

Norbert Matyas

From: Ana-Maria Niculae <ana@pic-21.com>
Sent: Monday, February 28, 2022 10:24 AM
To: Humera Jaweed
Cc: Emad Khalaf; Meera H. Musthafa; Mushtaq M. Khan; Mihai Gurau; Mordhi S. Alenazi; Norah Mohammad; Shalini Tewary; Mohammed O. Ali; Nourh Alshalawi; Sultan H. Aldawsari; Norbert Matyas; Osama Alhaj-Issa
Subject: Re: Server Issue : Process Mining

Dear Humera,

Can you help us organize the call with NwC team on the Server Issue?
Me & UiPath team can join tomorrow between 12:30 and 13:30 KSA

Kind regards

Ana-Maria Niculae

Innovation & Strategy Partner

M: + (40) 723228121
ana@pic-21.com

From: Ana-Maria Niculae <ana@pic-21.com>
Sent: Friday, February 25, 2022 9:37 AM
To: Humera Jaweed <hjaweed.c@nwc.com.sa>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Norbert Matyas <norbert.matyas@uipath.com>
Subject: Re: Server Issue : Process Mining

Dear Humera,

We had a call with UiPath Team and discussed what efforts were done till now, potential solutions and what could be the deblocking measures necessary

We need a 1 h meeting with NwC team & decision makers to walk them through + changes imposed by 1 resource leaving . Please help us organize this meeting

- UiPath confirmed availability for early Monday morning up to 12 Saudi time

Kind regards,

Ana-Maria Niculae

Innovation & Strategy Partner

Performance Improvement Consulting'21

M: + (40) 723228121

ana@pic-21.com

From: Humera Jaweed <hjaweed.c@nwc.com.sa>
Sent: Wednesday, February 23, 2022 7:40 AM
To: Ana-Maria Niculae <ana@pic-21.com>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Ana-Maria Niculae <ana@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>; Norbert Matyas <norbert.matyas@uipath.com>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Ana,

Could you please investigate this.

Our security team has confirmed there is no blockage due to antivirus.

Could you please expedite the installation of process mining as we are way too delayed for this.

Thanks and Regards,
Humera Jaweed,
PMO IT Team.

From: Meera H. Musthafa <mhmusthafa@nwc.com.sa>
Sent: Wednesday, February 23, 2022 7:51 AM
To: Norbert Matyas <norbert.matyas@uipath.com>; Snigdha Shah Deo <snigdha.deo@uipath.com>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <hjaweed.c@nwc.com.sa>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Humera,

We are waiting for FutureX to install process mining as we could not find any trace of cortex or antivirus is blocking the installation and an evidence from uipath support team documentation, iis node installation failure is due to cortex and antivirus.

Thanks
Meera hussain

From: Meera H. Musthafa
Sent: Monday, February 21, 2022 9:25 AM
To: 'Norbert Matyas' <norbert.matyas@uipath.com>; 'Snigdha Shah Deo' <snigdha.deo@uipath.com>
Cc: 'Emad Khalaf' <ekhalaf@futurexme.com>; 'Ana-Maria Niculae' <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; 'Mihai Gurau' <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; 'Shalini Tewary' <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <hjaweed.c@nwc.com.sa>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>;

Sultan H. Aldawsari <sualdawsari@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Norbert,

As discussed with Mr. Sultan, we are unable to trace any service or files are blocked by cortex and antivirus after verifying the logs. As per information security policy it is not possible stop antivirus and cortex service. Please contact uipath support team to find solution for this issue.

Thanks

Meera hussain

From: Meera H. Musthafa

Sent: Sunday, February 20, 2022 8:32 AM

To: 'Norbert Matyas' <norbert.matyas@uipath.com>; 'Snigdha Shah Deo' <snigdha.deo@uipath.com>

Cc: 'Emad Khalaf' <ekhalaf@futurexme.com>; 'Ana-Maria Niculae' <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; 'Mihai Gurau' <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; 'Shalini Tewary' <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <hjaweed.c@nwc.com.sa>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Norbert,

As per my understanding your team is missing prerequisites to install process mining. I could not find .NET applications installed.

Kindly please check

File Home Share View Application Tools Manage install

Pin to Quick access Copy Paste Cut Copy path Paste shortcut Move to

Clipboard

← → ▾ ↑ > This PC > Local Disk (C:) >

Quick access

- Desktop
- Downloads
- Documents
- Pictures
- iisnode
- install
- temp
- wwwroot

This PC

- 3D Objects
- Desktop
- Documents

Name

- activate-build
- databases
- deploy
- iisnode-full-v0.2.18
- iisnode-installation
- log_20220112
- processgold.lic
- rewrite_amd64

Programs and Features

- Control Panel
- View installation details
- Turn Windows Defender off
- Install a program on your network

From: Meera H. Musthafa

Sent: Sunday, February 20, 2022 8:19 AM

To: 'Norbert Matyas' <norbert.matyas@uipath.com>; Snigdha Shah Deo <snigdha.deo@uipath.com>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Norbert,

Good Morning.

I will request Mr. Sultan to add msixexec.exe to an exclusion list for Cortex XDR Service and update you once done. Could you please share Procmon logs to us and path of this logs to check further.

Thanks

Meera hussain

From: Norbert Matyas <norbert.matyas@uipath.com>

Sent: Friday, February 18, 2022 11:54 AM

To: Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Meera,

Based on the Procmon logs there is **Cortex XDR Service** that keeps doing stuff while the msi is executing. This application seems to be a security application that continuously runs in the background. The msixexec.exe is the IIS Module installation that is trying to create the C:\Program Files\IIS Nodes\logging\hello.js and it is failing.

We have tried all the solution found on different threads like adjusting registries, updating, running as administrator – nothing seems to work.

The escalation engineer proposed the possibility to disable Cortex XDR Service and have a try that way.

Is there an option to add **msixexec.exe** to an exclusion list for **Cortex XDR Service**?

I apologize for the hassle and for the time it takes to try and sort this out.

Thank you!

Norbert

From: Meera H. Musthafa <mhmusthafa@nwc.com.sa>

Sent: Thursday, February 17, 2022 7:53 AM

To: Snigdha Shah Deo <snigdha.deo@uipath.com>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Norbert Matyas <norbert.matyas@uipath.com>

Subject: RE: Server Issue : Process Mining

Dear Snigdha,

You want me to request macafee exclusion to below path. Please confirm.

- C:\Program Files\Reference Assemblies\Microsoft\IIS
- msixexec.exe
- C:\Program Files\iisnode → this path not available

Kindly please note that you have admin access to your machine, if required you can re-configure iis.

thanks

Meera Hussain

From: Snigdha Shah Deo <snigdha.deo@uipath.com>

Sent: Thursday, February 17, 2022 8:12 AM

To: Meera H. Musthafa <mhmusthafa@nwc.com.sa>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Norbert Matyas <norbert.matyas@uipath.com>

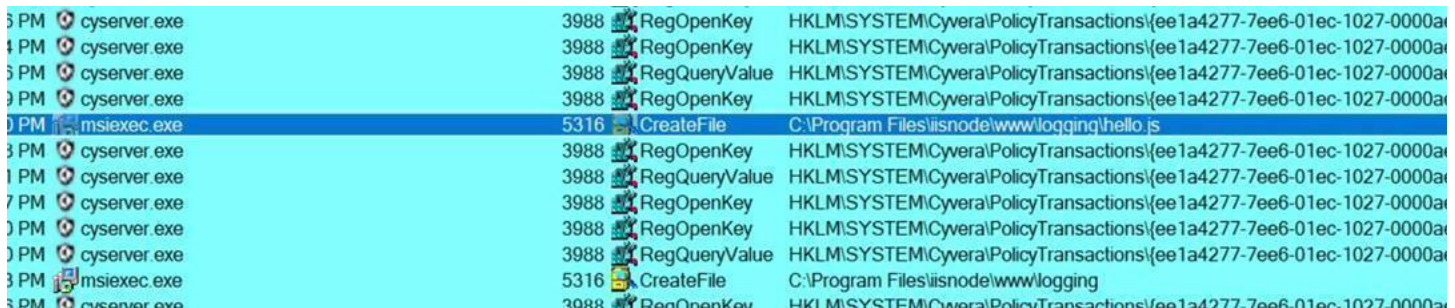
Subject: RE: Server Issue : Process Mining

Hello Meera,

Good morning!!

As per our discussion with the team they informed us that the path is not there because this should be created by the IIS Module installer which is failing currently.

Any option to add to an exclusion list a process like msixexec.exe? this is the process trying to create the folder and a file within C:\Program Files\IISNode (screenshot attached).



5 PM	cyserver.exe	3988	RegOpenKey	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a
4 PM	cyserver.exe	3988	RegOpenKey	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a
5 PM	cyserver.exe	3988	RegQueryValue	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a
9 PM	cyserver.exe	3988	RegOpenKey	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a
0 PM	msixexec.exe	5316	CreateFile	C:\Program Files\iisnode\www\logging\hello.js
3 PM	cyserver.exe	3988	RegOpenKey	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a
1 PM	cyserver.exe	3988	RegQueryValue	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a
7 PM	cyserver.exe	3988	RegOpenKey	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a
0 PM	cyserver.exe	3988	RegOpenKey	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a
0 PM	cyserver.exe	3988	RegOpenKey	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a
3 PM	msixexec.exe	5316	CreateFile	C:\Program Files\iisnode\www\logging
3 PM	cyserver.exe	3988	RegOpenKey	HKLM\SYSTEM\CyveralPolicyTransactions\{ee1a4277-7ee6-01ec-1027-0000a

I have also looped in one of our IT team members in the mail chain.

Thanks & Regards,

Snigdha Shah Deo,

UiPath

From: Meera H. Musthafa <mhmusthafa@nwc.com.sa>

Sent: 17 February 2022 10:23

To: Snigdha Shah Deo <snigdha.deo@uipath.com>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan

<mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Snigdha,
Good morning.

Do you have any update of the path, as discussed you will share the exact path to exclude from antivirus. Please share it as soon as possible.

Thanks
Meera hussain

From: Meera H. Musthafa

Sent: Wednesday, February 16, 2022 7:54 AM

To: 'Snigdha Shah Deo' <snigdha.deo@uipath.com>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Snigdha,

Kindly please note that below path does not exist in server. Please validate it provide the correct path.
C:\Program Files\IIS Nodes

Thanks
Meera hussain

From: Snigdha Shah Deo <snigdha.deo@uipath.com>

Sent: Tuesday, February 15, 2022 3:29 PM

To: Meera H. Musthafa <mhmusthafa@nwc.com.sa>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Hi Meera,

Please find attached mail we received from the IT team. They asked to whitelist the following 2 paths from any antivirus scans.

It will be good if the below paths are excluded.

C:\Program Files\IIS Nodes
C:\Program Files\Reference Assemblies\Microsoft\IIS

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Snigdha Shah Deo
Sent: 15 February 2022 10:34
To: Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Hi Meera,

We do have a connect today again with our IT Team. I will update you about the progress by EOD.

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Meera H. Musthafa <mhmusthafa@nwc.com.sa>
Sent: 15 February 2022 10:24
To: Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Snigdha,

Good Morning. Do you have any update on below.

Thanks
Meera hussain

From: Meera H. Musthafa
Sent: Sunday, February 13, 2022 2:17 PM
To: Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Snigdha,

For your kind note Mr. Sultan and me tried to debug the issue causing however Antivirus and other agents/cortex are not blocking the installer.

We could not find any trace of Antivirus is blocking the installation. As per understanding may be few prerequisite are missing.

Kindly please check uipath forums to find the solution for this issue.

Please verify the Event Viewer logs for more information

Found few solution in forum, please try it

<https://answers.microsoft.com/en-us/windows/forum/all/error-could-not-access-jscript-run-time-for-custom/5b4ea3ce-7747-e011-90b6-1cc1de79d2e2>

<https://www.ibm.com/support/pages/internal-error-2739-reported-when-installing-version-701-windows-vista#:~:text=Cause,may%20not%20be%20properly%20registered.>

<https://www.winhelponline.com/blog/fix-for-windows-installer-errors-2738-and-2739-in-windows-vista/>

Event Viewer

File Action View Help



- Event Viewer (Local)
 - Custom Views
 - Windows Logs
 - Application
 - Security
 - Setup
 - System
 - Forwarded Events
 - Applications and Services Logs
 - Subscriptions

Application	Number of events
-------------	------------------

Level

Information

Information

Information

Information

Error

Warning

Event 10005, MsilInstaller

General Details

Product: iisnode for iis 7.x (x64) with this package. The error c

Log Name:

Application

Source:

MsilInstall

From: Sultan H. Aldawsari <sualdawsari@nwc.com.sa>
Sent: Sunday, February 13, 2022 12:28 PM
To: Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Meera,

As per our discussion, we found this issue not come from endpoints security, Please check with vendor and let me know in case of other details are required.

From: Meera H. Musthafa <mhmusthafa@nwc.com.sa>
Sent: Sunday, February 13, 2022 8:40 AM
To: Snigdha Shah Deo <snigdha.deo@uipath.com>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Sultan,

For your kind support please.

Thanks
Meera hussain

From: Snigdha Shah Deo <snigdha.deo@uipath.com>
Sent: Thursday, February 10, 2022 4:51 PM
To: Sultan H. Aldawsari <sualdawsari@nwc.com.sa>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Meera H. Musthafa <mhmusthafa@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Hi Sultan,

Please find the below the installation path and the setup file we need to install on the server.

Installation Folder Path: C:\processmining\builds\UiPathProcessMining-21.10.1\install\
Setup file name: iisnode-full-v0.2.18-x64-mv0.msi

In addition, we suspect that the antivirus or security software (McAfee or Cortex XDR) could also be modifying or blocking the path to a **jscrip.dll** file which is needed for the installation of iis-node to succeed.

If you can prevent the security software from blocking access to that dll, that could help to resolve this issue. The path to that should be **C:\Windows\SysWOW64\jscrip.dll**

Registry entries for this dll should already be correctly set, but we think that some security software might be changing them in the background.

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Sultan H. Aldawsari <sualdawsari@nwc.com.sa>
Sent: 10 February 2022 13:03
To: Snigdha Shah Deo <snigdha.deo@uipath.com>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>
Subject: RE: Server Issue : Process Mining

Dear Snigdha,

We can't disable the endpoint security on any servers, please require from vendor all paths and share with us then we'll exclude on all endpoint security.

From: Snigdha Shah Deo <snigdha.deo@uipath.com>
Sent: Thursday, February 10, 2022 10:12 AM
To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>
Subject: RE: Server Issue : Process Mining

Hi Nourh,

Can we have please any updates on the ticket status?

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Mohammed O. Ali <moali@nwc.com.sa>
Sent: 08 February 2022 17:36
To: Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Snigdha Shah Deo <snigdha.deo@uipath.com>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary

<shalini.tewary@uipath.com>

Subject: RE: Server Issue : Process Mining

Dear Nourh,

As discussed, PFB requested details

Ticket: SD1552148

Server IP : 10.48.21.63

Justification: PFA email



Mohammad Omer Ali

Application Development Senior Specialist

Ext: 9328

From: Humera Jaweed <hjaweed.c@nwc.com.sa>

Sent: Tuesday, February 8, 2022 12:45 PM

To: Snigdha Shah Deo <snigdha.deo@uipath.com>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>

Subject: RE: Server Issue : Process Mining

Hi Snigdha,

Your mail has been delivered. We have received it.

Thanks and Regards,

Humera Jaweed,

PMO IT Team.

From: Snigdha Shah Deo <snigdha.deo@uipath.com>

Sent: Tuesday, February 8, 2022 12:10 PM

To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Humera Jaweed <hjaweed.c@nwc.com.sa>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Shalini Tewary <shalini.tewary@uipath.com>

Subject: RE: Server Issue : Process Mining

Hello Humera,

Could you please check with [@Nourh Alshalawi](#) on the ticket status, I am getting failed delivery mail.

Thanks & Regards,

Snigdha Shah Deo,

UiPath

From: Snigdha Shah Deo

Sent: 08 February 2022 13:08

To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>

Subject: RE: Server Issue : Process Mining

Hi Nourh,

Please let us know once both the antivirus (Cortex XDR and McAfee) are disabled.

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>

Sent: 07 February 2022 22:40

To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>

Cc: Emad Khalaf <ekhalaf@futurexme.com>; Snigdha Shah Deo <snigdha.deo@uipath.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>; Mihai Gurau <mihai.gurau@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Nourh,

Ticket SD1552148 has been raised and approved.

Kindly do the needful.

Thanks and Regards,
Humera Jaweed,
PMO IT Team.

From: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>

Sent: 02 February 2022 15:08

To: Snigdha Shah Deo <snigdha.deo@uipath.com>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mohammed O. Ali <moali@nwc.com.sa>; Sultan H. Aldawsari <sualdawsari@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Snigdha,

Kindly open ticket clarification each process path and its uses,



Thank you & Regards
Nourh Alshalawi

From: Snigdha Shah Deo <snigdha.deo@uipath.com>
Sent: Wednesday, February 2, 2022 12:29 PM
To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mohammed O. Ali <moali@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Hi Team,

Please find the attached mail from the IT team.

Please note : If the issue still exists, we will pull a new ProcMon logs and check the root cause.

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Snigdha Shah Deo
Sent: 02 February 2022 10:32
To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Mohammed O. Ali <moali@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Hi Nourh,

Our IT team were checking the ProcMon logs and told us that there is another security applications running on the backend "Cortex XDR".

We did try the installation by disabling the McAfee but not with "Cortex XDR". Is it possible, you could disable both the security applications once again for us and our IT team can check the installation?

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Snigdha Shah Deo
Sent: 18 January 2022 18:28
To: 'Nourh Alshalawi' <nalshalawi.C@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Mohammed O. Ali <moali@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Thankyou Nourh!!

I have informed the IT Team for the same. I will update the progress by tomorrow EOD.

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Sent: 18 January 2022 16:41
To: Snigdha Shah Deo <snigdha.deo@uipath.com>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Mohammed O. Ali <moali@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Snigdha,

Already disabled for Host name : APOCPROCMin000 .

From: Snigdha Shah Deo <snigdha.deo@uipath.com>
Sent: Tuesday, January 18, 2022 8:50 AM
To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Mohammed O. Ali <moali@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Hello Nourh,

I validated the antivirus is still enabled.
I can hop on a quick call, with you to resolve this.

Please share me your availability.



Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Sent: 18 January 2022 10:45
To: Snigdha Shah Deo <snigdha.deo@uipath.com>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Mohammed O. Ali <moali@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Hello,

Kindly check now already disabled,

From: Snigdha Shah Deo <snigdha.deo@uipath.com>
Sent: Tuesday, January 18, 2022 7:49 AM
To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjawareed.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>; Mohammed O. Ali <moali@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Hello Nourh,

Can we have please any update on disabling antivirus.

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Snigdha Shah Deo

Sent: 17 January 2022 16:26

To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Mohammed O. Ali <moali@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Hello Nourh,

I validated just now, and antivirus is showing enabled.



Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>

Sent: 17 January 2022 16:10

To: Mohammed O. Ali <moali@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad

<nmohammad.c@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Please check and confirm if completed ,

From: Mohammed O. Ali <moali@nwc.com.sa>

Sent: Monday, January 17, 2022 12:15 PM

To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Nourh,

PFB SD for below request
SD1547624



Mohammad Omer Ali

Application Development Senior Specialist
Ext: 9328

From: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>

Sent: Monday, January 17, 2022 8:33 AM

To: Mohammed O. Ali <moali@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Mohammed,

Regarding below cases ,Kindly open serves request & share request ID,



Thank you & Regards
Nourh Alshalawi

From: Mohammed O. Ali <moali@nwc.com.sa>

Sent: Monday, January 17, 2022 7:40 AM

To: Snigdha Shah Deo <snigdha.deo@uipath.com>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Nourh,

FYS Please to disable MacAfee on below server
Server Host name : APOCPROCMin000
Server IP : 10.48.21.63
Setup file name: iisnode-full-v0.2.18-x64-mv0.msi
Installation Folder Path: C:\processmining\builds\UiPathProcessMining-21.10.1\install\

Thanks
Omer

From: Mohammed O. Ali
Sent: Sunday, January 16, 2022 11:07 AM
To: 'Snigdha Shah Deo' <snigdha.deo@uipath.com>; Norah Mohammad <nmohammad.c@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Norah,

FYS Please
Server Host name : APOCPROCMin000
Server IP : 10.48.21.63
Setup file name: iisnode-full-v0.2.18-x64-mv0.msi
Installation Folder Path: C:\processmining\builds\UiPathProcessMining-21.10.1\install\

Thanks
Omer

From: Snigdha Shah Deo <snigdha.deo@uipath.com>
Sent: Thursday, January 13, 2022 4:08 PM
To: Mohammed O. Ali <moali@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Hi Omer,

Please find below details:

Server Host name : APOCPROCMIN000

Server IP : 10.48.21.63

Process Name(Setup file name) : I didn't get this. Can you please guide me how to grasp this information?

Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Mohammed O. Ali <moali@nwc.com.sa>

Sent: 13 January 2022 17:02

To: Norah Mohammad <nmohammad.c@nwc.com.sa>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>

Subject: RE: Server Issue : Process Mining

Dear Snigdha,

Can you please share below details

- Server Host Name
- Server IP
- Process Name (setup file Name)

Thanks
Omer

From: Mohammed O. Ali

Sent: Thursday, January 13, 2022 2:18 PM

To: Norah Mohammad <nmohammad.c@nwc.com.sa>; Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>

Subject: RE: Server Issue : Process Mining

Dear Nourh,

FYS Please.

Thanks
Omer

From: Norah Mohammad <nmohammad.c@nwc.com.sa>

Sent: Thursday, January 13, 2022 7:55 AM

To: Nourh Alshalawi <nalshalawi.C@nwc.com.sa>; Mohammed O. Ali <moali@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>; Humera Jaweed

<hjaweed.c@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Nourh,
For your kind action .



Norah Mohammad

Information Security Consultant

Ext: 18041

From: Mohammed O. Ali <moali@nwc.com.sa>

Sent: Thursday, January 13, 2022 7:47 AM

To: Mushtaq M. Khan <mukhan@nwc.com.sa>; Snigdha Shah Deo <snigdha.deo@uipath.com>; Humera Jaweed <hjaweed.c@nwc.com.sa>; Norah Mohammad <nmohammad.c@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Norah,

FYS Please.

Thanks
Omer

From: Mushtaq M. Khan <mukhan@nwc.com.sa>

Sent: Wednesday, January 12, 2022 6:02 PM

To: Snigdha Shah Deo <snigdha.deo@uipath.com>; Humera Jaweed <hjaweed.c@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>;

Mohammed O. Ali <moali@nwc.com.sa>

Subject: Re: Server Issue : Process Mining

Dear Omar pls support

Thanks and regards
Mushtaq Khan
GM Automation and Special Projects

From: Snigdha Shah Deo <snigdha.deo@uipath.com>

Sent: Wednesday, January 12, 2022 4:31:55 PM

To: Humera Jaweed <hjaweed.c@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>;

Mohammed O. Ali <moali@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Hello Humera and Mushtaq ,

Our IT team has suggested to disable the antivirus (McAfee) installed on the server and then try with the installation process.

I am unable to disable it from my end.

Can you please help in disabling the antivirus installed and inform us so that we can try again.

Thanks & Regards,

Snigdha Shah Deo,

UiPath

From: Snigdha Shah Deo

Sent: 12 January 2022 15:36

To: Humera Jaweed <hjaweed.c@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mohammed O. Ali <moali@nwc.com.sa>; Ahmed A. El Sayed <aaelsayed.C@nwc.com.sa>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Hello Humera,

We are working with the team internally to solve the installation issue. We will keep you updated with the progress and will try to resolve as soon as possible.

Thanks & Regards,

Snigdha Shah Deo,

UiPath

From: Humera Jaweed <hjaweed.c@nwc.com.sa>

Sent: 12 January 2022 13:25

To: Snigdha Shah Deo <snigdha.deo@uipath.com>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Mohammed O. Ali <moali@nwc.com.sa>; Ahmed A. El Sayed <aaelsayed.C@nwc.com.sa>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>

Subject: RE: Server Issue : Process Mining

Dear Snigdha,

Could you please provide us the update regarding the issue that you are facing.

Has it been fixed?

Could you please get it done on priority.

Thanks and Regards,

Humera Jaweed,
PMO IT Team.

From: Mushtaq M. Khan <mukhan@nwc.com.sa>
Sent: Monday, January 10, 2022 1:25 PM
To: Snigdha Shah Deo <snigdha.deo@uipath.com>; Mohammed O. Ali <moali@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Ahmed A. El Sayed <aaelsayed.C@nwc.com.sa>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Humera Jaweed <hjaweed.c@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Kindly arrange a con-call and fix this matter immediately

From: Snigdha Shah Deo <snigdha.deo@uipath.com>
Sent: Monday, January 10, 2022 1:14 PM
To: Mohammed O. Ali <moali@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Ahmed A. El Sayed <aaelsayed.C@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Dinabandhu Behera <dbehera@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Humera Jaweed <hjaweed.c@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Hi Omer,

I ran the script but still getting the same error upon installing.

Error:



On Running script :



Thanks & Regards,
Snigdha Shah Deo,
UiPath

From: Mohammed O. Ali <moali@nwc.com.sa>
Sent: 10 January 2022 14:35
To: Mordhi S. Alenazi <menazi@nwc.com.sa>; Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Snigdha Shah Deo <snigdha.deo@uipath.com>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Ahmed A. El Sayed <aaelsayed.C@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Dinabandhu Behera <dbehera@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Snigdha,

Please run below command as administrator and try again
cd %windir%\SysWOW64
regsvr32.exe jscript.dll

Thanks
Omer

From: Mordhi S. Alenazi <menazi@nwc.com.sa>
Sent: Monday, January 10, 2022 11:54 AM
To: Humera Jaweed <[hjaward.c@nwc.com.sa](mailto:hjaweed.c@nwc.com.sa)>; Mohammed O. Ali <moali@nwc.com.sa>
Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Snigdha Shah Deo <snigdha.deo@uipath.com>; Ahmed A. El Sayed <aaelsayed.C@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Dinabandhu Behera <dbehera@nwc.com.sa>
Subject: RE: Server Issue : Process Mining

Dear Omer,
FYS.



Regards

Mordhi Al Enazi

Business Application Manager

+966 11 440 9288

+966 55 443 1855

menazi@nwc.com.sa | <http://www.nwc.com.sa> | Riyadh, Saudi Arabia

From: Humera Jaweed <hjaweed.c@nwc.com.sa>

Sent: Monday, January 10, 2022 11:16 AM

To: Dinabandhu Behera <dbehera@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>; Meera H. Musthafa <mhmusthafa@nwc.com.sa>; Ana-Maria Niculae <ana-maria.niculae@pic-21.com>; Snigdha Shah Deo <snigdha.deo@uipath.com>; Ahmed A. El Sayed <aaelsayed.C@nwc.com.sa>; Mordhi S. Alenazi <menazi@nwc.com.sa>; Mushtaq M. Khan <mukhan@nwc.com.sa>; Mohammed O. Ali <moali@nwc.com.sa>

Subject: Re: Server Issue : Process Mining

Dear Mr. Dinabandhu,

Could you please help Ms.Snigdha to resolve the below query as she is facing an issue in installing Process Mining in Server.

Thanks and Regards,

Humera Jaweed

IT PMO Team.

From: Snigdha Shah Deo

Sent: 06 January 2022 19:35

To: Ahmed A. El Sayed <aaelsayed.C@nwc.com.sa>; Meera H. Musthafa <mhmusthafa@nwc.com.sa>

Cc: Mihai Gurau <mihai.gurau@uipath.com>; Emad Khalaf <ekhalaf@futurexme.com>

Subject: Server Issue : Process Mining

Hello Ahmed,

I am facing an issue in installing Process Mining in Server and I suspect this is something related to IIS Installation issue.

Whenever, I am trying to install the IISNode I am getting below error.

Can you please arrange a call with the Server team or IT Team who handles the server related queries? I need to check with them the possible cause of this installation issue in the server.



Thanks & Regards,
Snigdha Shah Deo,
UiPath

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