automations using Chrome Browser

- What is the alert for?

Chrome automation in AE works on the basis of chrome driver. Since chrome browser version is subject to change, its driver needs to be compatible with the newer or changed version of browser. Product provides an OOB compatibility alert for Browser Driver mismatch.

- How to make the system compatible?

When there is an alert notifying compatibility, follow below steps:

1. Automation studio provides an alert as shown in Figure 16.

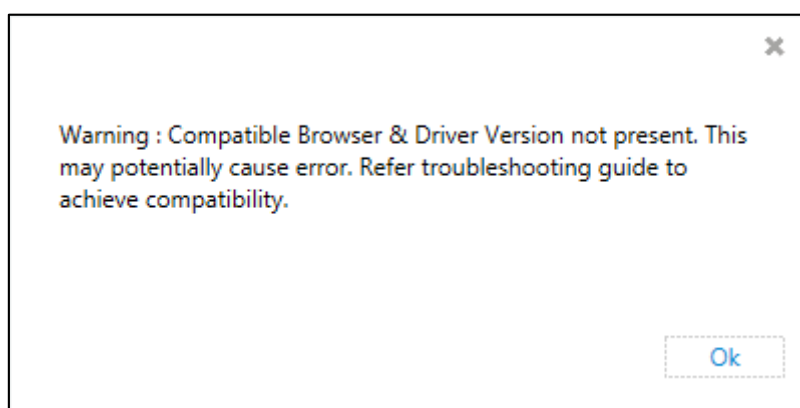


Figure 16: Compatibility Alert

2. EVA Bot notifies alerts in the execution logs in following manner:

*Compatible Browser & Driver Version not present. This may potentially cause error. Refer troubleshooting guide to achieve compatibility.*

3. Check the browser version of Chrome.

4. Check the compatible web driver on web.
5. To achieve compatibility for Studio and EVA BOT, go to:
  - a. \EdgeVerve Systems Limited\AssistEdge\_CE\ACE\SeleniumDrivers automation studio path
  - b. \EdgeVerve Systems Limited\AssistEdge\_CE\PA\SeleniumDrivers EVA BOT path.
6. Create a folder with driver version under selenium drivers and place the driver underneath.
  - Figure 17 shows the structure for automation studio.

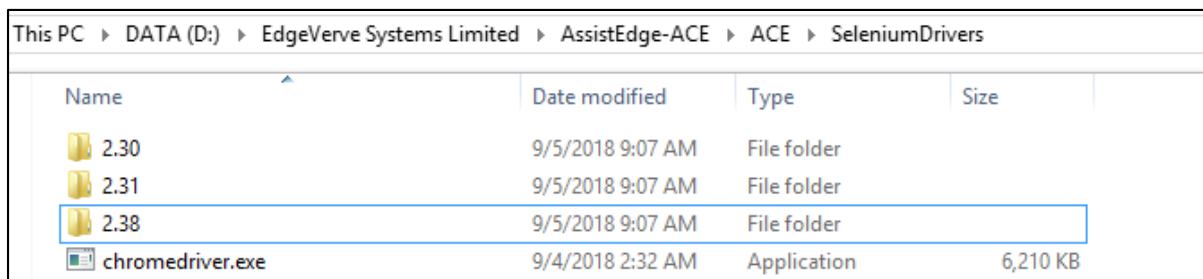


Figure 17: Automation Studio Structure

- 2.30 is the version of the chrome driver. Driver has to be placed inside the folder as shown in Figure 18.

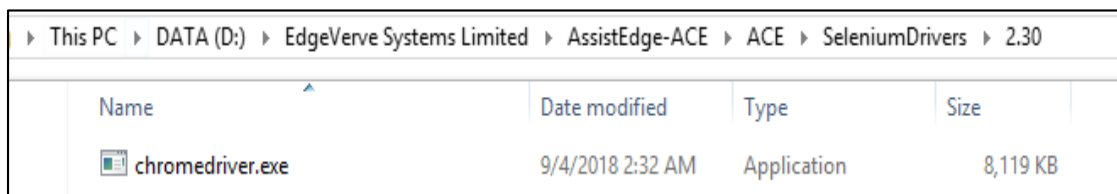


Figure 18: Chrome driver

**Note:** EVA BOT the structure is similar and available at EVA BOT location

7. Update the configuration file with the browser and driver entries. File path is given below:
  - a. Automation Studio path:
    - \EdgeVerve Systems Limited\AssistEdge-ACE\ACE\BrowserDriverCompatibility.json
  - b. EVA BOT path
    - \EdgeVerve Systems Limited\AssistEdge\_CE\PA\BrowserDriverCompatibility.json
8. Run Community Edition to verify if the placed drivers are available under selenium folder
9. If the drivers are not available:
  - a. Enable debug level logs and check for message: *Unable to find Chrome Browser Version. As an alternate, provide the browser version in configuration file under AEPrerequisiteSettings->Parameters section, with key named ChromeBrowserVersion*

- b. If the above message is displayed, the browser version is not detected. Add the key named chrome browser version in config file of Automation Studio and EVA BOT as below:

```
<AEPrerequisiteSettings>
  <Parameters>
    <!--Provide chrome browser version here for eg 68.0.3440.106 -->
    <add key="ChromeBrowserVersion" value="" />
  </Parameters>
</AEPrerequisiteSettings>
```

If the logs show that **chromedriver** is in use or access denied, kill the **chromedriver.exe** from task manager to ensure that the driver is not in use.

#### 2.4.7 EVA Bot crashes

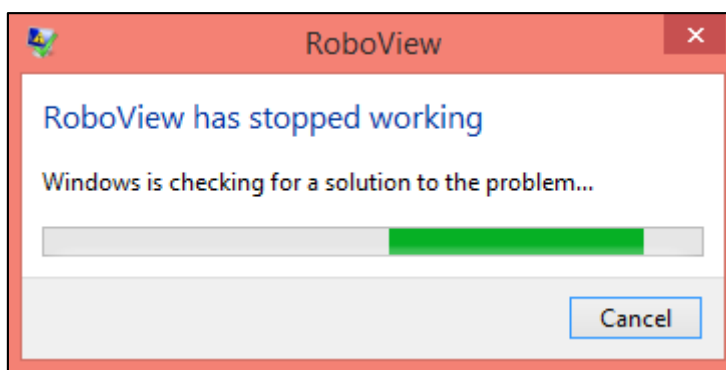


Figure 19: EVA Bot crashes

- Identify the root cause using relevant error details, if any, from the file *AssistEdge\_EVA.log* from ...\**EdgeVerve Systems Limited**\AssistEdge\_CE\PA\Logs
- If there is a serialization exception for file *TriggerConfiguration.xml*, delete the file from path \\**Installed Folder** \**EdgeVerveSystemsLimited**\AssistEdge\_CE\PA\ProtonFiles\Standalone\_Studio and restart the EVA Bot.

#### 2.4.8 If excel is locked for failed process with 'Excel Loop Activity'

- Close EVA Bot.
- In studio logs, search for the exception "**System.OutOfMemoryException**" if unable to open 'Firefox' web application in studio.
  - Close Automation Studio.
  - Open folder where 'Assitedge RPA CE' installed.
  - Go to ...\**EdgeVerve Systems Limited**\AssistEdge\_CE\ACE.
  - Open '**Automation Studio.exe.config**' file.
  - Replace property `<add key="SEFirefoxProfile" value="SEProfile" />` with `<add key="SEFirefoxProfile" value="" />`.
  - Save changes.

- vii. Open studio.
- c. In case of any other issue:
  - i. Go to where Installation zip package is unzipped.
  - ii. Double click on “ZipAllLogs.bat”.
  - iii. Send the created “LogsArchive.Zip” which contains all the community related logs to the Support Team.