



AssistEdge Engage 2.0

Client Downloadable
Software

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Revision History

| Product Version | Revision Version | Revision Date | Change description |
|-----------------|------------------|---------------|--------------------|
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Introduction

1.1 About AssistEdge Engage

AssistEdge Engage is an enterprise product from AssistEdge that delivers automation driven operational productivity. Its unified dashboard non-intrusively integrates with disparate applications and technologies to provide a relevant and contextual view.

It delivers a strong Attended Automation capability with guided assistance to agents, enabling customers to be serviced faster and better. **AssistEdge Engage** has proven reduced average handling times, improved productivity, decreased operational costs and a better customer experience.

1.2 Scope of the Manual

This document contains information on third-party software that needs to be downloaded by customers for setting up AssistEdge platform. The document provides details on the context of usage and methods to download the required open-source and commercial software.

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Server-Side Prerequisites

This section lists the required prerequisite third-party software needed for running AssistEdge server-side components.

| System | Licensed Software |
|---|--|
| Application/Web Server - Windows | <p>Windows Server 2012 R2</p> <p>Windows server 2016</p> <p>Windows server 2019</p> <p>Microsoft Visual C++ 2015-2019 Redistributable (x64)</p> |
| Application/Web Server - Linux | <p>Linux – RHEL – 7.6</p> <p>Linux – RHEL – 8.4</p> |
| Database server(s) | <p>Oracle</p> <ul style="list-style-type: none"> ▶ Oracle 12C ▶ Oracle 18C <p>SQL</p> <ul style="list-style-type: none"> ▶ SQL Server 2012 ▶ SQL Server 2016 ▶ SQL Server 2017 ▶ SQL Server 2019 |
| Load Balancer / Proxy for cluster setups | <p>If you are deploying the product in a cluster set up, it is recommended to have Load Balancer and Proxy software based on customer’s standard operating environment.</p> |
| Valid SSL certificate issued by trusted certificate authority | <p>A valid SSL certificate is required for secure connectivity between different components (HTTPS). The certificate must be issued by a trusted certificate authority.</p> |

3 Database Connection Prerequisites

Following components are required if you are using Oracle Database. These files are required to be placed on the web server. For detailed instructions, please refer to the section **Oracle Database Prerequisites** in the **AE-RPA-Engage- Installation Guide**.

| Component | Assembly | Version | Reference |
|----------------------------|--------------------------------|---------|--|
| Oracle.ManagedDataAccess | Oracle.ManagedDataAccess.dll | 2.19.80 | https://www.nuget.org/packages/Oracle.ManagedDataAccess.Core/ License: https://www.oracle.com/downloads/licenses/distribution-license.html |
| Oracle.EntityFrameworkCore | Oracle.EntityFrameworkCore.dll | 3.19.80 | https://www.nuget.org/packages/Oracle.EntityFrameworkCore/ License: https://www.oracle.com/downloads/licenses/distribution-license.html |
| Oracle Instant Client | | | Oracle instant client – download and place within the data > Oracle > instantclientLinux - https://www.oracle.com/database/technologies/instant-client/linux-x86-64-downloads.html Windows Instant Client for Microsoft Windows (x64) 64-bit Instant Client downloads for Microsoft Windows (x64) 64-bit https://www.oracle.com/database/technologies/instant-client/winx64-64-downloads.html |

Optionally, it will be helpful to have database browsing tool based on the choice of DB.

- ▶ If Oracle DB - Toad (compatible with installed Oracle version) or Oracle SQL Developer (compatible with installed Oracle version) with Oracle Client.
- ▶ If MSSQL DB - SQL Server Management Studio (compatible with installed MS SQL Server).

NOTE: Check SQL DB integrated windows authentication.

4 Client Tools Prerequisites

| Component | Licensed Software | Software Required For Automation |
|--------------------|--|---|
| Automation Studio | <p><u>Supported OS</u></p> <ul style="list-style-type: none"> ▶ Windows 10 <p><u>Required Software</u></p> <ul style="list-style-type: none"> ▶ .NET Framework 4.8 | <p><u>Optional Software</u></p> <ul style="list-style-type: none"> ▶ Firefox 92 ▶ Chrome 93 ▶ Microsoft Edge Chromium - 93 |
| EPA | <p><u>Supported OS</u></p> <ul style="list-style-type: none"> ▶ Windows 10 (64-bit) <p><u>Required Software</u></p> <ul style="list-style-type: none"> ▶ .Net framework 4.8 | <p>(Refer user manual for “Automation” on other version of Chrome and Firefox.)</p> <ul style="list-style-type: none"> ▶ Java needed based on the target automation application client software ▶ Emulators from the below list for mainframe application automation: <ul style="list-style-type: none"> • Attachmate Reflection Standard Suit 2011 • Attachmate Extra Xtreme • Passport HIO • Rumba 9.5s |
| Robot Agent, Robot | <p><u>Supported OS</u></p> <ul style="list-style-type: none"> ▶ Windows 10, Windows Server 2016/ 2012 R2 / 2019 (64-bit) <p><u>Required Software</u></p> <ul style="list-style-type: none"> ▶ .Net framework 4.8 | <ul style="list-style-type: none"> ▶ Microsoft Office 2019 (Windows 10) ▶ Microsoft Office 365 (Windows 10) ▶ SAP GUI 740 or above (Only if SAP Thick Client automation is used) ▶ Adobe reader 11 <div style="border: 1px solid black; background-color: #0056b3; color: white; padding: 5px; margin-top: 10px;"> <p>Note: Refer the Automation Use Case Specific Components section in this document for additional libraries that are required specific to application automations.</p> </div> |
| Proctor | <p><u>Required Software</u></p> <ul style="list-style-type: none"> ▶ Windows 10, Windows Server 2016/ 2012 R2 (64-bit) ▶ .Net framework 4.8 ▶ Microsoft Visual C++ 2015 Redistributable (x86) or Install Microsoft Visual C++ 2017 Redistributable (x86) or Microsoft Visual | |

| | | |
|--|---|--|
| | <p>C++ 2015-2019 Redistributable (x86) on machine where Proctor will be installed.</p> <p>Download and install VC_redist.x86.exe from the below URL – https://support.microsoft.com/en-in/help/2977003/the-latest-supported-visual-c-downloads</p> | |
|--|---|--|

5 Customization Prerequisites

The following software is optionally required for custom development such as Microbots, Custom Apps, Custom Authentication and so on.

- ▶ Microsoft Visual Studio, based on target customization. Refer the Customization Guide.
- ▶ Version control software for maintaining any custom development. An existing version control software can be used.

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Automation Use-case Specific Prerequisites

| Component | Required For | Assembly | Version | Reference |
|---|---|--|---------|---|
| Passport Host Integration Objects (HIO) | Passport HIO enables Windows users to securely connect to applications running on IBM Mainframe Systems | AxInterop.PASSSTERMLib.dll Interop.PASSHIOLib.dll Interop.PASSTERMLib.d1006C | Latest | |
| Mainframe automation Assembly which comes with the licensed version of Attachmate EXTRA | If client wants to automate Mainframe applications using Attachmate EXTRA emulator | Interop.Extra.dll | 9.3.1 | https://www.microfocus.com/products/extra/overview |
| Mainframe Attachmate Reflection | If client wants to automate Mainframe applications using Attachmate Reflection emulator | Attachmate.Reflection.dll Attachmate.Reflection.Emulation.dll Attachmate.Reflection.Emulation.IbmHosts.dll Attachmate.Reflection.Emulation.OpenSystems.dll Attachmate.Reflection.Framework.dll | 16.1 | https://www.microfocus.com/products/reflection/overview |
| Microsoft OneNote Office Interop Assemblies | To use OneNote OCR feature | Interop.Microsoft.Office.Interop.OneNote.dll | 1.1.0.0 | https://www.nuget.org/packages/Interop.Microsoft.Office.Interop.OneNote/ |

| | | | | |
|--------------------------------------|---|---|-----------------------------|--|
| SAP Thick Client Interop Assemblies | To use SAP Thick Client automation | Interop.SAPFEWSELib.dll Interop.SAPROTWR.dll | SAP ECC 6 EHP 4 or later | Download and install the SAP GUI from SAP Site. After downloading and installing it, Interop.SAPFEWSELib.dll and Interop.SAPROTWR.dll could be located at C:\Program Files\SAP\FrontEnd\SapGui\SapDtsCOMFramework\ |
| Rumba Terminal Emulator | To use Rumba emulator for mainframe application automation | ehlapi32.Dll | 9.5 | https://www.microfocus.com/products/rumba/overview |
| AccessDatabaseEngine 2007 | Required for Advanced Loop activity | AccessDatabaseEngine.exe | 2007 | It is a free software and can be downloaded from Microsoft website by searching for Microsoft Access Database Engine 2010 . |
| MySQL.Data.8.0.15 | To automate process using Execute DB Query with MySQL database | MySQL.Data.dll | 8.0.15 | https://downloads.mysql.com/archives/c-net/ Download and install MySQL connector after selecting 8.0.15 in the "Product Version" dropdown. After downloading and installing it copy MySQL.Data.dll to ACE and Robot folders |
| Microsoft JDBC Driver for SQL Server | Windows authentication for Microsoft SQL Server | Sqljdbc_auth.dll | 6.0 | https://www.microsoft.com/en-us/download/details.aspx?displaylang=en&id=11774 Download sqljdbc_auth.dll using above URL and place it under 'AssistEdgeAutomation\runtime\tomcat\apache-tomcat-8.5.65\lib' folder. |
| Oracle JDBC Driver | Database connectivity to Oracle database server through the standard JDBC application program Interfaces. | ojdbc8-21.1.0.0.jar | 21.1.0.0 | https://www.oracle.com/database/technologies/jdbc-ucp-122-downloads.html Download ojdbc8-21.1.0.0.jar using above URL and place it under 'AssistEdgeAutomation\runtime\tomcat\apache-tomcat-8.5.65\webapps\jw\WEB-INF\lib' folder. |

Note: With the URLs mentioned in the above "Reference" column, you can either download the assemblies or you will get the reference to procure any licensed software. All the above mentioned Interop assemblies are auto-generated by visual studio when referenced with their respective COM component. These COM components are bundled with either licensed or free software mentioned in "Component" column.

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Migration Prerequisites

| Component | Required For | Assembly | Version | Reference |
|--------------------------|----------------|------------------------------|------------|---|
| Oracle.ManagedDataAccess | Oracle DB only | Oracle.ManagedDataAccess.dll | 4.122.18.3 | https://www.nuget.org/packages/Oracle.ManagedDataAccess.Core/ License: https://www.oracle.com/downloads/licenses/distribution-license.html |

Thank you

