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## Revision History

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<td>18.2/19.0/1.2/2.0</td>
<td>1.0</td>
<td>26/04/2022</td>
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Introduction

**AssistEdge RPA (Robotic Process Automation)** is an enterprise-grade product that excels in enabling businesses to adapt to market challenges that demand scalability, security, intelligence, and innovation. The capabilities of AssistEdge RPA are recognized by several Analyst firms such as Gartner, Everest, along with Forrester ranking AssistEdge as a leader in the 2019 RPA wave. AssistEdge RPA spans the automation continuum from deterministic through intelligent to human-empowered automation. It also provides strong Attended Automation capability with guided assistance to agents, enabling customers to be serviced faster and better. By seamlessly unifying the human and digital co-workers, AssistEdge enables the conceptualization and delivery of the future workforce with greater ease.

**AssistEdge Engage** harnesses the power of Intelligent automation to empower enterprise customer care teams with smart features. 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. Easy to integrate and deploy, AssistEdge Engage makes it possible for businesses to maximize the returns from their existing contact center investments.

### 1.1 About IE to Edge Process Converter Utility

With the end of Microsoft support for Internet Explorer, there comes a need for customers to convert their existing developed processes including web interactions captured on the IE browser to MS Edge and continue with the automation.

To perform this conversion, instead of manually reconfiguring the automation steps in the Microsoft Edge browser, Assist Edge’s IE to Edge process converter utility enables you to perform this conversion in quick and easy steps with minimal manual efforts.

The IE to Edge process converter utility is a simple standalone utility that converts the process XAML files targeting the IE browser to the Edge browser. Using the utility, users can convert the processes created using Automation Studio with 18.2 and above-supported versions. In case, the automation processes are created in an earlier version than 18.2 then, at first you are required to get those automation processes to the 18.2 version. Once the processes are compatible with the 18.2 version only then, you can use the AssistEdge IE to Edge process converter utility to convert the processes.
1.1.1 How does the utility work?

During the conversion process, the converter utility updates the process Preferred Browser property from IE to the target Edge browser, auto-converts the HTML selectors from IE to Edge, and updates the default value of arguments from the source browser to the target browser.

1.2 Scope of the Manual

This document is intended to provide all the information to convert automation processes containing IE application steps to Edge compatible steps from AssistEdge RPA 18.2\19.0 or Engage 1.2\2.0.

1.3 Naming Conventions

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Expansion</th>
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<tr>
<td>AE</td>
<td>AssistEdge</td>
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<tr>
<td>RPA</td>
<td>Robotic Process Automation</td>
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Prerequisites

Before proceeding, ensure that you have the following:

- **IE to Edge Process Converter utility**: Enables you to convert the automation process from IE to Edge application. For more information, see *Getting Started - IE to Edge Process Converter Utility*.

- **Target Edge application must be created in Automation Studio**: For more information, see *Creating Target Edge application*.

- **Exported process package**: Required automation processes must be exported from the Automation Studio to convert the process from IE to Edge application. For more information about exporting process, see *Exporting process with IE applications*.
3 Getting Started - IE to Edge Process Converter Utility

IE to Edge Process Converter Utility enables you to convert the automation processes from IE to Edge application.

Following are the steps to start with the migration process:

- Exporting process with IE applications
- Running IE to Edge Process Converter utility on exported package
- Importing converted package and mapping IE applications to Edge applications
- Testing the imported process

3.1 Creating Target Edge application

An Edge application needs to be added to map the converted process during import to the new app with the updated browser. It is a clone of the IE app with the same details, except the preferred browser selected as Microsoft Edge. Using the below steps, you can create a target Microsoft Edge application in the automation studio.

To create an Edge-compatible application:

1. In the Admin menu, click the (Add Application) icon to add an application. The Add Application dialog box appears.

![Add Application](image)

2. In the Application Type list, select WebApps.

3. In the Application Name field, enter the desired name for the application you want to add. The name must not contain any special character or space.

4. Click ADD. A message for the successful addition of the application is displayed.
5. Close the displayed message and enter the following details in the Application Properties pane. The mandatory fields are highlighted in a red box.
   a. In Login URL, enter the login URL of the web application as added in the IE app.
   b. In Search URL, enter the URL of the page that appears immediately post-login as added in the IE app.
   c. In the Application Name, the name of the application is auto-populated as per the name of the application entered while configuring the application in the IE app.
   d. In the Preferred Browser, select the MicrosoftEdge application as added in the IE app.
   e. If you want to convert the process into the Chrome, then select the Preferred Browser, select the Chrome application as added in the IE app.

   For more information about the other fields, see AE-RPA-Engage-Automation Studio User Manual.

6. Click the (Save Properties) icon to save the application.

   The Microsoft Edge application is created.
Exporting process with IE applications

To convert the automation process including web interactions captured on IE application to Edge application, you are required to export the process. A process in Automation Studio can be exported from one environment to another as a zip file package. You can export one or multiple processes in a single package.

To export process with IE applications:

1. In the Migration tab, click Export.

2. Click Create. The Create New Package opens displaying the deployed processes.
3. Select one or more processes, and then click **EXPORT**. The summary dialog box appears displaying the information such as the total number and name of the processes, applications, and Microbots to be exported.

4. In the **Package Name** field, enter the desired name of the package where the process gets exported.

5. In the **Remarks** field, enter information related to the package.

6. Click **EXPORT**.
A message for completion of the export appears along with a link where it gets exported and stored on the local machine.

![Information dialog](image)

The exported package appears in the **Migration** tab. Once you have exported the automation process then, you can run the [IE to Edge Migration utility](#) and convert the automation process.
Running IE to Edge Process Converter Utility

Ensure that you have performed the following before running the IE to Edge Process Converter Utility:

- Exported the automation process. For more information see, Exporting process with IE applications
- Setup the IE to Edge Process Converter Utility provided by EdgeVerve.

The following section enables you to run the IE to Edge Process Converter Utility on the exported package.

To run the IE to Edge Process Converter utility:

1. Navigate to IE to Edge Process Converter Utility folder path.

2. Double click on the IetoEdgeProcessConverter utility and open it.
The **IE to Edge Process Converter** utility appears.

**Note:** The package can contain one or more processes.

3. **Enter the exported package path** appears. Specify the path wherein the exported automation process(s) is located and then, press enter.

**Note:** Ensure to specify the path with the package name and its extension.

For example- D:\Print Docs\RPA19.0\IE to Edge Process Converter Utility\Build\EX1.zip.

The AE IE to Edge Process Converter Utility fetches and displays the details of all the process(s) within the exported package. It shows the name of process(s) as well as the eligibility of process(s) for the conversion.

4. In case, you want all the eligible processes to be converted then, press **Enter**.

**OR**

Else, specify the serial number of processes separated by a comma which you want to convert from IE to Edge.

5. The list of eligible processes selected for conversion with the following details is displayed in a tabular format:
   - **From**: Displays the name of application i.e., IE
   - **To**: Displays the name of the application i.e Edge
   - **Interaction**: Displays the type of interaction
   - **Display Name**: Displays the name of the automation process step/ activity block
   - **Control Type**: Displays the control type of particular interaction
   - **Status**: Displays the status of conversion, for example, Done. In case the status is failed for any interaction then the same has to be reconfigured post-import.
Then, a message appears as **Package created at <Package page\name of process. serial no .zip> please import the package in Automation Studio** on the screen.

**Note:** Ensure to delete the package folder from the extracted location.

6. Do you wish to convert processes of another package from IE to Edge? (Y/N) : appears. Enter the preferred value.

- If you click **N**, **IE to Edge Process Converter** utility will close automatically.
- If you click **Y** then, **Enter the exported package path** appears again.
7. The converted package to Edge is available at the same path which was mentioned in step 3.

![Image of file system]

**Note:** The .txt log file is available in the same folder post-conversion of the automation process.
6 Importing Converted Package and Mapping IE to Edge applications

Before starting with importing and mapping the converted package, ensure that you have created an Edge application in the Automation studio.

To import a process:

1. Open Automation Studio, navigate to the Migration tab and click **Import**.

2. Click **Browse**.

3. Click the **Package Path** field. Browse and select the process package zip folder to import.

4. Click **Open**. The Import-Package dialog box appears.
5. Select the process to be imported. You can import single or multiple processes contained in the process zip folder. You can click the arrow beside the process to view the details related to the selected process. If multiple processes are imported, the following options and screens appear for each process.
6. Click IMPORT. The Import Process dialog box appears.

The following options appear based on the duplicity of the process:

- If the process does not exist in the current environment, you can either rename the process (if required) or proceed with the same name. To rename the process:
  - Select the **Rename the imported process** check box. The **Verify** field appears.
    - Enter a name of your choice and click **Verify** to check the duplicity of the process name. If no process exists in the environment with the name provided, a message for successful verification appears.
    - Click **PROCEED**.

- If a process or a profile already exists in the current environment, you can select any of the available options as per your requirement:
  - **Overwrite in the existing profile** - creates a copy of the existing process
  - **Rename in the existing profile** - renames the process, and then imports the package
  - **The re-map process to different profile** - maps the process with another profile
Click the arrow next to the application name to view the details of the applications within the process being imported.

- **Map to an existing application** - This is a mandatory step wherein you map the existing application that was created in the prerequisites of the current environment. You cannot edit the properties of existing applications.

  **To align the existing application with the process being imported:**
  
  - In the **ApplicationName** list, select the MS Edge application created with the same properties as the existing Internet Explorer application. For more information see the [Prerequisites](#) section.
  - You can click **Skip Process** or **CANCEL** if you do not want to proceed with the specified details. Repeat steps 2 through 6 to initiate a fresh process import or skip this step to proceed with the specified details.

Click **PROCEED**. The **Import-Package Summary** with details of the imported process is displayed.

7. **Click Finish**.
   The process package is imported. The imported process appears under the Import screen.
Once the process is imported, you can expand the process and view the number of the processes imported in the package.
Testing the imported process

IE to Edge process conversion is performed and the automation process is imported to Automation Studio, then you can test the process.

To test the imported process:

1. Open the imported process.

Note:

In case, the status for import failed then, you are required to reconfigure the particular step in the automation process. For more information about the Automation process conversion, see Running IE to Edge Process Converter Utility.

If the converter fails to convert a specific step then, you must reconfigure that specific step or raise a support ticket when in case of logs do not help.

2. Save the process.

3. Setup the environment and perform a test run. For more information about setting up the environment and performing test runs, see AE-RPA-Engage-Automation Studio User Manual.
8 In-Scope and Out-of-Scope items

8.1 In-scope items

The automation processes configured in IE apps using out-of-the-box capabilities will get migrated using the IE to Edge process converter utility.

8.2 Out-of-scope items

The out-of-scope elements including customizations, codes, pop-up handling using win pop-up handler, and so on are not covered in the IE to Edge process converter utility.
Following are the frequently asked questions (FAQ) that you might encounter while working with IE o Edge Process Converter Utility.

1. When does the support to IE end?

Microsoft has scheduled to end the support for Internet Explorer from June'15 2022.

2. How do I know which automation will be impacted by the EOL of Internet Explorer?

Microsoft is ending support for Internet Explorer running on all OS except the following OS list.

- Internet Explorer mode in Microsoft Edge
- Internet Explorer platform (MSHTML/Trident), including WebOC
- Internet Explorer 11 desktop application on:
  - Windows 8.1
  - Windows 7 Extended Security Updates (ESU)
  - Windows Server SAC (all versions)
  - Windows 10 IoT Long-Term Servicing Channel (LTSC) (all versions)
  - Windows Server LTSC (all versions)
  - Windows 10 client LTSC (all versions)

If the OS of the machine is other than the given list and if the process consists of automation of a web application on the Internet Explorer browser, then it will be impacted by the EOL of Internet Explorer.

3. Will automations running on other OS other than Windows 10 get affected with EOL of Internet Explorer?

Microsoft is ending support for Internet Explorer running on all OS except the following OS list.

- Internet Explorer mode in Microsoft Edge
- Internet Explorer platform (MSHTML/Trident), including WebOC
- Internet Explorer 11 desktop application on:
  - Windows 8.1
  - Windows 7 Extended Security Updates (ESU)
  - Windows Server SAC (all versions)
  - Windows 10 IoT Long-Term Servicing Channel (LTSC) (all versions)
  - Windows Server LTSC (all versions)
  - Windows 10 client LTSC (all versions)
Refer following URL: https://techcommunity.microsoft.com/t5/windows-it-pro-blog/internet-explorer-11-desktop-app-retirement-faq/ba-p/2366549

So all automation consisting of Internet Explorer on all OS other than the following list will be affected.

4. What will happen to my existing automation built using IE?

The Internet Explorer desktop application will be retired on June 15, 2022, for certain versions of Windows. This means that the IE desktop application will no longer be supported and afterward will redirect to Microsoft Edge if you try to access it. Since process automation is built on IE, it will fail. Hence all the process automations need to be converted to Edge/Chrome browser.

5. Will it affect my business continuity? Do you have to stop-migrate-restart my automation processes?

To avoid any impact on business continuity, you can convert the process to a new browser and get it tested before the IE end date. After the IE end date, you can switch on the converted process.

6. What are the target browsers supported by this utility?

Currently, this utility supports only Microsoft Edge and Google Chrome browsers.

7. Do you have the same utility or different utilities for Chrome and Edge?

There are different utilities for Chrome and Edge. Depending on the target browser, you need to select the utility.

8. What are the Product versions supporting this utility?

If target browser is chrome, then supported product versions are - 17.3, 17.4, 17.5, 17.6, 18.0, 18.1, 18.2, 19.0

If the target browser is Microsoft Edge, then supported product versions are - 18.2, 19.0

9. How will the process be converted to the target browser?

The utility will take the IE process package as input and it will update the exported process package to convert IE automation to target browser automation.

10. From a process package containing multiple processes, can you select the processes for conversion.

Yes. The utility provides the list of the processes the process package contains. You can select and provide the process numbers from the list which you intend to convert to the target browser.

11. Will the utility support process customization migration?

The utility will support only the configurations done using AssistEdge studio. It will not support any customizations.

12. How can we verify the process conversion details?

The utility will provide detailed logs for each IE web control conversion in the process and once the process is imported into the studio, you can perform testing with the target application.
### 13. If there is an error while converting any web control, how to resolve it?

If there is any error while converting any IE web control to the target application, the utility will highlight it. You will have to reconfigure the respective controls using AE studio in the target application.

### 14. If there are some changes in application controls/UI due to a change in the browser, will the utility take care of it?

If there are any changes in application controls in IE and target application, you will have to reconfigure the respective controls using AE studio.

### 15. How can we download the utility

Please reach out to the AssistEdge Product support team by raising a request in the [JIRA portal](https://jira.example.com).
Thank you