# GSSC Bank Charges, Fees, Interest, Sweeps/Transfers Release Notes

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|  |  |
| --- | --- |
| **WAVE** | X |
| **PROCESS** | GSSC Bank Charges, Fees, Interest, Sweeps/Transfers |
| **LEVERS** | Robotics |
| **PACKAGE NAME** |  |
| **DOCUMENT STATUS** | NOT STARTED  IN PROGRESS  READY FOR REVIEW  PENDING APPROVAL  APPROVED |
| **VERSION** |  |
| **PUBLISHED DATE** |  |

|  |  |
| --- | --- |
| **EPIC** | **User Story / Release Note** |
| **Instructions:** **Select** Insert more content > **Select** Jira Issue/Filter  Search in format > key = Jira ID  Display Options > **Display as** Table > **Columns to display** Key and Summary  7bc11231c08286e3179ba6f11a8aba1a | **Instructions:** **Select** Insert more content > **Select** Jira Issue/Filter  Search in format > key = Jira ID  Display Options > **Display as** Table > **Columns to display** Key, Summary, Issue Type, Assignee, Status and Epic Link  57bbe7c31fc10c98ae96a28de4576e89 |
| |  |  |  | | --- | --- | --- | | **Key** | **Summary** | **Status** | | [LB-26](https://qbe-appservices.atlassian.net/browse/LB-26?src=confmacro) | [Task required to deliver robotics solution design](https://qbe-appservices.atlassian.net/browse/LB-26?src=confmacro) | To Do | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Key** | **Summary** | **T** | **Assignee** | **Status** | **epic link** | | [LB-67](https://qbe-appservices.atlassian.net/browse/LB-67?src=confmacro) | [Governance Framework for Robotics](https://qbe-appservices.atlassian.net/browse/LB-67?src=confmacro) |  | Unassigned | To Do | RPA Foundation | |

# Document Approval and Version Control

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Version** | **Date** | **Description** | **Reviewer** | **Role** | **Evidence of approval** | **Comments** |
| 0.1 | 29-Jan-2020 | Initial Draft |  |  |  |  |
|  |  |  |  |  |  |  |

# ****1.****   ****Introduction****

The Release Note (RN) is created for every business process that is automated using the RPA technology. The RN document needs to be reviewed and updated for every change requested and applied to the automate process. This document will provide a technical snapshot and must always reflect the latest design and key features of the automated workflow.The document naming convention will follow the naming convention and the version of the automated process. This can be “business process name version” or it can be defined, case by case, as part of the larger RPA project design.

This document is filled in by the RPA Solution architect and RPA developer who automates the business process and reviewed by the RPA Solution Architect prior to handover to RPA Operations.The purpose of the document is to record the outcome specific to the automated master project and its sub components: projects, workflows, sequences etc.This document meant for the RPA COE, IT support and RPA supervisor to help by providing a snapshot of the automated process details and components. It can as well serve developers to have a quick glance at the setup, before diving into the code, to troubleshoot or update changes.

## ****1.1 Release Features****

#### Feature 1 :

**Benefits:**

#### Feature 2 :

## ****1.2 Enhancements****

#### Enhancement 1:

## ****1.3 Fixes****

## ****1.4 Release Identification****

|  |  |
| --- | --- |
| **Item** | **Value** |
| Package Name: | BankCharges  Version - 1.0.46 |
| Package Date Created: | 28/Jan/2019 |
| Release Name: |  |
| Release Date Created: |  |
| Released By: |  |
| Released For: |  |
| Purpose of Release: |  |

## ****1.5 RPA In-Scope Success Factor****

## ****1.6 Pre requisites for executing the Bot****

1. System date format should be in English (United Kingdom) : **ddmmyyy**
2. Access to shared folder for Solution files :
3. Access to NSL-List (Version - NSL 24.4) :

## ****1.7 Instructions to Production Team****

1. In order to login to evolve, Update Evolve Region Value. Currently using "JPUCICS". In prod, it will be "Evolve". Follow the below steps to update this value-
   1. Open config file of Job 2.
   2. Search field "Evolve\_Region"
   3. Update the value from "JPUCICS" to "Evolve"
   4. Copy the content of this config file and paste it in asset "ENV-SmePreRenewalsProcessing-Config"
2. Update Quw Url fir Job 1 and Job 2. Currently using "<http://uat-quw.qbe.com>". Follow the below steps to update(as per prod environment) this value-
   1. Update the value of asset "Common-Quw-LoginUrl".
3. Update Credentials of Evolve for Job 2. Follow the below steps to update(as per prod environment) this value-
   1. Update the value of asset "Cred-Evolve-Login"
4. Update Credentials of Quw for Job 1 and Job 2. Follow the below steps to update(as per prod environment) this value-
   1. Update the value of asset "Cred-QUW-Login"
5. Update Credentials of BOT Email Ids For all the 4 job. Follow the below steps to update(as per prod environment) this value-
   1. Update the value of asset "Cred-PreRenewal-EmailId" (For Job 1, 2 and 3)
   2. Update the value of asset "Cred-QueueStatus-EmailId" (For Job 4 only)

# ****2.****   ****System requirements****

## ****2.1 Software****

|  |  |
| --- | --- |
| Operating Systems | Microsoft Windows 7 SP1 (Minimum) Microsoft Windows Server 2012 R2 (Recommended) |
| Web Server/IIS | Internet Information Services 7.5 onward |
| .NET Framework | For Windows 8.1 and Window Server 2012 R2: Microsoft .NET 4.6.1 (Minimum) For other Supported Operating Systems: Microsoft .NET 4.6 (Minimum) (Note: The .NET Framework 4.7 update is also supported) |
| Data Management System | Microsoft SQL Server 2012 Express/Standard/Enterprise or higher |
| Google Chrome | Google Chrome Version 65.0 |
| SAP Success Factor | Success Factor |

## ****2.2 Hardware****

|  |  |
| --- | --- |
| Processor | x64 Server Based CPU with 8 Cores  Hyper-threading recommended (if applicable) |
| RAM | 8 GB |
| Disk Space | 100 GB (Depends upon Repository size) |

# ****3.****   ****Server Details****

## 3.1 Production Details:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Old Robot Name** | **New Bot Name  (Coming soon)** | **Machine Name** | **Monitoring and Logs** | **How to Access Runtime Host** | **User Id** | **Password** | **Robot email  address** | **Comments** |
|  |  |  |  |  |  |  |  |  |
| VBOTAB | SamBot | **VDI:**aovt95465d6c | [Infrastructure Monitoring Dashboard](https://feu03726.live.dynatrace.com/#newhosts/hostdetails;id=HOST-713E020B6BFB97BA;gtf=l_7_DAYS;gf=all)  [Logs](https://feu03726.live.dynatrace.com/#processdetails;id=PROCESS_GROUP_INSTANCE-7AC42B38607279DC;gtf=l_7_DAYS;gf=all) | [RED Client](https://uipathdev-webapp01.azurewebsites.net/) | AP-USAP-UiPath\_BOTAB | Refer to [Prod Credentials](https://qbe-appservices.atlassian.net/wiki/spaces/LWXP2/pages/538554131/Prod+Environment+Credentials) | [AP-USAP-UiPath\_BOTAB@qbe.com](mailto:AP-USAP-UiPath_BOTAB@qbe.com) | [Use this link](https://outlook.office.com/owa/) to access the mail box  VDI is currently being used as a Test Robot |
| VBOTAC | DanaBot | **VDI:**aovthbs000009 | [Infrastructure Monitoring Dashboard](https://feu03726.live.dynatrace.com/#newhosts/hostdetails;id=HOST-455FBFB4D7120B61;gtf=l_7_DAYS;gf=all)  [Logs](https://feu03726.live.dynatrace.com/#processdetails;id=PROCESS_GROUP_INSTANCE-4EA59687DC9BE507;gtf=l_7_DAYS;gf=all) | [RED Client](https://uipathdev-webapp01.azurewebsites.net/) | AP-USAD-UiPath\_BOTAC | Refer to [Prod Credentials](https://qbe-appservices.atlassian.net/wiki/spaces/LWXP2/pages/538554131/Prod+Environment+Credentials) | [AP-USAP-UiPath\_BOTAC@qbe.com](mailto:AP-USAP-UiPath_BOTAC@qbe.com) | [Use this link](https://outlook.office.com/owa/) to access the mail box |
| Not used | AltairBot | TBC |  |  |  |  |  |  |
| Not used | KhaleesiBot | TBC |  |  |  |  |  |  |

## 3.2 Test Details:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Old Robot Name** | **New Bot Name  (Coming soon)** | **Machine Name** | **Monitoring and Logs** | **How to Access Runtime Host** | **User Id** | **Password** | **Robot email  address** | **Comments** |
|  |  |  |  |  |  |  |  |  |
| Not ready  VBOTAB | SamBot | **VDI:**aovthbs000025 | [Infrastructure Monitoring Dashboard](https://dgb24870.live.dynatrace.com/#newhosts/hostdetails;id=HOST-D5F0C52218EFF16E;gtf=l_7_DAYS;gf=-2638995462155083426)  [Logs](https://dgb24870.live.dynatrace.com/#processdetails;id=PROCESS_GROUP_INSTANCE-DE8352C5410AA350;gtf=l_7_DAYS;gf=-2638995462155083426) | [RED Client](https://red.qbe.com/) | AP-USAT-UiPath\_BOTAB | Refer to [Test Robot Runtime Login Credentials](https://qbe-appservices.atlassian.net/wiki/spaces/LWXP2/pages/538554087/Test+Robot+Runtime+Login+Credentials) | [AP-USAT-UiPath\_BOTAB@qbe.com](mailto:AP-USAT-UiPath_BOTAB@qbe.com) | [Use this link](https://outlook.office.com/owa/) to access the mail box  VDI is currently being used as a Test Robot |
| Ready  VBOTAC | DanaBot | **VDI:**aovthbs000024 | [Infrastructure Monitoring Dashboard](https://dgb24870.live.dynatrace.com/#newhosts/hostdetails;id=HOST-EADA229BE5ECB3F3;gtf=l_7_DAYS;gf=-2638995462155083426)  [Logs](https://dgb24870.live.dynatrace.com/#processdetails;id=PROCESS_GROUP_INSTANCE-E1A9B57CBC09E1CD;gtf=l_7_DAYS;gf=-2638995462155083426) | [RED Client](https://red.qbe.com/) | AP-USAT-UiPath\_BOTAC | Refer to [Test Robot Runtime Login Credentials](https://qbe-appservices.atlassian.net/wiki/spaces/LWXP2/pages/538554087/Test+Robot+Runtime+Login+Credentials) | [AP-USAT-UiPath\_BOTAC@qbe.com](mailto:AP-USAT-UiPath_BOTAC@qbe.com) | [Use this link](https://outlook.office.com/owa/) to access the mail box |
| Not used | AltairBot | TBC |  |  |  |  |  | e556e76185d3a8be83b52cc0b943a1fa |
| Not used | KhaleesiBot | TBC |  |  |  |  |  | e556e76185d3a8be83b52cc0b943a1fa |

# ****4.****   ****Pre-Deployment steps****

In summary these are the steps:-

1. Provision the robot machine by taking the robot key from orchestrator and entering it into the Robot Configuration panel and also the Configuration URL which you will find in the Admin section of Orchestrator.
2. Publish your process unless you just want to use your existing process.
3. Create an Environment in Orchestrator.
4. Create a release of your process on that environment.
5. Start job.

### ****Details of the automated process:****

|  |  |  |  |
| --- | --- | --- | --- |
| # | Item | Details (Fill in with free text. If not applicable, mark the field as “n/a. No empty fields.) |  |
| **1** | **Master project name and version** | BankCharges\_1.0.46 |  |
| **2** | **Robot type**  **(specify if the process was automated for attended or unattended or mix)** | Unattended Robot |  |
| **3** | **Is Orchestrator used?** (Yes/ No) | Yes |  |
| **4** | **Scalable?** (Yes/ No)  (can the process be run by multiple robots in parallel) | Yes |  |
| **5** | **Prerequisites to run** | Access to shared folder for SME Solution files   * G:\RPA\Test\Finance\BankCharges\Support   Oracle client should be installed on machine  TNS ORA file should be updated with required details |  |
| **6** | **Input Data** |  |  |
| **4** | **Expected Output (output data)** | Generates text Contract file and Sends to Gssc |  |
| **5** | **How to start the automated process?** | Scheduled in orchestrator |  |
| **6** | **Resuming the process from a particular step** | N/A |  |
| **7** | **Reporting**  (queues reporting, Kibana or another platform) | N/A |  |
| **8** | **Manual Error Handling**  (roll back or manually complete failed transactions). Procedures to reset the item. Ex “set status as investigating” | N/A |  |

# ****5.****   ****Post Deployment Steps****

1. Validate all the files and folders are in place.

# ****6.****   ****General Operating Procedure****

### ****BoT Scheduling****

|  |  |
| --- | --- |
| Downtime window specified for applications/systems |  |

**Number of Bots** : 1 Bot

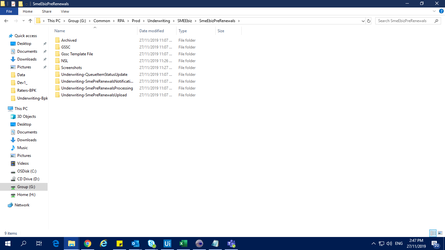
**Jobs to Execute:**

|  |
| --- |
| **Job Name : BankCharges** |
| Job Description: "Data Extraction and Loading Orchestrator Work Queue Job" |
| Frequency: Will run daily |
| Start Time: |
| End Time: on Job Completion |
| Bot(s) = 1 bot |

# ****7.****   ****Folder Structure****

The first prerequisite for the Robot to run is to create folder structure in the system where the BoT runs. This folder will be created automatically once we execute the task BoT “ProcessFolderStructure.xaml”.

G:\Common\RPA\Prod\Underwriting\SMEEbiz\SmeEbizPreRenewals



|  |  |
| --- | --- |
| **Folder Name** | **Purpose** |
| **Archived** | Processed files will be archived. |
| **GSSC** | Output file to inform about any business exception and system exception and Success scenario. |
| **Gssc Template File** | Names of all the Notification processed files. |
| **NSL** | Input file to be processed for NSL (National Scheme List) Check. |
| **Screenshots** | Error Screenshots while the BoTs are executed if any will be saved here. |
| **Underwriting-QueueItemStatusUpdate** | This package update queue status. |
| **Underwriting-SmePreRenewalsNotifications** | This package Generates Notification Excel file and sends file to Gssc. |
| **Underwriting-SmePreRenewalsProcessing** | This package performs Prerenewal checks. |
| **Underwriting-SmePreRenewalsUpload** | This package upload the Orchestrator Queue. |

# ****8.****   ****Configuration Files****

|  |  |  |
| --- | --- | --- |
| **S.No.** | **Package Name** | **Config File Path** |
| 1. | **Underwriting-SmePreRenewalsUpload** | G:\Common\RPA\Prod\Underwriting\SMEEbiz\SmeEbiz-Configs\9e63e1e868e7de0d3bd7d7e17c9b1373 |
| 2. | **Underwriting-SmePreRenewalsProcessing** | G:\Common\RPA\Prod\Underwriting\SMEEbiz\SmeEbiz-Configs 902fc3625755083592350f71ff6e06e7 |
| 3. | **Underwriting-SmePreRenewalsNotifications** | G:\Common\RPA\Prod\Underwriting\SMEEbiz\SmeEbiz-Configs36f9c227edf9d8643af40316aaeaf45e |

# ****9.****   ****Credential Manager****

User ID and Password to login to the Success Factor is stored in the Orchestrator Assets.

## Common Assets

Specify environment agnostic configuration that should be set in the orchestrator assets across all environment instances.  
Won't be required when CD pipeline is in use.

|  |  |
| --- | --- |
| **Asset name** | **Value** |
| Config-Common-PreRenewal-EmailTo | [Preety.gupta@qbe.com;anusha.krishnan@qbe.com;vivek.nagarajan@qbe.com;kishore.vunnam@qbe.com;nico.nacis@qbe.com;](mailto:Preety.gupta@qbe.com;anusha.krishnan@qbe.com;vivek.nagarajan@qbe.com;kishore.vunnam@qbe.com;nico.nacis@qbe.com;esmeralda.ugoy@qbe.com;vanessa.iringan@qbe.com;junard.ibarra@qbe.com;RonaMarie.Coker@qbe.com;Leap.Support@qbe.com;gssccluwspo@qbe.com;gssccluwspo@qbe.com;aiibuwsms@qbe.com;gssc.idsrcsos@qbe.com;nico.nacis@qbe.com;esmeralda.ugoy@qbe.com;agnes.cordero@qbe.com;Erick.valenzuela@qbe.com)  [esmeralda.ugoy@qbe.com;vanessa.iringan@qbe.com;junard.ibarra@qbe.com;RonaMarie.Coker@qbe.com;Leap.Support@qbe.com;](mailto:Preety.gupta@qbe.com;anusha.krishnan@qbe.com;vivek.nagarajan@qbe.com;kishore.vunnam@qbe.com;nico.nacis@qbe.com;esmeralda.ugoy@qbe.com;vanessa.iringan@qbe.com;junard.ibarra@qbe.com;RonaMarie.Coker@qbe.com;Leap.Support@qbe.com;gssccluwspo@qbe.com;gssccluwspo@qbe.com;aiibuwsms@qbe.com;gssc.idsrcsos@qbe.com;nico.nacis@qbe.com;esmeralda.ugoy@qbe.com;agnes.cordero@qbe.com;Erick.valenzuela@qbe.com)  [gssccluwspo@qbe.com;gssccluwspo@qbe.com;aiibuwsms@qbe.com;gssc.idsrcsos@qbe.com;nico.nacis@qbe.com;](mailto:Preety.gupta@qbe.com;anusha.krishnan@qbe.com;vivek.nagarajan@qbe.com;kishore.vunnam@qbe.com;nico.nacis@qbe.com;esmeralda.ugoy@qbe.com;vanessa.iringan@qbe.com;junard.ibarra@qbe.com;RonaMarie.Coker@qbe.com;Leap.Support@qbe.com;gssccluwspo@qbe.com;gssccluwspo@qbe.com;aiibuwsms@qbe.com;gssc.idsrcsos@qbe.com;nico.nacis@qbe.com;esmeralda.ugoy@qbe.com;agnes.cordero@qbe.com;Erick.valenzuela@qbe.com)  [esmeralda.ugoy@qbe.com;agnes.cordero@qbe.com;Erick.valenzuela@qbe.com](mailto:Preety.gupta@qbe.com;anusha.krishnan@qbe.com;vivek.nagarajan@qbe.com;kishore.vunnam@qbe.com;nico.nacis@qbe.com;esmeralda.ugoy@qbe.com;vanessa.iringan@qbe.com;junard.ibarra@qbe.com;RonaMarie.Coker@qbe.com;Leap.Support@qbe.com;gssccluwspo@qbe.com;gssccluwspo@qbe.com;aiibuwsms@qbe.com;gssc.idsrcsos@qbe.com;nico.nacis@qbe.com;esmeralda.ugoy@qbe.com;agnes.cordero@qbe.com;Erick.valenzuela@qbe.com) |
| Common-Quw-LoginUrl | [http://uat-quw.qbe.com](http://uat-quw.qbe.com/) |
| Cred-PreRenewal-EmailId | Individual Bot Credentials |
| Cred-QUW-Login | Username: ddvund  Password: |
| Cred-Evolve-Login | Username: ddvdev  Password: |

The table below lists the users and access required to execute the process.

| **Application/Drive** | **Process** | **Role** | **Model User** | **User** | **Description/Comments** |
| --- | --- | --- | --- | --- | --- |
| **Application/Drive** | **Process** | **Role** | **Model User** | **User** | **Description/Comments** |
| <Application where access is required> | <The process or subprocess which requires the access> | <The user role responsible for running the process. Choose from a list of defined roles or create one if not available> | <A sample user to base the access on if applicable> | <The user to be used to execute the process if known at design> | <Any additional description on comments regarding the access> |
| QUW | Pre-Renewal Upload, Pre-Renewal Checks | The user role responsible for running the process. | SME Ebiz– Kannon Hoyla, Kannon.Hoyla@qbe.com , Role: CSO | [Kannon.Hoyla@qbe.com](mailto:Kaycee.jucar@qbe.com) | (GSSC User Profile for SME Ebiz to Model BOT Profile) |
| EVOLVE | Pre-Renewal Checks | The user role responsible for running the process. | SME Ebiz– Kannon Hoyla, Kannon.Hoyla@qbe.com , Role: CSO | [Kannon.Hoyla@qbe.com](mailto:Kaycee.jucar@qbe.com) | (GSSC User Profile for SME Ebiz to Model BOT Profile) |
| C Change | Pre-Renewal Checks | The user role responsible for running the process. | SME Ebiz– Kannon Hoyla, [Kannon.Hoyla@qbe.com](mailto:Kaycee.jucar@qbe.com) , Role: CSO | [Kannon.Hoyla@qbe.com](mailto:Kaycee.jucar@qbe.com) | (GSSC User Profile for SME Ebiz to Model BOT Profile) |

# ****10.****   ****Exception Details****

|  |  |
| --- | --- |
| **Exception** | **Description** |
| Mandatory Fields missing | If there are any mandatory item to create or modify an employee is missing in the input data file |
| Invalid input | If the given mandatory item is no found in the Success factor application |
| Technical Exception | Unexpected application error. It may be handled by retrying the same record |
| Business Exception | If the given input is not found in the success factor application |
| Success | It denotes the BoT has successfully completed processing |
| Failed | It denotes the BoT has failed to submit a record successfully |

### ****10.1 Business Exceptions****

|  |  |
| --- | --- |
| Comment\_Check\_ReferGssc | Comment Doesn’t Match For The Policy Number |
| FileAttachment\_ReferGssc | Found Special Instruction Attachment Under File Attachment Section For The Policy Number |
| NoteUrl\_ReferGssc | Found Special Instruction Under Note/Url  Section For The Policy Number |
| NSL\_ReferGssc | Account Number of Policy exist in NSL |
| ActionHistory\_ReferGssc | Found ReAssign Under Action History Section For The Policy Number |
| GeneralPage\_ReferGssc | Found comments in General Page For The Policy Number |
| EReferraral\_ReferGssc | Found comments in E Referral Page For The Policy Number |

### ****10.2 System Exceptions****

|  |  |
| --- | --- |
| Ex\_QuwLaunch | Unable to Launch the QUW Application |
| Ex\_QuwLogin | Unable to Login the QUW Application |
| Ex\_SearchBtn | Unable To Search The Policy Number |
| Ex\_Inquire | Unable To Inquire The Policy Number |
| Ex\_AccountTab | Unable To Navigate To Account Tab For The Policy Number |
| Ex\_AccountNumber | Unable To Get The Account Number For The Policy Number |
| Ex\_ProductTab | Unable To Navigate To Product Tab For The Policy Number |
| Ex\_DateEntered | Unable To Get The Quw Date Entered under Product Tab For The Policy Number |
| Ex\_QuwComment | Unable To Get The Comment From Quw For The Policy Number |
| Ex\_NoWorkObject | No Work Object Available For The Policy Number |
| Ex\_DocumentTab | Unable To Navigate To Document Tab For The Policy Number |
| Ex\_GetFileAttachmentDataTable | Unable To Fetch Data From Note/Url Section in Quw For The Policy Number |
| Ex\_GetNoteUrlData | Unable To Fetch Data From File Attachment Section in Quw For The Policy Number |
| Ex\_Region | Evolve system is down |
| Ex\_EvolveLogin | Unable to Launch the E Application |
| Ex\_QUWLogin | QUW login failed |
| Ex\_QUWURL | Unable To Launch QUW Application |

# ****11.****   ****Input file format****

Not Applicable

# ****12.****   ****Initial Troubleshooting Guide****

|  |  |  |
| --- | --- | --- |
| **Issues** | **Possible Cause** | **Preferred Solution** |
| **If bot abruptly close or stuck** | Incorrect entry or not exist bot detail in Super.csv | Raise the issue with support team |
|  | Incorrect Feed File Name | Correct the feed file name & try to run the BOT again |
|  | Feed file contain invalid header names (Headers not match with template) | Ensure the correct feed template to BOT |
|  | Incorrect Root Path in the configuration.xml file | Raise the issue with support team |
|  | Feed file place in wrong folder | Make sure feed file is available in designated folder mentioned into configuration.xml |
| **Email is not working** | MAIL EXCAHANGE is not configured in UiPath | Configure the SMTP details in AAE |
|  | User email details not mentioned in super.csv file | Open super.csv into notepad and mention email id into from, to and cc columns |
| **How to restart bot?** | In case stop due any unconditional or unhandled exception | Close all the internet explorer instances, Close feed file, right click on super bot icon available on desktop and run. |
| **Not able to login in UiPath Orchestrator** | User account is locked | Raise the INC and connect with support team. |
|  | Orchestrator Server down |
|  | Invalid credential |
| **Not able to login in business applications** | Login account locked | Raise the INC and connect with support team. |
|  | Invalid credential |
|  | Credential Manager not accessible or not contains the credential details |
|  | Target application is down |

# ****13.****   ****Steps to configure Email****

# ****14.****   ****Support contact information****

|  |  |
| --- | --- |
| Business | <Business Sponsor email id>  <Business SPOC email id> |
| RPA Developers | <RPA Platform Delivery TEAM> |
| COE Testers | [sreeanka.choudhury@UiPathGroup.com](mailto:sreeanka.choudhury@UiPathGroup.com)  [shree-krishna.acharya@UiPathGroup.com](mailto:shree-krishna.acharya@UiPathGroup.com) |
| RPA Support | <RPA Platform Support TEAM> |
| Level 1 Support | OurCompany Helpdesk Toll Free Number  SNOW URL |

# ****14.****   ****References****

|  |  |
| --- | --- |
| **Document** | **URL** |
| BoT Demo | BoT Demo |
| Business Requirement Documents | BRD |
| COE Testing | Testing Files |
| Process Documents | Process Documents |

# ****15.****   ****Glossary****

**Master project** - the overall output of the development, containing one or multiple projects that together cover the scope of the robotic process automation.

**Project** - an UiPath Studio project containing one or multiple workflow files. A project can be converted to a package and run independently, covering a particular scope within the master project. The project is used when defining the development and support phase of the automation.

**Package** - the output of compiling a project. A package can be deployed on the robot machine and be executed by the robot service. Only one package can be executed at a given time by a robot. The package is used when defining the running phase of the automation

**Workflow** - a component of the package, the workflow encapsulates a part of the project logic. The workflow can be of type: sequence, flowchart or state machine. a workflow is saved as an .xaml file inside the project folder. A workflow file can be invoked from another workflow and by default there is an initial workflow file that will run when executing the package.

**Activity** - an action that the robot executes.

**Sequence** - a workflow where activities are executed one after another, in a sequential order

**Flowchart** - a workflow where activities are connected by arrows and the logic of the workflow can be easily followed in a visual manner. The flowchart can also be exported as an image from UiPath studio

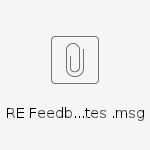
**State machine** - a more advanced way of organizing a workflow, similar to a flowchart.

**Unattended (ro)bot** - Back office robot

**Attended (ro)bot** – Front office robot, requires human interaction/ input

**Orchestrator** – Enterprise architecture server platform supporting: release management, centralized logging, reporting, auditing and monitoring tools, remote control, centralized scheduling, queue/robot workload management, assets management.

# ****16.****   ****Review Approval:****

****

Final review and conclusion subject to the designated authority only.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Nature of Sign off** | **Designated Authority** | **Signature** | **Date** | **Role** |
|  |  |  |  |  |