
AUTOMATION ANYWHERE ENTERPRISE 10 SP2

RELEASE NOTES

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1 Document Purpose

This release note document for Automation Anywhere Enterprise (AAE) 10 SP2 with product version 10.5.0 describes new features, enhancements, and issues resolved in this service pack release.

2 Installation and Upgrade Notes

2.1 Installation Pre-requisites

Refer to the **Automation Anywhere Enterprise 10 SP2 - Installation Guide** that is shipped with the product.

- We recommend that you upgrade the Control Room first and then the AAE Clients in a phased manner to ensure Automation continuity.
- Also, as per the [Control Room-Client compatibility matrix](#), the Control Room version must be equal or higher than the AAE Client version.

2.2 Upgrade to AAE 10 SP2

Two **new system roles** have been introduced – **IQBotServices** and **IQBotValidator** in AAE Control Room 10 SP2.

- **Important Note:** Before upgrading the Control Room from any 10.x version, it is recommended that you delete custom roles that might have the same name and create new ones.

2.2.1 Upgrade from 10 LTS (10.3.0)/ 10 SP1

Upgrade the Control Room

Follow these two steps in the stated order:

1. Uninstall Control Room 10.3.0.
2. Install Control Room 10 SP2 ensuring that it points to the same database that was used for Control Room 10.3 / 10 SP1.

Important Note:

The system provided Roles; Bot Creator and Bot Runner are no longer available.

- This impacts the Users having those Roles.
- The Control Room Administrator must create new custom roles and assign them to those Users so that they have the same level of privileges.

Upgrade the Client

The 10 SP2 Client installer will automatically uninstall the 10 LTS/SP1 Client and will install 10 SP2 Client.

2.2.2 Upgrade from 10.2.X

Upgrade the Control Room

Follow these two steps in the status order:

1. Uninstall Control Room 10.2.x.
2. Install Control Room 10 SP2 ensuring that it points to the same database that was used in Control Room 10.2.x.

Important Note: The system provided Roles; Bot Creator and Bot Runner are no longer available.

- This impacts the Users having those Roles.

- The Control Room Administrator must create new custom roles and assign them to those Users so that they have the same level of privileges.
- Migrate the MetaBots created in 10.2.x or earlier versions with the Control Room Data Migration Utility that is shipped with the Control Room setup.

Upgrade the Client

The 10 SP2 Client installer will automatically uninstall the 10.2.x Client and will install 10 SP2 Client.

2.2.3 Upgrade from 10.0 and 10.1

Upgrade the Control Room

If an earlier version of 10.x.x is installed, follow the steps given here before you install Control Room 10 SP2:

1. Export the Control Room database using the Control Room Data Migration Utility that is shipped with the Control Room setup. Steps are provided in the Data Migration Utility Guide that is shipped with the product.
2. Uninstall existing Control Room 10.x.x
 - **Important Note:** If you already have a previous version of 10.0.x installed and using it for non-production/demo purpose, use the following below steps to do a fresh installation of AAE 10 SP2:
 - Uninstall the existing Control Room 10.0.x.
 - Manually delete / remove the install directories for both AAE and PostgreSQL from the install location (i.e. usually in your "C:\Program Files (x86)\..." directory).
3. Install Control Room 10 SP2 with product version 10.5.0.

Upgrade the Client: The 10 SP2 Client installer will automatically uninstall the 10.0/10.1 Clients and will install 10 SP2 Client.

2.2.4 Upgrade from 8.x.x / 9.x.x

- To directly upgrade from 8.x/9.x versions to the current version, you must migrate your data.
Tip: Steps on migration are provided in the "Automation Anywhere Data Migration Utility Guide" that is shipped with the product.
- Post data migration, uninstall the current setup. For Example: AAE 9.0.11 and MetaBot Designer (if available)
- Install AAE 10 SP2 (for both; Control Room and Client) with product version 10.5.0.
Tip: Steps are provided in the Control Room and Client Patch Installation Guides that are shipped with the product.

2.3 Version Compatibility

- TaskBot(s) created in earlier releases are compatible with this release.
- TaskBot(s) created in this release using new features shall not work if it downgrades to earlier versions.
 - **For Example:** TaskBot(s) created in the current version of AAE 10 SP2 with Regional List Separator enabled in Read from CSV/Text command shall not work in AAE 10 LTS.
- MetaBot(s) created in earlier versions are compatible only if the product versions of Client and Control Room are same.
- To uninstall an earlier version of AAE, say 9.x.x, ensure you uninstall it using the Installation Setup provided for the same version.

2.3.1 Control Room – AAE Client Compatibility Matrix

Client Version ↓	Control Room Version →							
	10.0.0	10.0.1	10.0.2	10.1.0	10.2.0	10.2.1	10.3.x	10 SP2
10.0.0	√	√	√	√	√	√	√*	√*
10.0.1	√	√	√	√	√	√	√*	√*
10.0.2	√	√	√	√	√	√	√*	√*
10.1.0	X	X	X	√	√	√	√*	√*
10.2.0	X	X	X	X	√	√	√*	√*
10.2.1	X	X	X	X	√	√	√*	√*
10.3.x	X	X	X	X	X	X	√**	√
10 SP2	X	X	X	X	X	X	X	√

√* - From version 10.3 onwards, MetaBots are stored as “Single File Format”, as opposed to the old folder based structure. Therefore, MetaBots created in earlier versions cannot be used with the 10.3.0 Control Room.

√** - The Control Room version must be equal or higher than the Client version.

3 Control Room

3.1 New Features and Enhancements

Automation Anywhere Enterprise 10 SP2 brings a host of new features and enhancements that add massive value to the RPA Environment of any Enterprise.

The adjoining word cloud depicts the various Automation needs and deployment scenarios where 10 SP2 brings about a major positive impact.

3.1.1 Deploying Bots from an External System (Zendesk # 45188, 45252, 45254)

(Note: Bots are tasks; these two terms have been interchangeably used in this document depending on the reference.)

Key Features & Business Benefits:

1. Deploy, orchestrate, trigger Bots from an external system via AAE APIs.
 - a. With 10 SP2, the deployment of Bots is not limited to Control Room.
 - b. With this release, Bots can be deployed from an external system by making use of the published Authentication and Deployment APIs.
2. Industry standard JSON based input and output.

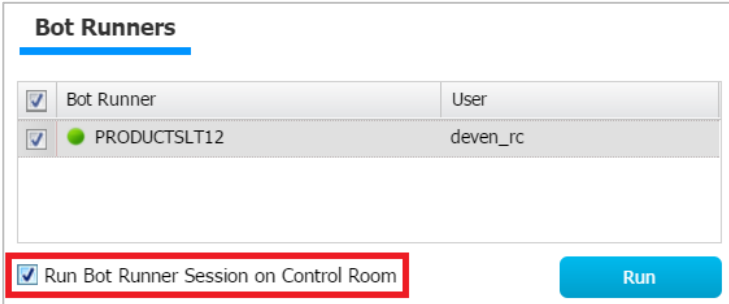
3.1.2 Running Bot Runner session on Control Room on Bot Deployment

Typically, when a Bot is deployed from Control Room, it will auto-login into the Bot Runner if the Bot Runner is locked / logged off. However, auto-login is prone to security policies set on the machine and hence, the Automation environment may require intermediate 'Jump' machines to ensure a successful auto-login and Bot Deployment.

To mitigate the auto-login issues, 10 SP2 introduces a feature in which the Control Room machine takes the RDP session of the Bot Runner and runs the task in the background.

Key Features & Business Benefits:

1. Auto-login issues mitigated; no need to relax the corporate policies for auto-login.
2. Bot runs on an invisible Bot Runner session on the Control Room; added security as no screen is displayed.
3. Hugely beneficial for Virtual and Cloud deployments; no requirement for additional 'jump machines' to keep the Bot Runner window session alive.
4. Bot Runner session can be invoked with a simple check-box in Control Room.



Bot Runners	
<input checked="" type="checkbox"/>	Bot Runner User
<input checked="" type="checkbox"/>	PRODUCTSLT12 deven_rc

☒ Run Bot Runner Session on Control Room Run

3.1.3 Immediate notification in Operation Room for Bot waiting for User Input (Zendesk # 46306)

When a Bot is running, it could be interrupted when it encounters an Automation Anywhere message-box, prompt, or an AAE error.

10 SP2 Operations Room will immediately notify this to the Control Room Administrator and the Bot Runner user to handle the interruption at the Bot Runner.

Key Features & Business Benefits

1. Bot interruption is immediately notified in the Operations Room with a differentiated icon and progress status.
2. User receives a notification via email.

Operations Room : Tasks in Progress							
Tasks in Progress Tasks History Operational Analytics							
Client	Task Name	Started On	Line	Command	Progress	Status	Actions
PRODUCTSLT12	msg	2017-02-16 13:21:29 IST	2 of 5	Message Box	40 %	Waiting for user input	  

3.1.4 Customized Help (Zendesk # 47425)

With increasing number of Centres of Excellence for RPA, it is likely that an Enterprise may have its own customized help portal for Automation Anywhere Enterprise.

10 SP2 enables enterprises to redirect Bot Creators / Bot Runners to its own Help Portal via easy configuration in the Control Room.

Product Help URLs:

☐ Use Automation Anywhere's URLs
☒ Use Custom URLs

AAE Client Application Support URL:
Live Chat with Support URL:
Examples Online URL:
Request live 1-on-1 Demo URL:
Technical Support URL:
Ask The Expert URL:

Save changes

3.1.5 AAE Control Room Installation Enhancements

With cyber-attacks on the rise, 10 SP2 Control Room installation has been made even more secure with two very important enhancements as listed below.

- **'sa' account discouraged:** 10 SP2 will not connect with the 'sa' account (the default 'superadmin' account) for SQL server. 'sa' account is the first point of brute force attack on SQL server; and 10 SP2 will not allow that. (Zendesk #43153)
- **Option to connect to SQL in a secure mode:** If the SQL Server is hosted in a secure mode with an SSL certificate, 10 SP2 Control Room provides an option to connect with the same during installation. Data and Communication between Control Room and SQL will not be compromised. (Zendesk #43153)

Database Configuration

Provide details for configuring the Control Room database.

Server Name: Port:
e.g. localhost or dbserver

☐ Use Windows Authentication
☒ Use Secure Connection

Username:
Password:
Database Name:

Note: For Windows authentication, please make sure the current logged in user is database owner of the Control Room database

InstallShield

< Back
Next >
Cancel

3.1.6 Additional Enhancements

1. Roles can be easily recreated from a Master Role Template in the Control Room. Zendesk # 46600
2. Control Room version details can be obtained with ease from the 'About' page of Control Room. Zendesk # 48883
3. Uploading Bots with long file paths. Zendesk # 43605, 47179
4. Control Room now supports .NET Framework 4.7

3.2 Bug Fixes

ZENDESK TICKETS#	DESCRIPTION
49379	Control Room allowed unidentified user to view/edit Admin tasks. Therefore, trespassing user information without credential mapping led to unauthorized access.
55124	When a user tried to deploy tasks with multiple dependencies from Control Room, the user received an error, "Object reference not set to an instance of the object."
51736	As a user attempted to install Control Room 10.3.0 on a server that had 10.3.5 setup, a message was displayed indicating that an "earlier version" of AAE was already installed.
41987	While installing Control Room 10 LTS (10.3.0) the installer pre-requisites screen displayed .Net Extensibility 4.5 to be already installed, although it was not.
-	A user was unable to proceed with the Control Room Installation using an Active Directory (AD) user with web server credentials.
54497	In case of SVN enable/disable scenario, user was unable to update the changes to the SVN repository.
53848	In <i>Control Room</i> → <i>Credential Manager</i> → <i>Add a Key</i> , user was unable to add more than 37 Credential Attributes within a key.
48640	Due to a temporary lock on SVN folder, the Automation Anywhere Database and SVN went out of sync.
-	Added manual dependencies were not being sent to the Client machine due to this TaskBot execution was unsuccessful.
10.3.6 BUG FIXES	
50566	For <i>Control Room</i> → <i>Security</i> → <i>Edit Role</i> → <i>Repository Manager</i> , the newly added sub-folders did not receive permission from its immediate parent folder. Therefore, Control Room showed that the folder did not have upload rights.
50566, 51765	Task-in-Progress did not appear in Control Room as the web socket configuration records were not in sync.
50909, 51747	In <i>Operations Room</i> → <i>Tasks in Progress</i> showed, 'Unknown' status with 0% progress.

ZENDESK TICKETS#	DESCRIPTION
51392	Non-admin user was unable to deploy TaskBots when task dependency was not found or user did not have access permission.
51958	User faced performance issues, while downloading TaskBots from Control Room Repository.
50878	Control Room did not allow browser login for non-Admin user when BotFarm License was installed.
-	On uninstalling the 10.3.6 patch, user was unable to perform any function on Control Room as it impacted the UI.
44928,47106	User was unable to upload/download files from Control Room as SVN got locked.
48797	In Control room during App registration for Bot Insight, an error appeared "Application Registration Not Successful. Specified Setting does not exist."
50566	<p>User was unable to perform multiple upload/download or execute operations with large volume/number of TaskBots.</p> <p>For such cases, it is recommended you configure the default request timeout that is set at 5 minutes, from AASettings.xml file located at the Client Application Path.</p> <ol style="list-style-type: none"> In AASettings.xml file, you can search for <serversettings> and configure the <requesttimeout> value as shown: <pre><serversettings> <requesttimeout>1080000</requesttimeout> </serversettings></pre> Also, in Control Room → App Server → web.config file, you can search the key "UploadRequestWaitTimeOut" and change the value as shown: <pre><add key="UploadRequestWaitTimeOut" value="1200000" /></pre>

4 Client

4.1 Features and Enhancements

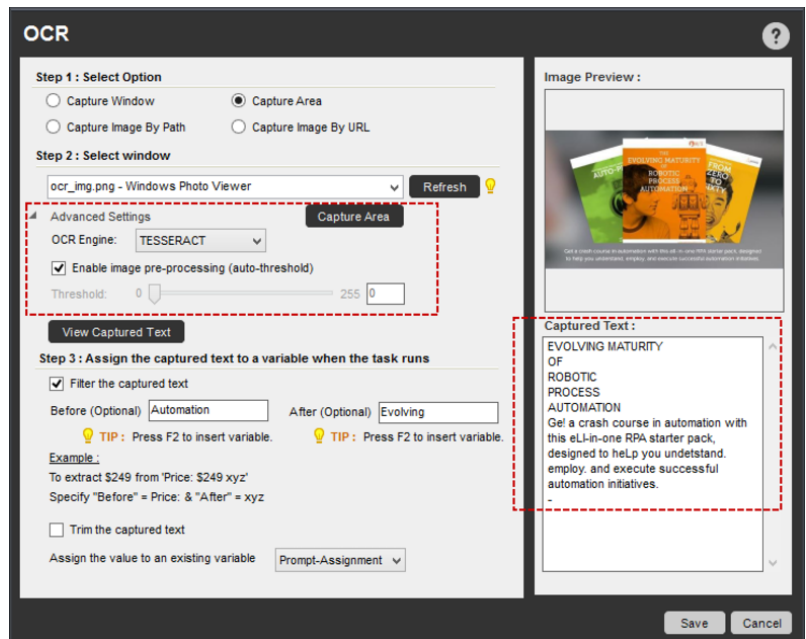
4.1.1 Integrated OCR Engine

The OCR command in 10 SP2 comes with an integrated OCR Engine based on Tesseract. Thus, there is no need to install any 3rd party components (e.g. SharePoint Designer) for OCR based Automation and the command will work out-of-box.

A powerful image pre-processor has also been added to OCR for better OCR results and accuracy.

4.1.2 Dynamic Java Automation (Zendesk # 47384)

This feature facilitates a Java application to be automated without the need of installing a Java Plugin. 10 SP2 introduces the Dynamic Java Automation capability which enables automating Java Applications that run from their packaged JREs; commonly known as Dynamic Java Application.



Key Features & Business Benefits:

1. Java Applications can be automated as soon as the AAE Client is installed.
2. No administrator privileges are required to automate (capture and play) Java applications.
3. Any Java version greater than v6 can be automated; there is no impact even if JRE gets updated.

4.1.3 Packaging Bot with its Dependencies (Zendesk # 40889, 45920)

For a Bot Creator, one of the common overheads is to ensure that all the dependent Bots and data files that the Bot refers to during its execution are uploaded onto the Control Room, when it is deployed, the package has everything that the Bot needs to automate successfully.

10 SP2 empowers a Bot Creator to package all the data files (doc, xls, csv, certificate files, even mdb files) along with a Bot and upload the package into the Control Room. Thus, the work of a Control Room Administrator is made easier as the Admin simply needs to pick the Bot for deployment. It ensures that all the dependent Bots and files are also deployed into the Bot Runner for successful Bot execution.

Upload Task(s) and Dependencies

Select the Task(s) and Dependencies you want to Upload.

Name	Date Modified	Client Status	Type	Mode	Remarks
<input checked="" type="checkbox"/> Master-Bot	5/31/2017 12:43:1...	New	TaskBot		
<input checked="" type="checkbox"/> ADEplorer	5/20/2016 6:52:38 PM	New	EXE File	Referenced	
<input checked="" type="checkbox"/> Certificate	10/8/2016 12:02:51 AM	New	PKX File	Referenced	
<input checked="" type="checkbox"/> child-task	5/25/2016 5:34:19 PM	New	TaskBot	Scanned	
<input checked="" type="checkbox"/> GetFileExtension	11/5/2004 8:20:10 PM	New	VBS File	Referenced	
<input checked="" type="checkbox"/> Supplier Performance	11/23/2015 12:53:44 ...	New	TaskBot	Scanned	
<input checked="" type="checkbox"/> users-7625332	5/13/2014 6:20:24 PM	Same	CSV File	Referenced	

Export to CSV
Upload
Cancel

Key Features & Business Benefits:

1. Bot Creator is empowered to create the complete Bot package for successful deployment from Control Room.
2. Updated dependent Bots and files are automatically taken into consideration; there is no need to repackage if the Bot dependencies are updated.

4.1.4 Auto- Upload/Download Task Dependencies support for VCS

Prior to 10 SP2, if a master-Bot refers to any sub-Bot (using the Run Task command) or a MetaBot, when the master-Bot is uploaded, the sub-Bots are also automatically packaged and uploaded. However, this feature was suppressed if AAE was installed with Version Control enabled. 10 SP2 **eliminates** this limitation.

Key Features & Business Benefits:

1. Single click upload and download of sub-Bots from/to the Bot Creator/Runner
2. Single click deployment from Control Room; Bot deployed with the sub-Bots package.
3. Bot schedule to automatically refer to the production version set for the sub-Bots.

4.1.5 AAE Client Installation Enhancements

10 SP2 AAE Client comes with a host of enhancements from the security and ease-of-install perspective. Following is the comprehensive list.

1. The 10 SP2 AAE Client installer will automatically uninstall the old version and install the new one with a single click uninstall and install.
2. All the required AAE Plugins (to automate IE-11, Chrome, Java) can be installed with the Client installer. Also, if the Flex and Silverlight debuggers are packaged with the installers, those plugins will automatically be installed when the AAE Client is invoked for the first time.
3. The AAE Client can be pointed to the Control Room during the Client installation. What this means is Bot Creator/Runner gets the Control Room URL automatically in the Client Login screen and they don't have to remember it. Zendesk # 31464.
4. Depending on the Enterprise's InfoSec requirements, the AAE Client runtime files can be chosen to be stored at the 'ProgramData' folder; this option has been provided in the Client installer. Zendesk # 47029,47627, 43143

5. All AAE binaries (exes and dlls) will have an application manifest to comply with the Windows Logo Program. Zendesk # 47623.
6. To comply with an enterprise's InfoSec requirements, MSVC redistributables will not be shipped along with the Client setup. Zendesk # 46948,47625,47630.
7. The AAE Client shortcut folder will not have the version number. Zendesk # 47632.
8. Proper functions have been invoked in the code to get the paths to a commonly used folder (e.g. 'Public Documents'). Zendesk # 47626.
9. The AAE Client uninstaller will ensure that there are no files/folders/registry leftovers once the product is uninstalled. Zendesk # 49051, 49856, 49859, 50406
10. The AAE Client installer will not place any installer files in the public data folder. Zendesk #49925

4.1.6 Additional Enhancements

1. System variable for Control Room in the Bot Creator. Zendesk # 47309
2. Legacy mode of capturing support for Object Cloning. Zendesk # 43653
3. Image Recognition command will not show Image-2 in Secure Recording mode. Zendesk # 46621
4. AAE Client now supports .NET Framework 4.7

4.2 Bug Fixes

ZENDESK TICKETS#	DESCRIPTION
49580	While manual and silent installation of full AAE setup, user could install the patch of older version on latest/ higher patches (e.g. installation of 10.3.1 patch on top of 10.3.2 patch) for the base version 10.3.0 (10 LTS).
46876,47579	User was unable to upload a file that was already present in the existing Control Room Repository/ SVN/ Data Base entry. Therefore, TaskBot appeared in-sync with SVN/ Control Room even if any other user deleted it from Control Room repository.
-	While installing AAE Client, user received an error message, "AASilverlightInjector has stopped working" although there was no Silverlight software in the system.
49914	While reinstalling JAVA Plugin, a blank error message was displayed to the user.
48969	When user installed AAE Client 10.3, the start menu icon appeared in the "SHELL_OBJECT_FOLDER" and the 10.3 folder remained empty.
49051, 49104, 49842, 49856, 49859,	In case of clean uninstallation of AAE 10.3.0 Client, the Client folder still remained in " <i>c:\program files (x86)\automation anywhere 10.3</i> "
50956	For MetaBot Designer, changes were not reflected in the updated MetaBot DLL resulting in data loss.
-	Client login stopped responding in case of Active Directory (AD) User for Control Room.

ZENDESK TICKETS#	DESCRIPTION
54391	Client login process did not respond quickly and took a lot of time to load login screen.
46297, 46397	In case of MetaBot Designer when user renamed a MetaBot and uploaded it, the upload failed as an existing file was already present on SVN.
10.3.6 BUG FIXES	
51354,51617,51863	In <i>PDF command → Extract Form Fields</i> , user was unable to extract the value for any radio button.
50318,52425	When user relaunches Client login, the UI stopped responding and user was unable to perform any action.
51521	In <i>Task Editor → PDF Command</i> , a user is unable to run tasks that involve PDF Command.
50578,51895	User could not run the task in repeat using Object Cloning command as it stopped responding on Chrome browser.
52862	User was unable to execute TaskBot using Object Cloning Command as JAVA Plugin of AAE 10 SP1 did not work on applications that were developed with JDK 1.5 or prior.
-	For concurrent SVN scenario, Client UI reflected improper error messages for upload/download and check-in/check-out operations.
49326	In MetaBot Designer, when a user tried to run a logic with more than one output parameter an 'Index out of bound' error appeared in the logs.
49122	User faced an 'unknown aws call' which posed a security and compliance risk.
-	In <i>Client → PDF Integration → Split document</i> with overwrite file(s) option unchecked, user did not receive any error message if files were already present in case of split document command.
-	PDF command with file size beyond 500 MB showed incorrect error message, "Invalid Credentials" for PDF's that were not password protected.
-	When a user tried to convert PDF to Image using the PDF command with overwrite file(s) option unchecked, error message did not appear if the file already existed.
-	In PDF command, user was unable to extract custom field from last page of the PDF document.
-	When the output of PDF command after Split or Merge document was used to extract form field, the PDF did not retain its properties.

4.3 Security Fixes

During AAE Client installation, the Microsoft Visual C++ (MSVC) files are not copied to any system folder to comply with system security and compliance requirements.

4.4 Deprecated Features

In AAE Client, the Discover Tab which points to AAE's Cumulus has been removed as Cumulus has been deprecated.

5 Known Behavior

1. While uninstalling 10 SP2, user may come across the 'File in Use' page that displays random numbers instead of showing the open Automation Anywhere applications in use. User may ignore this as the product will be correctly uninstalled.
2. In certain operating systems having stringent security policies, while uninstalling AAE Client, the "Automation.CredentialProvider.dll" (in the System32 folder) does not get removed by the uninstaller. In such cases, the dll must be manually deleted or by using a batch script.
3. If the AAE Client remains offline (disconnected from Control Room) for more than 8 hours; the user must re-login to the AAE Client to renew the user session. This is in line with Industry Standard policies on token expiry.
4. At times, for large scale RPA deployments (e.g. during concurrent Bot deployment onto multiple Bot Runners (50+) OR Bot upload/download simultaneously by multiple Bot Runners) the CPU utilization on the Control Room machine may spike and then settle back to its normal levels. We recommend that you use the High Availability Distributed mode of Control Room deployment so that the server load is distributed.
5. If using the feature 'Running Bot Runner session on Control Room on Bot Deployment', the upper limit for Bot Runners is 35. If there is a need to deploy on more Bot Runners, we recommend that you host the Control Room in a load balanced distributed mode, so that Bot Runner sessions can be distributed across Servers.