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# Automation 360



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# Release Notes

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Learn about our releases, as well as the software policies and feature deprecations for Automation Anywhere products.

Learn about what's new, changed, fixed, or the issues (limitations) in Automation 360 releases:

- [Automation 360 Release Notes](#) on page 10
- [Community Edition Release Notes](#) on page 567
- [Automation 360 Package SDK Release Notes](#) on page 637
- [Process Discovery Release Notes](#) on page 643
- [CoE Manager Release Notes](#) on page 645

## Comparison matrices

Compare features between products to review feature parity and understand compatibility in order to update or move to our latest product release.

- [Automation 360 feature comparison matrix](#) on page 648
- [Automation 360 IQ Bot feature comparison matrix](#) on page 661
- [Automation 360 IQ Bot version compatibility](#) on page 666

## Software lifecycle policy

The Automation Anywhere software lifecycle policy aims to provide predictability, quality, and importantly nondisruptive access to the latest innovations and enhancements so that you can control when and how you want to adopt these enhancements.

See [Automation 360 software lifecycle policy](#) on page 726.

## Cloud Service status

Our Automation 360 Cloud Service Status site shows real-time operational status, historical operational status, maintenance information, and incident history for all Automation 360 Cloud services worldwide, across all hosting regions.

See [Automation 360 Cloud Service Status site](#) on page 717.

## Feature deprecations

Learn about features and capabilities (from Automation Anywhere or third party) that are deprecated or nearing deprecation to understand how they affect your automation and what action is required.

See [Feature deprecations affecting Automation Anywhere products](#) on page 730.

# Automation 360 Release Notes

Review the new capabilities, changes, fixes (resolved issues), security fixes, deprecated features, and limitations in each release.

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**Note:** Enterprise A2019 is now called Automation 360. Although the release notes for releases earlier than Automation 360 v.21 reference the old product name, the content in these release notes is applicable and relevant to Automation 360.

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Use the links to view the release notes updates for each release.

## Related concepts

[Community Edition Release Notes](#) on page 567

Review the new capabilities in different Automation 360 Community Edition releases.

## Related reference

[Automation 360 feature comparison matrix](#) on page 648

Use the feature comparison matrix to compare the Automation 360 features with the features in Automation Anywhere Enterprise 11.3.x and Enterprise 10 versions.

[Automation 360 FAQ](#) on page 677

For details and questions on the latest Automation Anywhere platform, Automation 360, review this FAQ.

## Automation 360 v.28 Release Notes

*Release date: 5 April 2023*

Review the top 5 features in this release as well as other new features and exciting enhancements for Automation 360 v.28 release.

- Build 17524: Automation 360 (Cloud and Cloud Sandbox) and IQ Bot (Cloud)
- Build 17506: Automation 360 (On-Premises) and IQ Bot (On-Premises)

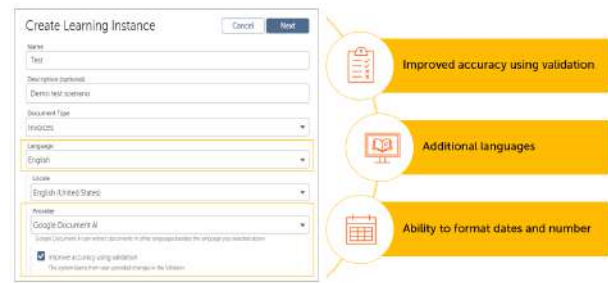
## Highlights of this release

Here are the **top 5** features in the v.28 release:

### Document Automation and Google Document AI

*Validation-based improvement on Google Document AI extractions:* Empower your employees to save time and automate more documents using Document Automation and Google Document AI validation feedback, which in turn provides improved extraction accuracy for Document AI learning instances.

*Leverage integration update with the latest Google Document AI parsers:* Improve extraction accuracy and enable 7 additional languages (including Italian and Portuguese) for Document AI invoices, and Japanese for Document AI expense receipts.



Create Learning Instance

Cancel Save

Name:  
Test

Description (optional):  
Demo test scenarios

Account type:  
Instructions

Language:  
English

Location:  
English - United States

Provider:  
Google Document AI

☒ Improved accuracy using validation  
The improvement from data validation is managed in the Settings.

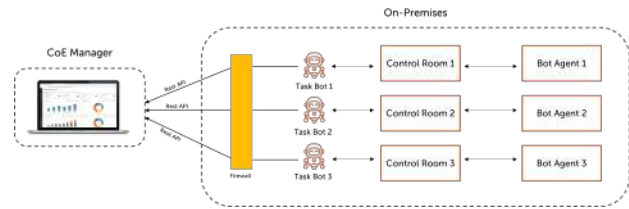
Improved accuracy using validation

Additional languages

Ability to format dates and number

### CoE Manager: Value tracking for On-Premises automations

Calculate ROI for automations running on an On-Premises Control Room by running a bot to push automation-run data to CoE Manager. View your ROI data in real-time dashboards and create a healthy pipeline of automations that will help propel your business forward.



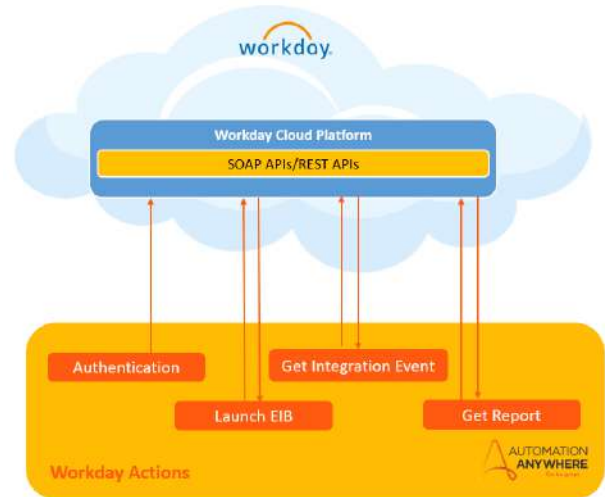
## Empower business users with Automation Co-Pilot and Microsoft Teams

Bring automation to your employees in their favorite collaboration tool Microsoft Teams. Employees can be in a chat or team channel, or open Automation Co-Pilot from the Apps menu to view a list of the AARI processes and desktop automations they have access to. They can start and monitor these automations, without having to leave Teams.



## Workday package

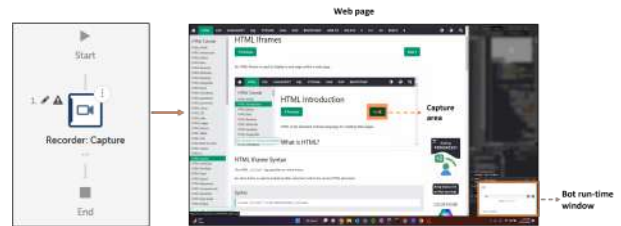
Easily automate your Workday processes such as reporting, data upload/download, or triggering workflows with our new point-and-click experience. Our new package provides deep API-level integration with Workday that enables you to build automations easily, without having to code.



## Enhance developer productivity

*Next-gen Recorder:* Improve automation reliability for web applications when the UI element is not visible

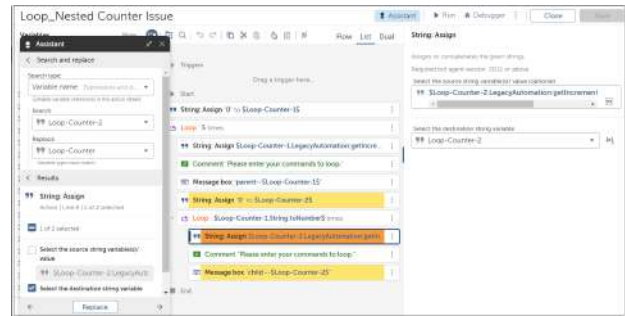
on the screen. The Recorder will automatically work around this without any developer intervention.



*Email automation through a shared mailbox:* Automate email tasks over a shared mailbox in Microsoft 365 Outlook using IMAP or EWS protocols and Client Credential flow or PKCE flow with Exchange Online. This feature saves you money, time, and effort in maintaining individual personal mailboxes.

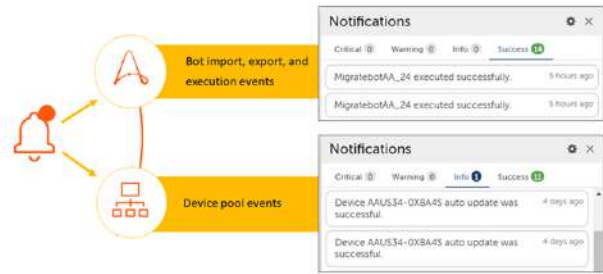


*Quickly search and replace any text or variables in the action properties of the bot:* Save time and improve developer productivity with an automatic search and replace tool in Bot Assistant. Users can quickly search for any specific text or variable, navigate through the search results, and selectively replace each occurrence of the text or variable in the automation.

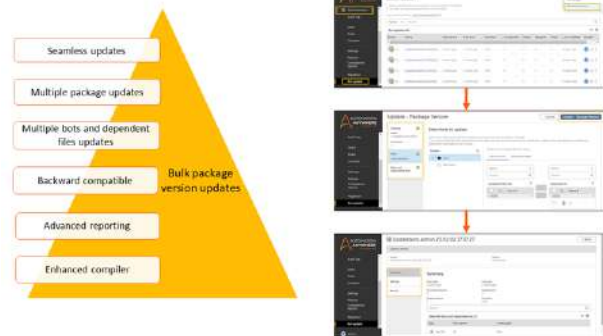


*Bot runtime alerts:* Gain visibility into your automations with notifications on various platform events and take actions based on these notifications. Get notified on events such as automation runtime and device pools from within the application (default) or through email reports based on your preference.





*Enhancement to bulk package update:* As an automation administrator, update multiple packages in bulk or perform updates to specific bots and view outcomes of these applied updates in a system-generated report.



## What's new and changed in each product

Navigate to the following pages for details on all the updates (what's new, changed, fixed, and limitations) in each product:

<a href="#">RPA Workspace v.28 release</a> on page 19
<a href="#">CoE Manager v.28 release</a> on page 36
<a href="#">AARI v.28 release</a> on page 37
<a href="#">IQ Bot and Document Automation v.28 release</a> on page 39
<a href="#">Bot Insight v.28 release</a> on page 43

## RPA Workspace v.28 release

Review what's new and changed, and the fixes and limitations in RPA Workspace for the v.28 release.

### What's new

Control Room, devices, and Bot Agent
<p><b>Select the Control Room services to run at startup</b> (Service Cloud case ID: 00781074, 00804237, 00799057, 01260425, 01271130, 01793867)</p> <p>You can optimize application process utilization on your device by selecting the Control Room services that you want to automatically run at startup during the On-Premises installation.</p>
<p><b>Improved notifications administration to manage user access</b></p> <p>A Control Room administrator can manage a user's access to the event categories set in the <b>Administration &gt; Settings &gt; Notification settings</b> section. A Control Room administrator can lock the required preferences and notifications only for those enabled event categories that are sent to the end users.</p>
<p><b>Monitor bot runtime, device pool, and license events through notifications</b></p> <p>Through notifications, you can monitor all:</p> <ul style="list-style-type: none"> <li>Bot runtime events: Bot runtime event notifications are sent to the respective users based on bot access permissions.</li> <li>Device pool related events: Device pool-related event notifications are sent to users based on their user role and permission in the Control Room.</li> <li>License events (such as license over subscription or consumption): Email notifications are sent for license over subscription or consumption events.</li> </ul>
<p><b>Monitor AARI events through Control Room notifications</b></p> <p>With the <b>Process events</b> category, the Control Room notifies you about various AARI events related to requests and tasks through notifications. The task and request event notifications are sent to the task owner and request creator team, respectively.</p>
<p><b>Audit log event when a package is deleted</b> (Service Cloud case ID: 01780700, 01885638)</p> <p>An audit log event is logged when a user deletes a package.</p>
<p><b>Import intermediate certificates for secure access to Control Room</b> (Service Cloud case ID: 00673966, 01889608)</p> <p>An intermediate certificate is used to determine if a certificate was issued by a valid and trusted root CA (certificate authority). If the intermediate certificate is not installed on the server where the TLS certificate is installed, applications might not trust the TLS certificate. To have clients trust the TLS certificate, you must make the intermediate certificates available on the server.</p> <p>You can import the intermediate certificates when you install the Control Room or after you install the Control Room using the Windows command prompt.</p>

**Control Room, devices, and Bot Agent**

**Validate remote deployments to avoid unauthorized device access** (Service Cloud case ID: 01608589)

Prior to assigning a device for bot deployment, you can reset the bot running device for Bot Creator, Citizen Developer, and attended Bot Runner users to prevent unauthorized deployments. This enhancement enables you to clear an existing bot running device when users log into the Control Room and there is no Bot Agent available on the local device.

**Configure username for different Automation 360 services using the CyberArk secret response** (Service Cloud case ID: 01852428, 00675147, 01950039, 00819460, 00830696, 00822765)

You can configure usernames for auto-login, Lightweight Directory Access Protocol (LDAP), and service credentials using the CyberArk secret response. Usernames can be a combination of values from the secret response or string literals. The CyberArk secret response contains field values that you must enclose within dollar signs (\$) to construct the username. For example, to configure the username in the format `domain\username`, you must enter: `$$domain$$\$$username$$`. The domain and username values in this expression will be replaced with the corresponding values from the secret response.

**Customize device registration settings**

Control Room administrator can customize the device registration settings while adding a device. For example, if there are multiple users who will log into a single device, an administrator can change the **Device type** to **Multiple users**.

**Minimize security risk for trigger-based bot deployment**

Prior to deploying a trigger-based bot, you can select to validate the device credentials for Bot Creator, Citizen Developer, and attended and unattended Bot Runner users. This provides users additional security for trigger-based bot deployment.

**Auto-connect to non-UI triggers for unattended users**

As an unattended user who uses non-UI triggers (such as File/Folder trigger that do not require user session) you can auto-connect to the RPA Workspace when the machine is rebooted. You do not need to log in to ensure the triggers are running.

**Service Cloud case ID:** 00758775, 01754312, 01754887, 01803179, 01844357, 01845563, 01568082, 01866287, 01920491, 01951355, 01951355, 01957771

**Packages, actions, and Bot editor****Workday package**

You can use the new Workday package from Automation 360 to automate your Workday processes such as reporting, data upload/download, or triggering workflows with our new point-and-click experience. The package provides deep API-level integration with Workday that enables you to build automations easily, without having to code.

**Apigee package**

You can use the new Disconnect and Resume Integration features in the Apigee package. You can disconnect from your Apigee instance and clear the session using the Apigee Disconnect action. You can resume an integration that is suspended in Apigee using the Apigee Resume Integration action.

Packages, actions, and Bot editor
<p><b>Salesforce package</b></p> <p>You can retrieve the entire result set in the response of the Salesforce Execute SOQL actions. In the previous version, the response was limited to retrieve the first 2000 records and this limit has been removed.</p>
<p><b>View mode supports the ability to copy</b></p> <p>You can use the <b>Copy to shared clipboard</b> functionality to copy actions, triggers, and metadata from a bot in a private repository that is in <b>View</b> mode. You can then use the <b>Paste from shared clipboard</b> to paste the information to an editable bot.</p>
<p><b>Credential Picker listing enhancement</b></p> <p>For easier navigation when you pick a credential, the <b>Credential Picket</b> option displays the <b>Locker</b>, <b>Credential</b>, and <b>Attributes</b> items alphabetically across the bot packages.</p>
<p><b>Extended attributes supported in the Terminal Emulator Package</b> (Service Cloud case ID: 01870633, 01928396, 01809815)</p> <p>The TN3270E terminal type supports extended attributes. To enable extended attributes for TN3270E terminals, select the <b>Extended Attribute</b> check box in the <b>Connect</b> action.</p>
<p><b>Enhanced Packages landing page</b></p> <p>The Package Manager landing page has been enhanced to provide more clarity with consolidated rows. When all versions of a package are disabled the status displays as <b>Disabled</b>. All related fields, such as recommended Control Room version, Bot Agent version, and Last modified, will show the status as <b>Not Available</b>.</p> <p>The <b>Version</b> column has been renamed to <b>Default version</b>.</p>
<p><b>Enhanced error messages display errors from the child bots</b> (Service Cloud case ID: 01264352)</p> <p>When you create a bot where the parent bot calls a child bot, and if an error occurs in the child bot, the error message provides the following details:</p> <ul style="list-style-type: none"> <li>• Line number of the parent bot which ran the child bot.</li> <li>• Line number of the child bot where the error occurred.</li> <li>• Error message details, such as what went wrong with that line number and the corresponding corrective action.</li> </ul>
<p><b>Timeout option in Database Connect action</b> (Service Cloud case ID: 00753858)</p> <p>We added a timeout option in the <b>Connect</b> action of the Database Package. When you connect with Microsoft SQL Server to automate database-related tasks, and if the database is down or experiences any network issues, the automation will time out and fail if the database connection is not established in the specified time.</p>

**Packages, actions, and Bot editor****Improved readability with new formatting capabilities in XML document** (Service Cloud case ID: 01886455, 01925386)

When you insert, update, or delete nodes, the XML package does not remove carriage return characters between nodes but does remove all blank text nodes from the XML document. By using **Prettyprint** to format XML files, developers can easily improve the readability of a document. Developers can save time by using the following new options that have been added to the XML Package:

- **Use Prettyprint:** The **Save session data** action supports the Prettyprint format in the XML document. When you select the **Use Prettyprint** check box and use the **Insert node**, **Update node**, or **Delete node** actions and then save the XML document, the code is formatted with proper indentation as per Prettyprint.
- **Remove text nodes that contain only white space:** The **Start Session** action provides an option to remove blank text nodes when you parse the XML document.

**New features added to the Email Package** (Service Cloud case ID: 01835214, 01846425, 01756713, 01882482)

To support extensive process automation, we added the following action-related features to the Email Package:

- Ability to use the **Reply All** action.
- Enhanced the **Delete all** action to delete all emails from a specific folder. Additionally, you can apply filter parameters to emails such as:
  - All, Read, and Unread
  - Subject
  - From a specific sender
  - Before, on, or after a received date
- The dictionary variable for email properties includes a new variable, *emailNoOfAttachments*, used to retrieve the attachment count.

**Automate controls using Microsoft UI Automation (COM) technology**

You can use the Microsoft UI Automation (COM) technology to automate the following scenarios:

- Capture and automate link controls
- Capture and automate tree controls

**Insert Custom column in Data Table**

A new **Custom column** option has been added to the **Data Table > Insert column** action that enables you to insert a new column at a specified index in a data table. When you read an Excel spreadsheet and assign it to a data table, you can modify the table by adding a new column and entering any required data.

**New Label option in Loop package**

A new **Label** option has been added to the Loop package that enables you to break or continue a specific loop from the nested loops.

**Add and configure If action conditions**

You can add and configure a maximum of 32 conditions in a single **If** action.

**Packages, actions, and Bot editor****Improved automation reliability for web applications**

When you use the **Recorder > Capture** action to automate web pages running on Google Chrome and Microsoft Edge browsers, the **Recorder > Capture** action no longer scrolls down the web page if the target object is visible on the screen. This feature improves the user experience and reliability of automation when there is a fixed top pane on the web page and if some physical actions such as mouse clicks do not work as expected.

**Note:** Ensure that you install the browser extension (version 3.0.8.0) and use the Recorder package (version 2.10.2) to capture the control.

**Preferred view retained as default view in the Bot editor**

As a bot developer, you no longer have to manually select the preferred view when you open the Bot editor. To improve the developer's productivity and user experience, when creating bots in the Bot editor, your preferred view (List, Flow, or Dual) in the Bot editor will persist across user sessions and browsers. When you navigate in the Control Room or after your next log in, the Bot editor will retain your last used or selected view.

**Line markers for collapsible sections of code in the Bot editor**

When you create bots using **Loop, If/If-else, Step, Trigger-loop, Try, Catch, and Finally** statements, the Bot editor clearly shows the collapsible sections. When building automations, developers can use these visual indicator line markers at the beginning and end of the collapsible section to improve their productivity.

**Note:** The visual indicator line marker for the collapsible section applies only to the **List** view in the Bot editor.

**Enhanced user experience through refreshed and intuitive icons**

With the new and intuitive icons for actions in the Bot editor, Citizen Developers and RPA developers can quickly locate the correct action while creating automation for a day-to-day task. These unique and renewed icons are developed according to brand and global standards.

**Update to the Capture text of window action**

The **Capture text of window** action in the App Integration package can be used to capture a text from a window on two different user sessions.

**Search and replace in Bot editor** (Service Cloud case ID: 00792784, 01943783)

Use the **Search and replace** feature in the Bot editor to search for any text or variables, string within an action and replace it.

**The experience of building a process has improved.**

- Copy, cut, and paste behaviors are the same in Process Composer as in the Bot editor.
- You can access hidden variables for all applicable conditions, through the variable picker in the Process Composer.

The Process Composer supports Global Values. You can enter Global Values as variables and select them from the variable picker.

### Packages, actions, and Bot editor

#### Upload Storage file action added to Process Composer package

You can use the new **Upload Storage file** action in a task bot to upload data to storage for further consumption in a process. This makes AARI requests more versatile by enabling bots to process files rather than requiring users to upload at request creation.

### Building and running bots

#### Notification for bot import

You are informed through **Notifications** when you import a bot from the Control Room. However, this notification is sent only to the user who imported the bot.

**Bulk update of multiple packages to default version for multiple bots** (Service Cloud case ID: 00712719, 00728499, 00737694, 00803673, 01255722, 00838604, 00772147, 01760236, 01762679, 01771416, 01761859, 01782588, 01778220, 01784255, 01789551, 01809167, 01818690, 01831969, 01813413, 01287311, 01923711, 01927867, 01945464, 01946912, 01819540, 01945315)

You can update multiple packages to default version for multiple bots. This feature enables you to update multiple package versions across all available bots with one action thereby increasing the efficiency of a bulk package update. Additionally, you can review the bots and dependencies before a bulk update.

#### Enhancements to code analysis

- You can access the new administration settings tab for policy management. The enable or disable functionality of code analysis has been moved from **Administration > Policies** to **Administration > Settings > Policies**.
- You can define multiple named policies with different rules that have different severity levels.
- You can apply different policies to different folders in the **Automation** page. When you run code analysis on a file, it uses the applicable policy for the folder (assigned or inherited) where the file is located.

#### Notifications integration in embedded automations

Notifications in embedded automations (such as Workday, Salesforce) provide you information about automations initiated from these applications and remote bot executions. It enhances the user experience by notifying you about the remote bot executions in their respective applications, thereby increasing the notifications effectiveness.



**Building and running bots****Enhanced Automation Command Centre home page**

The Automation Command Center (ACC) home page provides comprehensive visibility, actionable insight, and oversight capability into all aspects of your automation domain. The ACC home page provides operational insights such as automation and device status, license utilization information, and code analysis policy compliance metrics.

This enhanced home page provides the following benefits and capabilities:

- Effective monitoring of the automation landscape, leading to:
  - Improved reliability
  - Improved utilization
- Ensures compliance by highlighting results of code analysis
- Helps CoEs scale efficiently and achieve automation success
- Easier navigation to other areas such as AARI, CoE Manager, and Bot Insight

**APIs and integrations****Export repository bots by version or label** (Service Cloud case ID: 01805699, 01838251)

Use the new `POST /v2/blm/export/version` API to export repository bots by specifying the label or version of the files. These bots are exported to an archived file.

**Process composer APIs**

Use the **Process Composer** APIs to create a new request from AARI processes. You can also retrieve the initial form and request by specifying the reference ID. You can use the following endpoints in the process composer APIs:

- `/requests/create`: Create a new AARI request.
- `/requests/ref/{refId}`: Retrieve a request.
- `/processes/{id}/form`: Retrieve initial form.

**What's changed****Control Room, devices, and Bot Agent****Improved secure registration for Community Edition or Automation 360 users**

When a user registers for the Community Edition or Automation 360 account, the registration email sent to the user contains a temporary registration link used to create the user credentials. This registration method is more secure than sending the user their password in plain text.

**Control Room, devices, and Bot Agent****Licenses page enhancements**

To provide easy access to license usage and availability, the **Licenses** page includes information for the following elements:

- License mode
- Control Room expiration date and time
- Date when the **Licenses** page was last updated
- List of products with license availability
- License total details and where used

**Upgrade changes in code analysis policy from Automation 360 v.28 or later versions**

If you have configured a policy for code analysis prior to upgrading to Automation 360 v.28, this policy is migrated to Automation 360 v.28 and is named default policy. This policy is applied to the **Automation** root folder and is applicable for all bots prior to Automation 360 v.28 release.

**Active Directory enhancements for configuring domains** (Service Cloud case ID: 00733422, 01853744, 01862164, 01794663)

The following enhancements were made for administrators who configure domains for Active Directory (AD):

- The Control Room login and the **Create user** pages automatically select the default domain that is configured. You can select a different domain by either entering the letters of the domain or selecting the domain from the drop-down list.
- You can configure the domains listed on the Control Room login, the **Create user**, and the **Create an Active Directory role mappings** pages to hide domains.

**Support for multiple roles in Active Directory role mappings** (Service Cloud case ID: 01133364, 01133364, 01929400, 01776684)

When you create multiple Active Directory (AD) role mappings for multiple security groups, the roles used in the mappings are combined for the users who belong to the security groups.

Users who have an Attended Bot Runner license can no longer add Bot deployments to a queue. However, there are no changes for triggers.

As part of the **OpenSearch** service adoption, when you upgrade nodes in a cluster setup, you must perform a workaround to fix an installation issue.

**Note:** This behaviour is applicable to all the customers who are on the Elasticsearch multi-node cluster and are upgrading to the OpenSearch cluster.

[Upgrade nodes in a cluster setup](#) on page 895

**Packages, actions, and Bot editor**

The name of the AARI Web package has been changed to Process Composer.

## Fixes

Control Room now sends email notifications when a scheduled bot fails prior to its execution for example, when the Bot Runner machine is not available.

**Service Cloud case ID:** 01768120

The **Schedule** column on the **Scheduled activity** page shows the frequency of a scheduled bot in your local language.

Previously, the frequency of a scheduled bot was not translated and not shown in the user's local language, for example, Japanese.

**Service Cloud case ID:** 01936850

When you restart the Control Room services and execute a bot, the bot deployment no longer fails on the connected devices nor generates an error on the **In progress** and **Audit log** pages.

Previously, the `AtmosphereResource Cancelled` error displayed on the **In progress** page and the error was registered on the **Audit log** page.

**Service Cloud case ID:** 01937388

You no longer see duplicate deployments (current and previous) for the same device on the **In Progress** page.

Previously, duplicate deployments were displayed.

**Service Cloud case ID:** 01954716

On the **In progress activity** page, the **Activity type** column displays the correct bot activity type.

Previously, the column displayed inconsistent activity types.

**Service Cloud case ID:** 01958801

When you create a locker, the **Create locker** page displays tabs such as **Credentials**, **Owners**, **Managers**, and so on.

Previously, tabs were not displayed.

**Service Cloud case ID:** 01949499

Attended Bot Runner users can view the **Schedule bot** menu on the following pages:

- **Automation (Run bot > Schedule bot)**
- **In progress activity**
- **Scheduled activity**
- **Devices**
- **Device pools**

Previously, this menu was not displayed on these pages.

**Service Cloud case ID:** 01085127, 01805063

You can run bots in **Debug** mode even when the data table variables contain a large amount of data (up to 3 MB for a single data table variable that is being watched only). Previously, the browser stopped responding.

**Service Cloud case ID:** 01949707, 01955034

If you deploy a task with a Bot Runner that has a disconnected default device and no device pool is selected, an error message displays in your local language.

Previously, an error message displayed in English even when the user's local language (for example, Japanese) was selected.

**Service Cloud case ID:** 01919213

The Bot Runner device will unregister from the Control Room only if there is a valid authentication error.

Previously, during the Bot Runner authentication, the device was unregistered from the Control Room after two unsuccessful authentication attempts. The reason for the error could be due to a valid unsuccessful authentication attempt or any other error.

**Service Cloud case ID:** 01947943, 01946249, 01956026, 01945438

When a bot is deployed with multiple run-as users and if one or more devices disconnect from the Control Room during the bot execution, reconciliation of reconnecting devices no longer triggers the `NonUniqueResultException` error.

Previously, when you select X number of run-as users (where  $X > 1$ ), the query returned X number of entries from the table, which results in the `NonUniqueResultException` error. As a result, reconciliation failed and also the bot execution was terminated.

You no longer encounter issues when you create a bot using the DLL **Open** and **Close** actions and then use the **If > Dll session exists** condition to check whether a DLL session is closed in a bot.

Previously when you used the **If > Dll session exists** condition, it failed to check a closed DLL session and displayed an error.

**Service Cloud case ID:** 01868691

When you use the **Get node value** to retrieve the JSON object in the JSON package, it returns the JSON value in the correct format.

Previously, the **Get node value** action displayed the output in the wrong format.

**Service Cloud case ID:** 01864551

You can use the **Connect** action to establish a connection with the FTP/SFTP server with keyfile authentication and automate a task.

Previously, the bot could not automate the FTP/SFTP operations if the SFTP keyfile server was installed on a Windows machine.

**Service Cloud case ID:** 01858323

You no longer encounter any errors when you create a bot using the **Create workbook** action from the Google Sheets package.

**Service Cloud case ID:** 01918952

When you use the **Connect** action in the Active Directory package, you can select objects in the **Object Explorer** window successfully.

Previously, an error was displayed when you selected objects in the **Object Explorer** window.

**Service Cloud case ID:** 01925109

In the Email package, you can use the **Email > Send** action to send an email without issues.

Previously, when you used Email package version 3.14.3-20220923-220748 or later, an issue occurred when using the **Email > Send** action.

**Service Cloud case ID:** 01912097, 01931592, 01934137, 01940215, 01932494, 01942202, 01942055, 01946339, 01949164

You can create bots using the **Run stored procedure** action of the Database package even when you include a large amount of data as an **Input** parameter.

When you use the **Connect** action of the Terminal Emulator package with the prompt value and then the **Wait** action, the **Wait** action waits for the prompt value to appear on the terminal screen.

When a new package (first version) is added to the Control Room and you select **Disable** setting for the new version of the package, the package will show the status as **Disabled**.

Previously, it showed the status as **Enabled and set as default**.

In the **Datetime > Add** action, you can now specify a fraction value in the **Time value to add** field to increase the value in the *Datetime* variable by that specific fraction value.

When you use any browser action to automate a browser window or a tab, and run the bot, the browser action now waits for the time specified in the **Time out after** field to execute action on the browser tab before the bot fails. Previously, the browser action failed after 30 seconds when the bot did not execute successfully, regardless of the wait time set in the **Time out after** field was less than or greater than 30 seconds.

**Note:**

- As a result of this fix, if the **Time out after** field has a value other than 30 seconds, you might have to change the value for your existing bots. This will ensure that your bots continue to run properly with the latest Browser package.
- This fix does not apply for the **Find broken links** action.

**Service Cloud case ID:** 01880159

When you perform the following sequence of actions and then rename the variable that was used in these actions, the name of the variable will now be updated for the **Group** conditions and the conditions in the **Condition** tab:

- Use the If package
- Add a specific condition with a variable
- Add a specific condition with a variable
- Save the bot.

In the **Datetime > Subtract** action you can now specify a fraction value in the **Time unit to subtract** field to decrease the value in the *Datetime* variable by a specific time value and unit.

When you use the **Capture** action with the Recorder package (version 2.9.x or earlier) to navigate to another web page in the Google Chrome browser (version 105.0 or later), and then use another **Capture** action to automate objects in the navigated web page, the bot no longer encounters an error.

In any package, when you select the **Add argument** option, select **String** or **Number** as the **Argument type**, and try to insert a value, you can now use the mouse to scroll or click the scroll bar to navigate through the options.

When you use multiple Recorder actions in a bot to automate a specific web page running in Microsoft Edge with IE mode, and then run the bot, the second Recorder action now works properly, and the bot no longer encounters an error.

**Service Cloud case ID:** 01848824, 01868337

You can now use the **Folder > Unzip** action to extract compressed files and folders from an AES-256 encrypted zip file.

**Service Cloud case ID:** 01854767

When you try to automate web applications, the **Click** action in the Recorder now works properly with the MV3 extension on Google Chrome and Microsoft Edge browsers. Previously, when the object on a web page contained inline JavaScripts and the document to be automated was secured, the Recorder failed to perform the **Click** action.

**Service Cloud case ID:** 01927058, 01951022

When you use the **Click** action in the Recorder to automate applications running on Microsoft Edge with IE mode, the bots now time out automatically and no longer freeze when a pop-up appears during bot execution.

**Service Cloud case ID:** 01790352

When you assign a **Production** label to a TaskBot and deploy it, the bot no longer encounters an error at the **Image Recognition > Find window in window** action and runs successfully.

**Service Cloud case ID:** 01825541

When you use the Recorder package (version 2.10.2 or later) to capture a control on a web page, select **Currently active** window from the **Application** tab and then run the bot in a loop, the bot now captures the target control accurately and runs through all the loop iterations successfully even if the control appears behind the bot runtime window.

**Service Cloud case ID:** 01904537

When you use any of the following actions to determine if a window does not exist, select the web page opened in the Google Chrome browser from the list of active tabs in the **Browser** tab, and then run the bot, the following actions now wait for the specified time value to close the browser tabs before the bot fails.

- **Window does not exist** condition in the If and Loop packages
- **Window with same title does not exist** condition in the If and Loop packages
- **Window does not exist** condition in the **Wait > Wait for condition** action
- **Window with same title does not exist** condition in the **Wait > Wait for condition** action
- **Wait > Wait for window** action

**Note:** When you run the bot, the actions might wait for an additional two to three seconds later than the specified time out value to execute actions before the bot fails.

**Service Cloud case ID:** 00790336, 00822573, 00832864, 01268577, 01586174, 00790336, 01778857, 01804828, 01809565, 01791209, 01848262, 01867832, 01877740, 01959172, 01959278

When you create or delete a folder (or form) that contains . . characters in the folder (or form) name, the folder structure no longer affected.

Previously, when you deleted a folder (or form) that contained . . characters in its name, the parent folder was deleted which caused issues with the folder structure.

**Service Cloud case ID:** 01886058

The resiliency of the **File/Folder** trigger has been improved to continue listening after a network disruption has occurred. Previously, a network error caused the trigger to lose connection with the Bot Agent.

**Service Cloud case ID:** 01769532, 01773584, 01834098, 01867418

When you check in a bot that contains the string "bot\_" in its name and some recorder metadata, the metadata is no longer deleted. As a result, you can check out a bot without generating an exception or error message.

Previously, the recorder metadata was deleted and you were blocked from making recorder changes to any of the bots that contain "bot\_" in its name. The bot checkout failed and generated an exception or error message.

**Service Cloud case ID:** 01915726, 01933409, 01939124, 01944665, 01939124

When you upgrade the Control Room to Automation 360 v.27, the work items are deployed successfully for all scenarios.

Previously, when you upgraded the Control Room to Automation 360 v.27, the work item failed to deploy when queues were paused or stopped.

**Service Cloud case ID:** 01948038, 01950948

When you run a bot with a queue and select the queue category, the task bot (that contains a *TABLE* type variable and no row data) no longer fails and shows the `Missing work item template` error message.

Previously, when there was no row content for a *TABLE* type variable, you could not select the queue category while running a bot with a queue. As a result, the `Missing work item template` error message was shown even if a template was mapped.

**Service Cloud case ID:** 01922641

When you import a BLM package (zip file) to the Control Room, the Automation Anywhere Control Room Messaging service restarts and you no longer get an error message. Additionally, the bot import and export operations complete successfully.

Previously, when the **ActiveMQ broker** service is stopped, the broker is stopped but the process did not exit due to which the Automation Anywhere Control Room Messaging service was not restarted. As a result, when you import a BLM package, the `JMSException: failover time 5000ms exceeded` error was displayed.

**Service Cloud case ID:** 01924119

When you compare bot versions from the **View history Task Bot** page in the public workspace, the **Compare versions** displays any modifications made in the latest two versions of your bot without any error.

Previously, an error was displayed if you used the **Compare versions** feature through the **View history Task Bot** page.

**Service Cloud case ID:** 01949094, 01946533

After you update the Bot Agent to the *21.240.19897* version, you can deploy multiple bots using the API without any failure caused by the `AA-DB` file size.

Previously, when you deployed multiple bots using the API the `AA-DB.mv.db` and `AA-DB.trace.db` file sizes continued to increase and eventually caused the bots to fail. Additionally, the **device configuration refresh initiated** message continuously displayed.

**Service Cloud case ID:** 01776544

The following issues were fixed on the **In progress activity** page:

- Active bot deployments no longer disappear after a page refresh.
- Duplicate bot entries were removed whose status was displayed as active.

**Service Cloud case ID:** 01937581

Variables that you configure as input type are encrypted in the log files generated for Control Room. Previously, input type variables were not encrypted and displayed as plain text in the log files.

**Service Cloud case ID:** 01768904

Users can only view activities to which they have permission on the **Activity > In progress** page. Previously, some users were able to view the activities of other users even though they did not have permission.

**Service Cloud case ID:** 01839276, 01919244, 01940793, 01941503

In attended and unattended automation, if a bot fails to run and generates the "Node Manager went Down unexpectedly and could not complete this bot execution." error, the start time on the **Historical** and **Audit log** pages display correctly.

Previously, the start time was displayed incorrectly.

**Service Cloud case ID:** 01881736

All users can view the scheduled activities on the **Scheduled activity** page.

Previously, some users were unable to view the scheduled activities.

**Service Cloud case ID:** 01885890, 01848429

The Control Room Access URL length is set to a maximum of 4,000 characters.

Previously, the URL length was not set.

**Service Cloud case ID:** 01923035

Sorting users using the **Last login** option on the **Users** page sorts users correctly.

Previously, sorting users by last login was not sorting the users correctly.

**Service Cloud case ID:** 01813134

If you created a bot using the REST API command, the REST GET command is parsed without any errors even when the response body is empty.

**Service Cloud case ID:** 01922332

Japanese characters are supported in the REST API commands with the multipart/form-data option and the output PDF name is rendered correctly.

**Service Cloud case ID:** 01909753

All files in the specified OneDrive location are downloaded successfully when you use the **Download file** action from the Office 365 OneDrive package.

**Service Cloud case ID:** 01886501



If you selected the **Read cell value** option in the **Read row** action of the Excel advanced package, the data from the next sheet of the specified Excel file is extracted correctly using the **Switch to sheet** action.

**Service Cloud case ID:** 01904504

If a bot contains **Get multiple cells** or **Get single cell** action from the Excel advanced package to retrieve the underlying scientific values, the values from the specified Excel file are successfully extracted when you run this bot.

**Service Cloud case ID:** 01882225, 01938812

Exception errors are no longer displayed for the following actions in the Excel advanced package:

- **Get single cell**
- **Get cell color**
- **Get multiple cell**
- **Get number of cells**
- **Get worksheet as data table**
- **Insert/Delete rows/columns**
- **Read cell formula**
- **Read column**
- **Read row**
- **Remove blank row**
- **Rename worksheet**
- **Replace**
- **Select cells/rows/columns**
- **Set call**
- **Switch to sheet**
- **Close**

**Service Cloud case ID:** 01780178, 01926325

If there are many (more than 500) bots deployed in one of the device when there are multiple devices connected to a Control Room, bot deployments across other devices are no longer blocked.

**Service Cloud case ID:** 01791784, 01950118, 01904686, 01795862, 01945357, 01941048

If you create a folder with the same name as an existing folder in the private workspace, an error message is now displayed, and the folder is not created.

Previously, a false successful folder creation message was displayed, but the last modified date of that particular folder remained the same as that of the previously existing folder.

When you create, view, or edit roles and then navigate to the **Bots** section, the folder list is sorted alphabetically making it easier to find a specific folder.

Previously, the folders were not sorted alphabetically, and it was difficult to find a particular folder when there were many folders in the repository.

**Service Cloud case ID:** 01762755, 01843015, 01874823

<p>When you import a bot using the overwrite option and do not have permission to access one or more dependent folders, the import dependency is not broken because of the import failure on the dependent folder.</p> <p>Previously, importing the bot when you had no permission to access the dependent folder resulted in a break in the dependency if the file or folder was already present.</p> <p><b>Service Cloud case ID:</b> 01929592, 01946078</p>
<p>When you import a bot that has more than 2,100 manual dependencies, the import is successful without any issues.</p> <p>Previously, the bot import failed when the bot contained more than 2,100 manual dependencies. You had to reduce the number of dependencies to import the bot successfully.</p> <p><b>Service Cloud case ID:</b> 01913648, 01942373</p>
<p>The group Managed Service Account (gMSA) provides functionalities such as install, update and perform LDAP authentication within a domain, and also extends those functionalities across multiple servers.</p>
<p>When you update Automation 360 to the v.28 release, the Elasticsearch service is replaced with OpenSearch service.</p>
<p>Automation 360 for auto-login and RDP-based deployment supports the user name in the User Principal Name (UPN) format (username@domain.com).</p> <p><b>Service Cloud Case ID:</b> 01816116, 01906692</p>
<p>You no longer encounter random bot deployment issues in the Bot editor.</p> <p>Previously, during bot deployment, the <code>LockAcquisitionException</code> error was observed randomly, and the bot execution status remained as <b>Pending execution</b> in the <b>In progress activity</b> tab. As a result, the user had to retry deployment for it to succeed.</p>

## Limitations

<p>(Service Cloud case ID: 01833352)</p> <p>When you want to move emails from one folder to another, and if you apply multiple filters such as <b>Subject</b>, <b>From specific sender</b>, <b>When received date is on or after</b>, or <b>When received date is before</b>, you cannot move an email when its sender id is: <code>noreply@**.com</code>.</p> <hr/> <p><b>Note:</b> You might observe this issue when you use <b>Save All attachments</b>, <b>Delete All</b>, <b>Move All</b>, and <b>Loop</b> actions.</p> <hr/> <p><b>Workaround:</b> Use only the <b>From specific sender</b> filter to move emails.</p>
<p>The <b>Create User</b> audit log entry page shows a valid device license even when the license allocation for a user had failed.</p>
<p>In a clustered environment, when you update bots to the default package versions, the <b>Bot update list</b> page shows <b>Failed</b> status and bots are auto-checked out even if they are updated with the latest default packages.</p>

In an Oracle environment, the **Bot update list** page shows an `Code : db.connection.exception` error message.

**Workaround:**

1. Log in as an administrator.
2. Navigate to **Manage > Packages** and set the required package version as the default version.
3. Log in as a Bot Creator, and then check out and edit the bot.
4. In the Bot editor, click the three vertical ellipses at the top right corner.
5. Select required Packages and update the package version manually.

While updating bots to the default package version, when you select the **Production label** bots, the package update is applied for the latest version of bots instead of the **Production label** bots.

When you check out and edit a bot after the bot updates to the default package version, an error is displayed in the System Date for these commands: **SystemsDate**, REST Web Service, and Number.

**Workaround:**

1. Edit the bot and navigate to **Manage > Packages**.
2. Set the Date and Time for the non-default package, and then set it back to the default Date and Time.

**Note:**

- If previous version of the package does not exist, then upload the package and assign the default Date and Time.
- If previous version of package is available, then edit the bot, assign it to the previous package and save. Then, re-assign the bot to the new default package.

When a user (who created the workload automation) is deleted, work items are not processed even if they are available to process. As a result, you must delete and re-create the automation.

If you select the **Search type** as **Variable name** in the **Search and replace** feature, the content is not replaced when you use a number variable in the expression.

**Workaround:** To replace a specific variable in a number expression, open that action and change the variable manually.

(Service Cloud Case ID: 01950021) If **Auto update** is enabled for the Bot Agent in Control Room, registered devices running Windows10 Enterprise might restart intermittently after the Bot Agent update has completed.

Associated bot deployments fail if the **Log collector** option is enabled while updating Automation 360 to v.28.

**Workaround:** Before updating to Automation 360 v.28 from any of the previous versions (such as v.25), ensure that the **Log collector** option under **Administration > Settings > Devices** is disabled.

**Note:** Starting from Automation 360 v.28, the **Log collector** option will not be available.

**Limitations from previous releases**

While running a bot in debug mode, the bot will fail if the variable size gets greater than 3 MB. An error message appears showing that a variable has exceeded the 3 MB limit.

When you create a device pool with a temporary (disconnected) device, the device deletion job does not complete successfully. Additionally, the **Audit log** page shows the device is deleted, whereas the **Device list** page shows the deleted device in the list.

**Feature deprecations**

Review features and capabilities (from Automation Anywhere or other third-party vendors) that are deprecated or nearing deprecation to understand how they impact your automation.

**Deprecated weaker Transport Layer Security protocols: TLS 1.0 and TLS 1.1**

Automation Anywhere has deprecated weaker communication protocols TLS 1.0 and TLS 1.1, and their corresponding ciphers (Cryptographic algorithms) in Automation 360 Cloud deployments (AWS and GCP). Automation 360 Cloud deployments support TLS 1.2 and later versions only.

*[Feature deprecations affecting Automation Anywhere products](#) on page 730*

**CoE Manager v.28 release**

Review what's new and changed, and the fixes and limitations in CoE Manager for the v.28 release.

**What's new****Access CoE Manager from the Control Room**

As an administrator, you can enable access to CoE Manager from the Control Room. This enhances the user experience because the user no longer needs to open CoE Manager through a separate browser tab. Once CoE Manager is enabled, users can directly access the CoE Manager login page from the quick link section on the Control Room home page.

**Support for ROI tracking in On-Premises Control Room**

You can integrate both the Cloud and the On-Premises Control Room with the CoE Manager. This enables you to monitor your automations and analyze the savings achieved. You can connect up to 3 Control Room instances in your CoE Manager.

For the On-Premises Control Room, to upload the bot activity data from the Control Room to the CoE Manager, download and run the CoE Manager bot available in the Bot Store. To run this bot, you must have a valid license such as a Bot Creator, Bot Runner, or a Citizen Developer.

## What's changed

### Plan delivery for your opportunities from the pipeline stage

The **Activities** tab is available in the pipeline stage enabling you to start the delivery planning of an opportunity when it moves into the pipeline stage.

Previously, you could plan delivery of an opportunity using the **Activities** tab only after the opportunity had moved into the in-progress stage.

## AARI v.28 release

Review what's new and changed, and the fixes and limitations in AARI for the v.28 release.

## What's new

### Stationary action buttons

While completing forms in AARI, action buttons are positioned in the fixed footer of the form. The footer and its contents are responsive to the size of your window and adjust to fit buttons and minimize the footprint.

## What's changed

### Enhancements to tags

When you configure a process, tag improvements provide a more accurate tag selection when you look for available tags:

- You can select and manage up to 500 tags at a time, in tag selector.
- Your search results will vary depending on the number of search terms you use with the most recently created tags always showing at the top.
- You can use the **search all tags** option to search for all available tags.

### Improved formatting options for Label element

The **Label** element has been improved with new formatting properties where you can configure the font sizes, colors, and text alignments in a form.

The name of the Process Editor has been changed to Process Composer to better reflect its comprehensive capabilities.

Forms have improved responsiveness due to this next generation of form rendering technology.

Users receive a notification in the Warning tab when a task is assigned or reassigned to them.

**Service Cloud case ID:** 01869263

## Fixes

<p>When you use a table element in your form which contains a text area data type, the text area generates data from the database without issues.</p> <p><b>Service Cloud case ID:</b> 01905252</p>
<p>In a table cell field, when you enter Chinese, Japanese, and Korean characters, the characters renders correctly.</p> <p><b>Service Cloud case ID:</b> 01914818</p>
<p>When you create a form with a column width that is less than 20% in Automation 360 v.26 and you open the form in the current version, the will now render without issues.</p> <p><b>Service Cloud case ID:</b> 01944387</p>
<p>In an AARI process, when you use the <b>if/else</b> condition, a process error no longer occurs when you add the <b>else if</b> condition after the <b>if</b> condition.</p> <p><b>Service Cloud case ID:</b> 01949808</p>
<p>In AARI Web forms, the text area size renders as specified. Previously, the height did not render as designed.</p> <p><b>Service Cloud case ID:</b> 01911488, 01910936, 01914476, 01924252, 01929268, 01946479, 01958805, 01961238</p>
<p>When filtering AARI requests by date, the date displays correctly.</p> <p><b>Service Cloud case ID:</b> 01915259</p>
<p>AARI forms works as expected when adding a new rule to an existing form.</p> <p><b>Service Cloud case ID:</b> 01925778</p>
<p>When a required field has not been completed, the process prevents users from submitting the task.</p> <p><b>Service Cloud case ID:</b> 01932933, 01958556</p>
<p>When a parent process in a private folder references a child process in a public folder the Process Composer alerts the user to the missing dependency with a local error. Previously a process with this dependency would fail when run, throwing a global error.</p> <p><b>Service Cloud case ID:</b> 01849502</p>
<p>In AARI Assistant, the last runtime information no longer causes performance issues.</p>

## Limitations

When you view your bot details in the **Historical Activity** page, the description for the bot errors are not populated.

**Workaround:** To access the description of the bot error, you can access the error log from the **Audit Logs** panel.

**Service Cloud case ID:** 01850454, 01908923

When you use the Search and Replace option to replace a form variable in a bot, the Search and Replace option does not function properly and cannot locate the form variable.

When using a form with an image, users require the View permission to access the image and have it render in forms.

## IQ Bot and Document Automation v.28 release

Review what's new and changed, and the fixes and limitations in IQ Bot and Document Automation for the v.28 release.

## Document Automation

### What's new

#### Standardize the format of extracted numbers and dates

You can configure your learning instances to convert extracted dates and numbers to a standard format. This ensures consistency and accuracy in your databases and other systems of record.

For example, if you select to standardize dates to `MM/DD/YYYY` and a processed document contains a date that appears as `12 Feb 2023`, the learning instance will reformat the date to `02/12/2023`.

If you select to standardize numbers to the English (United States) locale and a processed document contains a number that appears as `100,00`, the learning instance will reformat the number as `100.00`.

The new Document Workspace license tracks consumption for customers who brought their own license for Google Document AI or Standard Forms.

#### New Google Document AI features

- Validation feedback is available for new and existing learning instances that use Google Document AI to extract data.

**Note:** You must manually enable validation feedback for existing learning instances

- The invoices document type supports these additional languages: Estonian, French, German, Latvian, Lithuanian, Portuguese (Continental), Romanian, Spanish, and Swedish.
- The receipts document type supports Japanese language documents and can extract two new fields: payment type and last four digits of credit card.

**What's new****New features for the Document Workspace dashboard in Bot Insight**

- Create custom widgets
- The `Validator performance by # of documents validated` widget includes invalid documents.

**What's changed****Download bots have the highest priority in a queue**

To optimize system performance, the Control Room prioritizes running the download bot of one process before running the extraction bot for another process. Previously, the system was configured with the extraction bots at equal priority to the download bots, which created a large queue of extracted data waiting to download.

**Note: For users with Control Room environments configured prior to v.28:** The Control Room admin must edit the `aari-document-processor` custom role to assign the new **Set automation priority to high** permission.

**Important: New Community Edition users will have access to Document Automation but not IQ Bot**

As of Automation 360 v.27 release and later, only Document Automation will be provisioned to new Community Edition users. New users will not have IQ Bot permissions, however, IQ Bot will be available for existing, registered users.

**Fixes**

When you create a learning instance, the interface allows field names that start with a letter only. Previously, the interface allowed field names to start with a number, which caused processing errors.

The **Test regular expression** field supports a maximum of 100 characters.

You can create a learning instance with custom fields that do not have a field name and field label, as long as the custom fields are unselected.

Document Automation extracts multiline fields without adding an extra space after each line.

Document Automation supports document processing on devices configured with an authenticated or unauthenticated Proxy Auto-Configuration (PAC) file.

The Document Workspace dashboard shows the correct page consumption metrics for On-Premises Control Room instances.

The "Average validation time" and "Validator performance by number of documents" widgets show the correct values when you mouse over the data points.

In Document Automation, the correct error message is displayed while fetching a Standard Forms model that is missing configuration settings. Previously, an incorrect error message was displayed.

While reconfiguring a table, you can add a table name within the 99 character limit and a table field name within the 154 character limit. Previously, you could add more characters than the default limit of 100 characters and 155 characters, respectively.



Fixes
You can create a new project for Standard Forms in the Linux environment. Previously, the ability to create a project using <b>Create project</b> for Standard Forms was not supported in Linux.

Limitations
Document Automation supports a device username of 17 characters or fewer.
Pattern-based validation is not enabled by default in imported learning instances. You must edit the learning instance and select the <b>Validation</b> option in the Validation rules section.
Bots containing actions from the Document Extraction package do not support the advanced check-out options.
For a public learning instance, if you delete a learning instance and then try to create a new learning instance using that same name, an error is displayed. <b>Workaround:</b> If you delete a learning instance as well as the learning instance folder, then you can create a new learning instance using the same name.
When you create a learning instance with <b>Google Document AI</b> , an <b>UNKNOWN</b> option is displayed under the <b>OCR Engine</b> filter in the <b>Document Workspace</b> dashboard.
If you apply a filter that includes <b>User Name</b> , <b>Status</b> , or <b>OCR Engine</b> , the <b>Accuracy% by field</b> widget does not show the correct results.
If you submit a document that contains a validation error due to a regular expression, the page keeps loading and you must refresh the page to continue. You cannot submit a document that has a pattern validation rule with a regular expression that contains pipe symbol ( ). For example, the following expression has ( ) characters and will show an error: (^0[1-9] [12][0-9] 3[01])-(0[1-9] 1[0-2])-(\d{4})\$ However, you can edit the regular expression in the learning instance and reprocess the document to continue with validation.
As of Automation 360 v.28, document extraction fails via proxy in the bring your own key ( <b>BYOK</b> ) use case.
If you process a document by uploading it through the default or customized process instead of processing it through Document Automation learning instances, then <b>Download CSV</b> remains in the <b>In progress</b> state during validation. <b>Workaround:</b> You must update the <b>Download Bot</b> task bot by unchecking <b>Delete files associated to this document from the server after downloading</b> .
For Document Automation, the license consumption is not tracked on a fresh cluster Linux environment.

## IQ Bot

Fixes
If you test an invalid Python script when configuring custom logic, the system displays an error message without any file path. Previously, the error message included the execution file path.

**Fixes**

When you upload high-resolution or invalid documents to a custom group, if the document is not processed, it is either moved to the validator folder or the fail folder. You can eventually download the files from the fail or invalid folder.

Previously, the validator or the fail folder did not receive the uploaded files. You had to transition the learning instance from production to staging and back again to move the file to the output folder.

**Service Cloud case ID:** 01926196

The ability to create or edit a bot for a manual group has been fixed. You can now create a bot with a manual group that has invalid or corrupted documents. You can also move the created bot from staging to production and back again.

Previously, after creating a manual group for a learning instance with an invalid or corrupted document, you were unable to create a bot.

**Service Cloud case ID:** 01878143

**Limitations**

If the IQ Bot archive (IQBA) file size is above 268 MB, then the file storage does not upload the exported file from the output folder to the desired location. You should restart the **Project Services** from **IQ Bot Services** if the system is stuck and you are unable to perform any actions.

If IQ Bot Cloud is configured with a proxy server, learning instances cannot access Google Vision API or Microsoft Azure Computer Vision OCR engine.

The maximum upload file size limit is set to 2 GB when importing and exporting files in the IQ Bot archive (IQBA) file. If the file size is greater than 2 GB, then you must delete unwanted groups to decrease the file size and migrate successfully. Earlier, maximum upload file size limit was 5 GB.

When you change from full screen mode to small screen mode in the **Logic** window, the Python scripts and these options are hidden: **Test Run**, **Clear Box**, **Fullscreen**, and **Save**.

**Workaround:**

1. Click **Logic** to minimize the window
2. Click **Logic** to expand the window and view the Python scripts.
3. Place a cursor inside the Python script screen and click Enter.

For an existing Community Edition user, the **Help** icon is not available on IQ Bot interface.

If you are an Automation Anywhere free trial version user and you upgrade to Automation 360 v.28, the Community Edition logo displays on the homepage. However, the functionality is not impacted.

The size of the toggle icon for **Set to production** is not consistent with all the other icons displayed on the learning instance details page.

## Bot Insight v.28 release

Review what's new and changed, and the fixes and limitations in Bot Insight for the v.28 release.

### What's new

#### Enhanced Bot Insight filters and widget setting for Document Workspace dashboard

In a Document Workspace dashboard, you can use the custom dashboard filters to build custom widgets. Additionally, you can edit the widget settings for an effective data visualization.

### What's changed

#### RBAC applied to `/data/api/gettasklogdata` and `/data/api/gettaskvariableprofile` APIs to secure business data (Service Cloud case ID: 01870469)

Role-based access control (RBAC) is applied to the `/data/api/gettasklogdata` and `/data/api/gettaskvariableprofile` APIs to access the Business dashboard data. With this role restriction, you cannot access the business data using the `/data/api/gettasklogdata` and `/data/api/gettaskvariableprofile` APIs when you do not have access to the folders.

### Fixes

For Bot Insight business analytics reporting, you can use the Bot Insight APIs to export all the available data records from the Operations Bots dashboard's **DataTable** widget.

Previously, you could export a maximum of 100 records at a time from the Operations Bots dashboard's **DataTable** widget.

**Service Cloud case ID:** 00760252, 01819244, 01857905, 01945720

Bot Insight Operations dashboard (which includes links to the Audit, Bots, and Device dashboards) now retrieves and shows the complete volume count for a bot run.

Previously, due to a maximum volume count limit in KPI charts, the Bot Insight Operations dashboard could not retrieve the complete volume count. Additionally, a maximum count of 10,000 was shown as the total bot run in the Bots dashboard which led to incorrect results.

**Service Cloud case ID:** 01825287

A user with the **AAE\_Bot Insight Consumer** role can only view a published analyze dashboard. The **Delete** dashboard action is greyed out and no longer available.

Previously, the **Delete** action was available and when the user tried to delete a dashboard, an error message was displayed preventing the user from deleting the dashboard.

**Service Cloud case ID:** 01870477

## Limitations

In the Bots dashboard, the **Total Bot Runs** count does not match what the total count should be when the **Total Completed (Success)**, **Total in Progress**, and **Total Failed** counts are added together.

## Automation 360 v.27 Release Notes

*Release date: 11 January 2023*

Review the top five features in this release and view other new features and exciting enhancements for Automation 360 v.27 release.

- Build 16701: Automation 360 (Cloud and Cloud Sandbox) and IQ Bot (Cloud)
- Build 16685: Automation 360 (On-Premises) and IQ Bot (On-Premises)

We have released updated builds for fixes after the GA release of v.27 (Build 16667). For information about the fixes in these updated builds, see [Updated release builds](#) on page 45.

## Highlights of this release

Here are the **top 5** features in the v.27 release:

### **Embedded smart forms and dynamic data mapping for embedded widgets**

*Faster design and use of your embedded automation:*

You can now design your forms using a responsive and real-time canvas that automatically adjusts to the desired form size. This feature provides a faster way to create embedded interfaces that interact with any web applications. You can also configure these forms in your business applications, such as Workday or ServiceNow, to securely retrieve data when embedded as an iFrame widget.

*Eliminate data re-entry and save time:* Use our new PostMessage API to map and prepopulate data from business applications in embedded widgets. Dynamic data mapping provides safe and secure communication of data from your business (host) applications to initial process forms in the widget.

See [Smart embedded forms and dynamic data mapping](#) on page 1958.

### **Enhanced citizen developer experience**

Our updated and intuitive icons enable citizen developers to quickly select actions and use the Help for contextual information about actions, providing a more seamless development of automations. We have also enhanced the AISense Recorder user experience so that you can use anchors easily and automate UI objects that are not detected by the recorder automatically.

See [AISense recorder enhancements](#).

**Strengthen governance and management**

*Notifications:* Our new notifications capability provides a centralized, consistent, and proactive medium for users to stay informed on their automation estate and to take actions based on the events they are alerted on. Alerts on various platform events, bot events, and other automation lifecycle events are delivered via in-app (default) and email (based on user preference).

See [Notifications](#) on page 1653.

*Automatically pick available Bot Runner users:* Scale your automations easily by selecting all the Bot Runner users that can run a given automation and the number of Bot Runners to use. This capability ensures that when you run or schedule an automation, the system automatically picks the available run-as users from the specified list.

**Standard forms**

Standard forms is now integrated in Document Automation with the other document processing capabilities. With enhanced accuracy, this feature enables you to extract data from densely structured forms including those with handwritten input. Use cases for structured documents include tax forms, mortgages, vehicle registration address, and so on.

See [Using Document Automation for Standard Forms](#) on page 2322.

**PEG enhancements**

We continue to improve our Privacy Enhanced Gateway (PEG) for sensitive information redaction with a new configuration UI so you can easily change the configurations in the UI instead of the command line. We have also recently released a new PEG serverless architecture for higher-scale data collection use cases.

See [Manage redaction and forwarding settings from the UI](#) on page 2039.

**Updated release builds**

We have released the following updated builds:

- **Build 16701** Service Cloud case ID: 01829572, 01947340, 01949323, 01950696, 01944637, 01951100, 01953055, 01950639, 01951722, 01949415, 01949033, 01949372
  - Fix for bots that were failing when **all** of these conditions were met:
    - Bot contained more than 2,000 steps
    - Bot had one or more nested actions (such as IF or loop)
    - At least one of the nested actions contained more than 250 steps
  - Fix for inconsistencies that were observed on the **In-progress activity** page.
  - Fix for bots that were failing because of file dependency or interactive form that included multibyte characters in file names.
  - Changes to AARI desktop Assistant to manage and clear automations with start, stop, and resume actions.
- **Build 16685 (for US West, Canada, and Japan regions only)** Service Cloud case ID: 01947340  
 This updated build includes a fix for this issue: If a bot has a file dependency and the file name contains multibyte characters, then when the Bot Agent downloads the file, the download will fail during run time causing the bot to fail as well.

## What's new and changed in each product

Navigate to the following pages for details on all the updates (what's new, changed, fixed, and limitations) in each product:

<a href="#">RPA Workspace v.27 release</a> on page 47 <ul style="list-style-type: none"> <li>• <a href="#">Updating to v.27 release</a> on page 74</li> <li>• <a href="#">Packages updated in v.27</a> on page 75</li> <li>• <a href="#">Migration updates for v.27 release</a> on page 90</li> </ul>
<a href="#">Process Discovery v.27 release</a> on page 100
<a href="#">AARI v.27 release</a> on page 101
<a href="#">IQ Bot and Document Automation v.27 release</a> on page 109
<a href="#">Bot Insight v.27 release</a> on page 116

### Related reference

[RPA Workspace v.27 release](#) on page 47

Review what's new and changed, and the fixes and limitations in RPA Workspace for the v.27 release.

[Process Discovery v.27 release](#) on page 100

Review what's new in Process Discovery for the v.27 release.

[AARI v.27 release](#) on page 101

Review what's new and changed, and the fixes and limitations in AARI for the v.27 release.

[IQ Bot and Document Automation v.27 release](#) on page 109

Review what's new and changed, and the fixes and limitations in IQ Bot and Document Automation for the v.27 release.

[Bot Insight v.27 release](#) on page 116

Review the fixes in Bot Insight for the v.27 release.

[Packages updated in v.27](#) on page 75

Review updates to the packages in Automation 360 v.27, including the compatible Control Room and Bot Agent versions.

[Browser extensions for Automation 360](#) on page 645

Create automation from supported browsers by using browser extensions. Extensions are periodically updated to support feature enhancements and fixes. Therefore, ensure that you have the latest versions of extensions for the Google Chrome, Microsoft Edge, and Mozilla Firefox browsers.

## RPA Workspace v.27 release

Review what's new and changed, and the fixes and limitations in RPA Workspace for the v.27 release.

### What's new

Control Room, devices, and Bot Agent
<p><b>Windows 365 Cloud PC now supported as Bot Runner</b> (Service Cloud case ID: 01792699)</p> <p>We support Windows 365 Cloud PC as a Bot Runner to create and run bots on Windows 365 Cloud PC.</p> <p><a href="#">Automation 360 Bot Runner device requirements</a> on page 805</p>
<p><b>Oracle Database is now supported on Linux</b> (Service Cloud case ID: 00726728)</p> <p>We now support Control Room with Oracle Database on Linux, so you can now choose to install the Control Room with Oracle Database on Linux.</p> <p><a href="#">Installing Control Room on Linux</a> on page 924   <a href="#">Database requirements</a> on page 822</p>
<p><b>Microsoft Edge offline extension is supported</b> (Service Cloud case ID: 01829649, 01880289)</p> <p>You can now install the Microsoft Edge offline extension for Microsoft Edge Enterprise browser users even when the device is offline.</p> <p>When the Bot Runner machines do not have Internet connectivity, you can use these features with the Microsoft Edge offline extension:</p> <ul style="list-style-type: none"> <li>• Automation of web apps</li> <li>• User interface triggers</li> <li>• Device registration</li> </ul> <p>The Microsoft Edge offline extension is transparent and works similarly to the Microsoft Edge online extension for users.</p> <p><a href="#">Install Bot Agent and register device</a> on page 970   <a href="#">Browser extensions for Automation 360</a> on page 645</p>
<p><b>Centralized notifications repository for various events and capability updates</b></p> <p>You can now track all the platform and automation events through a centralized repository. With this feature, you can identify the severity of events, consider possible actions based on the severity of events, and then take appropriate actions. You can also be notified about platform updates, such as bot export and package updates. Thus, it improves platform and user productivity.</p> <p><a href="#">Notifications</a> on page 1653</p>

**Control Room, devices, and Bot Agent**

**Automatically select the number of Bot Runners** (Service Cloud case ID: 00821020, 00715598, 00723191, 00784822, 01830238, 01870817)

You can enable Automation 360 to automatically select the Bot Runner users for specific tasks to:

- Scale automations easily
- Run bots concurrently
- Use resources efficiently

This capability ensures that when you run or schedule an automation, the system automatically picks the available run-as users from the specified list.

[Automatically select the number of Bot Runners users](#) on page 1609 | [Schedule a bot](#) on page 1603

**Manage domain accounts using gMSA** (Service Cloud case ID: 00731119)

You can use a group Managed Service Account (gMSA) to manage and run Control Room and other Automation 360 services.

[Configure service credentials](#) on page 884

**View keyboard shortcuts in Bot editor**

In Bot editor, you can now open a menu to view the available keyboard shortcuts.

[Keyboard shortcuts list](#) on page 1675

**Validate device credentials prior to bot deployment**

Prior to bot deployment, you can select to validate the device credentials for Bot Creator, attended Bot Runner, Citizen Developer, and unattended Bot Runner users. This provides users additional security for bot deployment.

[Switch device registration between Control Room instances](#) on page 1382

**Export roles to view users and their permissions** (Service Cloud case ID: 01804955)

You can export selected roles and their permissions to CSV files to view the following information:

- User information
- Run-as user information
- User permissions
- Folder permissions

[Export roles](#) on page 1363

**TLS 1.3 encryption support for a more secure connection to Control Room services** (Service Cloud case ID: 00549240, 00606859, 01925085)

Automation 360 On-Premises supports both TLS 1.3 and TLS 1.2 cryptographic protocols for HTTPS and TCP communications between our components.

[Support for secure protocols](#) on page 703 | [Configure application Transport Layer Security](#) on page 881



## Control Room, devices, and Bot Agent

### Enhanced Automation Anywhere Debugger tool

The Automation Anywhere Debugger tool is available in the **Bot Assistant** utility to provide a better user experience. When you invoke the Debugger tool from the Bot editor, you can add, update, or delete actions and variables in a bot.

By default, the **Watched variables** lists is empty. With a single click, you can add all the used variables in a bot. These variables display in a pop-up window where you can select or deselect, one or more variables, from the list.

[Debugger tool](#)

### Google Chrome and Microsoft Edge certification for operating systems

Google Chrome and Microsoft Edge extensions are certified for the following operating systems:

- Microsoft Windows Server 2012 Standard R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019

## Packages, actions, and Bot editor

### Notification for package updates

When you add or update a package or upload a custom package to the Control Room, you are now notified about this platform event. This notification is displayed to all the Control Room users through the **Notifications** repository.

[Capabilities supporting notifications](#) on page 1667 | [Add packages to the Control Room](#) on page 1466 | [Add custom package to your Control Room](#) on page 2152 | [Upload custom package to your Control Room](#) on page 2095

### ServiceNow package

You can use the ServiceNow package from Automation 360 to authenticate and perform several actions with records and attachments in ServiceNow tables.

[ServiceNow](#)

### ServiceNow triggers

You can use ServiceNow triggers to call an action when there is a new or updated record.

[ServiceNow New Record trigger](#) on page 1937

### Cut, copy, paste keyboard shortcuts added for TN3270 and TN5250 Terminal Emulator

In the Terminal Emulator package, the following keyboard shortcuts are now available specifically for TN3270 and TN5250:

- Shift + Control + A = Select all
- Shift + Control + C = Copy
- Shift + Control + X = Cut
- Shift + Control + V = Paste

[Using Send text action](#)

## Packages, actions, and Bot editor

### Quick assistance at hand for the developers in the Bot editor

The accessibility and usability of the Bot editor, actions, and packages have been improved. As a citizen developer or an RPA developer, when you are creating bots, you can quickly look up information about the actions without navigating outside the Bot editor. Under the **Actions** pane, quick help is enabled with contextual information about actions. Additionally, an icon is configured with a link to the documentation. If you want more information about an action, you can click the link, which redirects you to the relevant page in the documentation portal. This feature is currently available in the following actions and packages.

- Database
- Email

### Enhanced user experience through refreshed and intuitive icons

With the new and intuitive icons for actions in the Bot editor, citizen developers and RPA developers can quickly locate the correct action while creating automation for a day-to-day task. These unique and renewed icons are developed according to brand and global standards.

### Seamless package updates

When a package version is added to the Control Room, either from a Cloud download or Control Room upgrade, as an administrator, you have the flexibility to disable the new version of packages. This feature helps you to restrict users from using the new package version until it is verified.

[Updating packages in Control Room](#) on page 1463 | [Automatic package updates for On-Premises Control Room](#) on page 1464 | [Automatic package updates for Cloud Control Room](#) on page 1465

### New option in Read from action of Database package (Service Cloud case ID: 01263940)

A new check box is available when you use the **Read from** action to retrieve records from the database and save the retrieved data in a CSV file. When you select this check box, no CSV file is created if the executed SQL query does not return any data.

### Proxy support for EWS-OAuth2 (Service Cloud case ID: 00771400, 01574715, 01815888)

When you create a bot with the Email package that uses EWS OAuth2 for authentication and the Bot Runner machine is configured behind the firewall, then all outbound requests are routed through the proxy server configured on the Bot Runner machine.

### 64-bit ODBC driver now supported in Database package (Service Cloud case ID: 01256142, 01829360, 01849908)

We now support connecting to databases by using the 64-bit ODBC driver. This option is available when the connection mode is the default. Organizations transitioning to Office 365 will benefit from leveraging this enhancement and can sustain automation build with 32-bit ODBC drivers.

[Using Connect for database](#)

**Packages, actions, and Bot editor****OAuth 2.0 support in Email and Email trigger packages** (Service Cloud case ID: 01798311, 01803702, 01791859, 01828526)

Microsoft is deprecating the ability to use Basic authentication in Exchange Online for these specific protocols:

- IMAP
- POP3
- EWS

We support OAuth 2.0 authentication for these protocols in the Email and Email trigger packages. For enhanced security, you can maintain the business continuity of your email automations by switching the authentication type from Basic to OAuth 2.0, (as recommended by Microsoft).

[Using Connect for](#)

**Retry mechanism supported in credential variables** (Service Cloud case ID: 01786319, 01887182)

The credential variables support the retry mechanism. When you create a bot that uses credential variables, if the bot fails during run time to retrieve those variables from the Credential Vault because the Control Room is disconnected or the Control Room services stop intermittently, then the bot tries three times to retrieve the credential variables from the Credential Vault.

**Note:** Ensure that the Bot Agent version installed on your system is the version that is released with Automation 360 v.27.

**Packages, actions, and Bot editor****Support of other domain name in the Active Directory package** (Service Cloud case ID: 01807358, 01910765)

We now support Active Directory user operations by logon name with domain and can provide the domain name to extract user details. When you retrieve the user property or perform any user operation based on the logon name (userPrincipalName), and if the user domain name differs from the domain specified in the LDAP path, the user properties are now successfully retrieved with or without a domain name.

For example, LDAP Path: LDAP://ADServer/DC=automation, DC=net

User	Logon name
userPrincipalName: kim@aaengg.net	User can provide logon name as kim@aaengg.net.
userPrincipalName: shaun@aasales.net	User can provide logon name as shaun@aasales.net.
userPrincipalName:sarah@automation.net	user can provide a logon name as either sarah or sarah@automation.net.

The following list of actions supports logon name with domain.

- Update user details
- Rename user
- Delete user
- Enable user account
- Disable user account
- Set user property
- Get user property

*User account operations***Shared mailbox support for Email automation** (Service Cloud case ID: 00797231, 01816574, 01829499, 01854615, 01871861, 01933058, 01834152, 01829684, 01853949, 01880386, 01869636, 01894591, 01867553, 01911371. 01925438)

The Email package supports the email automation of a shared mailbox in Outlook for Office 365/ Microsoft 365 using IMAP/EWS protocols, and OAuth 2.0 authentication using Client Credentials and Authorization Code with PKCE grant flows. You can automate emails retrieved from a shared mailbox and perform all email-related tasks by accessing each folder(s) and its subfolder(s) in the shared mailbox.

**New action in Text file package**

You can use the new **Read variables** action in the Text file package to read the values of variables from the text file.

**Note:** The **Import string from text file** action in the String package has been deprecated and will not be available for new bots. We recommend that you use the new **Read variables** action with enhanced capabilities. This deprecation does not impact any existing bots or bots which were migrated previously and they will continue to run properly. See [Support and deprecation policy for packages](#) on page 728 for package lifecycle and deprecation policy.

*Read variables*

**Packages, actions, and Bot editor****Call an existing JavaScript function in a webpage**

You can use the new **Call a JavaScript function** action in the Browser package to call an existing JavaScript function directly in a webpage or in an iFrame within a webpage in Google Chrome and Chromium-based Microsoft Edge browsers. In the bot, you can also pass one or more input parameters to the JavaScript function and process the return value from the function.

[Call a JavaScript function](#)

**Automate controls using Microsoft UI Automation (COM) technology**

You can use the Microsoft UI Automation (COM) technology to automate the following scenarios:

- Capture and automate client controls
- Capture and automate password text controls
- Capture and automate page tab controls

[Actions performed on objects captured with Universal Recorder](#) | [Capture using specific technology](#)

**Capture objects on applications running in administrator mode**

You can use the Recorder to capture objects on applications running in administrator mode. To capture the object, select the **Capture and run with admin privileges** option from the Bot editor.

[Recorder package](#)

**Enhanced bot performance when using global values across bots**

When you use global values across a parent bot and a child bot, the bot performance is enhanced by reducing the bot execution time. To enable enhanced bot performance, you must set the **Bot compatibility version** to **3** in the **Advanced settings** page of the Bot editor.

**Note:** Ensure that the Bot Agent version installed on your system is the version that is released with Automation 360 v.27.

[Bot compatibility version](#) on page 1743

**Enhanced user interface for Define functionality in AISense Recorder**

- We have enhanced the user interface of **Define** window in the AISense Recorder that enables you to use anchors easily and automate UI objects that are not detected by AISense Recorder automatically. To improve functional clarity, the following object types are renamed:
  - **Active text** is renamed to **Link**
  - **Passive text** is renamed to **Text value**
- If you unintentionally click the screen or click before the highlighter appears, the AISense Recorder provides visibility into it. You must confirm to capture the object again or use the **Define** functionality to define the object on the screen.
- In the **Define** window, the AISense Recorder shows embedded help for each of the control types so you can select the correct control types for custom objects.

[Use variable anchor](#) on page 1712 | [Capture Textbox, Radio, Checkbox, and Combobox](#) on page 1706 | [Capture text value through AISense Recorder](#) on page 1704 | [Capture link button through AISense Recorder](#) on page 1703 | [Capture Image button through AISense Recorder](#) on page 1701

**Packages, actions, and Bot editor****New virtual key added to the Simulate keystrokes package**

In the **Simulate Keystrokes > Keystrokes** action, a new key named **Return** has been added to the virtual keyboard for Enter functionality and the Enter key in the Number pad has been renamed to **Num Enter**. As a result, the **Return** key is the main Enter key on the keyboard. This enhancement keeps the keyboard in sync with the physical keyboard. The nomenclature has been changed to avoid confusion between the Enter key on the keyboard and the Enter key on the Number pad.

**Support for global variable for all Datetime actions**

In the Datetime package, you can use the Datetime global variable across all **Datetime** actions. You can select to use either **String** variable or a **Global** variable in the **Source date and time variable** option. This avoids creating multiple local variables and reduces the total number of actions used in a bot.

[Datetime package](#)

The resiliency of the **File/Folder** trigger has been improved to continue listening after a network disruption has occurred. Previously, a network error caused the trigger to lose connection with the Bot Agent.

**Service Cloud case ID:** 01769532, 01773584, 01834098, 01867418

**Important:** For information about the supported packages for this release, see [Packages updated in v.27](#) on page 75.

**Building and running bots****Notification for bot export**

When you export a bot in the Control Room, you are now informed through the **Notifications** repository. This notification is sent only to the user who exported the bot.

[Capabilities supporting notifications](#) on page 1667 | [Export bots](#) on page 1569

**Code analysis runs automatically for all unscanned bots in public workspace**

Code analysis now runs automatically on all the bots with the **Not Scanned** status in the public workspace. This ensures visibility on the coding best practices for policies configured in the Control Room and will show the results of code analysis for all the bots in the public workspace without the need to run code analysis on each bot one by one.

**Check out multiple bots and files** (Service Cloud case ID: 00628344, 00822352)

You can now select multiple bots and their dependent files from different folders that belong to the same process and check them out from the public to the private workspace. You can check out a maximum of 10 parent bots, but there is no limitation on the number of dependent child bots.

[Check out multiple bots](#) on page 1729

**Building and running bots****Choose specific version of non-bot dependency to check out with parent bot**

When you check out a parent bot, you can now choose the version of a non-bot file dependency to check out. Every version of a parent bot can have different versions of non-bot file dependencies.

With this feature, you can roll back the dependencies while rolling back the parent bot. You can make changes to a specific version of the dependent non-bot file.

[Check out non-bot file dependencies](#) on page 1773

**Compare bot version in private workspace** (Service Cloud case ID: 01761840, 01771389, 01763432, 01904500, 00798356, 01780116)

You can now see the changes made to your bot logic in the private workspace before checking in your bot. As a Bot Creator, it was difficult to identify the changes made to the bot logic, input, and output parameters. With this functionality, you can now easily identify where you have made the modifications to the bot logic, variables, triggers, dependencies, and packages compared to the latest version or any other previous version of the bot.

[Compare bot versions](#) on page 1735

**Edit non-empty folder description in public workspace** (Service Cloud case ID: 01820406)

You can edit the description of non-empty folders in the public workspace. Meaningful descriptions provide more insight of the bots contained in that folder. This feature enables an administrator or a user with rename folder permissions to better manage the repository when it contains many folders.

[Create and rename folders](#) on page 1745

**Specify queue running times in workload automations** (Service Cloud case ID: 01816260, 00331357, 01924895, 01274769)

You can set the specific time period when to run a workload automation. When creating the workload automation, you can set the queue running days and time to ensure that the automation does not run during these scenarios:

- Applications are not available
- During scheduled upgrades
- Non-working days (holidays, weekends)

[Run bot with queue](#) on page 1545

**Check for duplicates when adding work items** (Service Cloud case ID: 00825850, 01792046, 01806516)

You can check for duplicate work items before adding them to the queue. This feature prevents re-processing the same work items multiple times, thus saving time and resources. You can either move the work items marked as duplicate for re-processing or discard them.

[Insert Work Items](#) on page 1543

**Generation of API Key is audited**

The generation of the API key is now audited and will display the expiry time of the api-key in the audit logs.

## APIs and integrations

### Workato Integration

You can integrate the Automation 360 platform and Workato by using the Automation Anywhere connector. You can establish a connection with the Automation Anywhere Control Room and perform various operations using the Control Room APIs.

[Workato integration](#)

### SnapLogic Integration

You can now integrate the Automation 360 platform and SnapLogic. You can establish a connection with the Automation Anywhere Control Room and perform various operations by using the Control Room APIs.

[Snaplogic integration](#)

## RPA Bots for Salesforce

Now when creating new connections, you have the option to include an API Gateway certificate.

## What's changed

### Control Room, devices, and Bot Agent

#### Automated reprocessing of failed WLM work items (Service Cloud case ID: 00825872)

When you create or edit a queue, you can now use the **Max auto retry attempt** option to ensure that failed WLM work items are reprocessed automatically. With this option, you can specify the number of times for which the automatic reprocessing of failed work items will be attempted.

Automatic reprocessing of failed work items is attempted after all the work items in a queue are processed.

#### Better device management with improved device permissions (Service Cloud case ID: 01264963, 01871530)

You can now view and manage Bot Agent devices even if you have not registered them by using the enhanced **Edit the device(s)** permission. The **Edit the device(s)** permission is improved as follows:

- **Device(s) from my device pools:** To edit devices from device pools
- **Run as users default device(s):** To edit Run as user(s) default device

The Control Room administrator grants you access to a specific set of devices based on your role. When the **Edit the device(s)** permission with the **Device(s) from my device pools** and **Run as users default device(s)** options is selected, you can view and manage all (registered and non-registered) devices from a specific accessible group.

#### Enhanced bot Compare versions page

The bot **Compare versions** page shows changes in the dependencies between two versions of the bot. It shows changes for the first level of dependencies only and displays those dependencies sorted in alphabetical order.



**Control Room, devices, and Bot Agent****Specify time period to put work item on hold** (Service Cloud case ID: 00825875)

You can put a work item on hold for a specific date and time. This ensures that the work item moves automatically to processing (new state) on the specified date and time and no longer requires you to manually move it for re-processing. A new column in the **Edit queue** page displays the hold status of the work item, either date and time or indefinite if you do not specify the date and time.

[Edit queues](#) on page 1550

**Packages, actions, and Bot editor****Control Room version compatibility check with specific packages**

When you manually upload a package or a bot in the Control Room, the system now checks if the specific packages used in the bot are compatible with the Control Room version.

**Analyze button renamed in Bot editor**

The analyze button of Bot Insight (**Analyze Task Bot**) has been renamed to **Bot Insight "Analyze" dashboard** in the Bot editor page.

**Fixes**

**Build 16701:** This build includes the following fixes (along with fixes from the previous builds):

Fix for inconsistencies that were observed on the **In-progress activity** page.

**Service Cloud case ID:** 01949323, 01950696, 01944637, 01951100, 01953055, 01950639, 01951722, 01929156, 01954486, 01954920

**Build 16694:** This build includes the following fixes (along with fixes from the previous builds):

If the **Manage my activity** feature is enabled for a user role, then the user can view the pause, resume, and stop status on the **In progress activity** page. If this feature is disabled, then the user cannot view these statuses.

Previously, users were able to view these statuses even when the feature was disabled.

**Service Cloud case ID:** 01937106

**Build 16667:** This build includes the following fixes:

When syncing with the Active Directory (AD), the user mapping no longer overwrites the **Description** field in the Control Room with blanks.

The Automation 360 Control Room no longer generates an error in the User Management log when a mapped security group has no members.

The **In progress activity** page no longer shows bots after they are run.

Previously, the page incorrectly showed bots in the active state even after execution.

**Service Cloud case ID:**

01914651, 01924866, 01923265, 01928088, 1918956, 01922321, 01931985, 01921849, 01938985, 01939812, 01940084, 01940585, 01940258, 01938868, 01934451, 01940222, 01941187, 01940900, 01941742, 01939639, 01941503, 01941496, 01939639, 01942720, 01942430, 01943379, 01943617, 01938885

When a user is assigned an admin role to create schedules and later the admin access is removed for that user, an audit log will be logged when the schedule is canceled because of the user not having the admin privileges.

Previously, when such schedules were canceled, no audit logs were logged indicating that the schedule was canceled because the user did not have the required privileges.

**Service Cloud case ID:** 01830359

The **Administration > Licenses** page and the Control Room banner displayed on the same licenses page now display correct information about license expiry.

Previously, the correct information about license expiry was not displayed.

**Service Cloud case ID:** 01807324

When you edit a role, the **Edit role** audit log page now displays the correct old, new, and run-as user values.

Previously, these values were not displayed.

**Service Cloud case ID:** 01759116

When you edit your first or last name on the **My profile** page, the description and auto login values on the **Edit user** audit log page will not be updated.

**Service Cloud case ID:** 01846878

You can correctly filter the status for activities on the **Activity > Historical** page.

Previously, some filters were not displaying the correct status for activities.

**Service Cloud case ID:** 01869361, 01875216

Users without permission cannot view the activities of other users on the **In progress activity** page.

Previously, some users were able to view the activities of other users even though they did not have permission.

**Service Cloud case ID:** 01911289, 01910582

If you configured the log collection level as **Debug**, the logs collected from some packages do not include customer data.

Previously, the logs collected from some packages included customer data.

**Service Cloud case ID:** 01862053, 01870001

If the CPU utilization and device memory threshold values are outside the percentage range defined by the Control Room administrator in the **Administration > Settings > Devices > Threshold settings for multi-user devices**, a clear error message now indicates the device unavailability and provides an appropriate action.

Previously, when the CPU utilization and device memory thresholds values exceeded the defined value, bot deployment failed with an unknown error message.

Device shows an accurate status when the Bot Agent is disconnected from the Control Room.

Previously, due to the default time (15 minutes) of the WebSocket connection, a device was shown as connected even when the Bot Agent was disconnected from the Control Room.

**Service Cloud case ID:** 01843990

In the Oracle Database environment, a checked-in bot is now automatically refreshed and can be viewed in the **Public** folder.

Previously, to view a checked-in bot in the **Public** folder, you had to manually refresh the **Automation** page by using the **Refresh** button.

When a **Stop Task** command is used, WLM work items are now marked as completed successfully and show the correct status in the Control Room.

Previously, WLM work items were marked as failed even if the bot was executed successfully.

**Service Cloud case ID:** 01841320, 01840748

When you run WLM automations, if the Control Room restarts during deployment, the WLM deployment continues without delay when Control Room services are active.

Previously, after the Control Room restarted, there was a delay of 15 minutes before the WLM deployment continued.

When you run a bot by using the **Run bot with queue** option, the correct value of the work item is now selected, irrespective of the modification source. Previously, when the value of a work item was modified through the API or bot setting, the older value was selected by the bot

**Service Cloud case ID:** 01786785

In an Oracle Database environment, when you select the number format and sort order for the work items in a queue and then run bot by using the **Run bot with queue** option, the queues are now deployed successfully. Also, the correct log entry is shown in the **Audit log** or **Activity** page.

Previously, queues were not deployed, and no errors were shown in the **Audit log** or **Activity** page.

In a clustered environment, the bot deployment progress is no longer stuck and the Bot Runner device connects to the Control Room successfully.

Previously, the bot deployment progress would get stuck sometimes and show an error message `Waiting for user: <username> and/or device: <device-name>` on the **In progress > In progress activity** page.

**Service Cloud case ID:** 01830285

When a bot keeps running for a few hours, an error no longer occurs due to high memory usage with the Recorder package version 2.9.2 or later.

Previously, an increase in memory usage caused the bot to fail after a few hours with a `Java heap space` error.

**Service Cloud case ID:** 01911565

When you read emails within a loop using a Microsoft Outlook Client connection with a subject filter, use the **Delete** action and run the bot, the bot now completes the set iteration and deletes the emails from the specified folder. Additionally, the variable that was used to display the count of total emails versus deleted emails now displays the correct counts in the message box.

**Service Cloud case ID:** 01845642,01857791,01880424

When you establish a connection with the **EWS** server, and emails are read within a loop to filter and move all emails from a subfolder created within the custom folder, the bot now executes without an error.

Previously, an error occurred because the bot could not read the emails from the folders created outside the predefined folder, such as Inbox, Junk, or Draft.

**Service Cloud case ID:** 01823238

You can now successfully create a bot by using the **Upload file** action from the Office 365 OneDrive package.

Previously, the bot displayed an error when you used the **Upload file** action and if the file name had special characters such as brackets [].

**Note:** Brackets [] are now supported in the file name.

**Service Cloud case ID:** 01798568

When you choose the variable option to perform a task and during bot creation process you delete the variable you created (Your variables), and when you click the **Add** option in the variable field to insert a variable (such as global variable), the option is now enabled.

Previously, the **Add** option for inserting the variable was disabled.

**Service Cloud case ID:** 01869139

When you create a bot, you can now use the **Update node** action of the XML package to update the value of a node. Previously, the attributes were removed when you updated the text value of an XML element.

**Service Cloud case ID:** 01805643

In the Email package, connect to the **EWS** server and use **Loop > For each mail in mail box**. If the source mail is sent on behalf of some other user, for example, user `xyz@aa.com` sent mail on behalf of user `abc@aa.com`, the email dictionary variable `emailFrom` now returns the correct sender ID, which is `abc@aa.com`.

Previously, the email dictionary variable `emailFrom` returned the sender ID as `xyz@aa.com`.

**Service Cloud case ID:** 01856149

When you run a stored procedure in Oracle and it returns SYS\_REFCURSOR, the **Run stored procedure** action closes the cursors.

Previously, the **Run stored procedure** action was not closing the cursor after the maximum cursor limit was reached.

**Service Cloud case ID:** 01842046, 01898572

In the Active Directory package, when you perform a user account operation such as **Add users to group**, **Delete user**, **Disable user account**, or **Rename user**, and if the username has an asterisk (\*), open parenthesis, or close parenthesis, you can now add a user without any error.

Previously, the username did not support the following special characters: asterisk (\*), open parenthesis, and close parentheses.

**Service Cloud case ID:** 01884962

When you create a folder in Outlook with a percentage (%) in its name (for example, `Clients %ClientA`), create a bot using the **Connect** action from the Email package and then use the **Folder exists or Folder does not exist** condition, the bot finds the `Clients%ClientA` and retrieves mail from it.

Previously, the bot was not able to retrieve mails from the folder because percentage (%) was not supported in the folder name.

When you connect to the Microsoft Access Database with JDBC and specify the database path, if you use the following specific aggregation functions in the query, an error is no longer encountered when you run the bot:

```
ASC, ATN, SQ, CBOOL, CCUR, CDATE,
CDBL, CDEC, CDATE, CDBL, CINT, CLONG, CLNG,
CSIGN, CSTR, CVAR, DATEADD, DATEDIFF, DATEPART,
DATESERIAL, DATEVALUE, FORMAT, IIF, INSTR, INSTRREV,
ISDATE, IsNull, ISNUMERIC, LEFT, LEFTS, LEN, MID,
MONTHNAME, DATE, NOW, NZ, SIGN, SPACE, STR, TIME, VAL,
WEEKDAYNAME, WEEKDAY, STRING, TIMESERIAL, CONCAT
```

When using the **Task Bot: Run** action, you can search dictionary and session variables to use as input parameters. Previously, no results displayed when using this Advanced search feature.

**Service Cloud case ID:** 01879539

A TaskBot no longer fails when you debug or run it when any **in\_Window** input variable is set.

Previously, in edit mode, when you debugged or ran a TaskBot with an input variable by selecting the **Use as input** check box, the bot failed.

**Service Cloud case ID:** 01919263

When you use the **Save** action in the Email package, and if the email subject includes a comma (,), the emails are saved successfully.

Previously, if the email subject included a comma (,) and you saved the email, the comma (,) was replaced with an underscore (\_).

**Service Cloud case ID:** 01786211

When you select the **Package** details page, and select the **Availability** tab, if the package (all users or selected roles) is changed, then the **Package** details page displays the last modified information of the user who made the changes, and the changes made at the access level (all users or selected roles).

You can create bots using the **Download file** action of the Google Drive package.

Previously, when you used the **Download file** action and marked the **Overwrite existing file** option to overwrite the file of the same name, the downloaded file became corrupted. If you then used the **Excel advanced > Open** action to open this file, or manually tried to open the Excel file, an error message displayed indicating that the Excel file was corrupted.

**Service Cloud case ID:** 01833815

<p>You no longer have an incorrect starting date when you create an event using the Google Calendar package.</p> <p>Previously, when you created an event in Google Calendar and entered the value in the <b>Start Date</b> field with the event type set to <b>All Day</b>, the Google Calendar package decremented the day value by one when you selected the <b>All Day</b> option.</p> <p><b>Service Cloud case ID:</b> 01815644</p>
<p>When you use the <b>Excel advanced</b> &gt; <b>Open</b> action to open an Excel spreadsheet which did not exist and then run the bot, the bot now displays the correct error message in Japanese.</p> <p><b>Service Cloud case ID:</b> 01857992, 01925567</p>
<p>You can successfully extract fields from a PDF file when you use the <b>PDF</b> &gt; <b>Extract field</b> or <b>Extract text</b> actions.</p> <p><b>Service Cloud case ID:</b> 01818304</p>
<p>When you use the 3.6.1-20220428-010115 version of the Simulate keystrokes package to enter keystrokes against specific webpages running in the Microsoft Edge browser with IE mode, the bot processes the keystrokes faster.</p> <p><b>Service Cloud case ID:</b> 01820418</p>
<p>When you use the <b>PDF</b> &gt; <b>Split document</b> action to split multiple PDFs into various folders and then use the <b>For each file in folder</b> iterator to run the bot in a loop to split each file in the specified folder, the bot no longer encounters an error.</p> <p><b>Service Cloud case ID:</b> 01803983</p>
<p>When you use the <b>File</b> &gt; <b>Copy Control Room file</b> action and choose the dynamic file path option to select a file from the Control Room repository, the bot no longer encounters an error. Previously, even if the uploaded file was available in the Control Room, the bot failed and displayed this error message: <code>Get Resource failed: Error: Could not find the file at the Control Room path. Check the file path and try again.</code></p> <p><b>Service Cloud case ID:</b> 01805364</p>
<p>When you use the <b>File</b> &gt; <b>Rename</b> action to rename and overwrite an existing file, the bot no longer shows an incorrect error message. Previously, when you tried to rename an existing file, the bot showed an incorrect file name in the error message.</p> <p><b>Service Cloud case ID:</b> 01845943, 01858350</p>
<p>You can successfully rename the file and remove an extension from the file name by using the <b>File</b> &gt; <b>Rename</b> action. Previously, when used the <b>Rename</b> action to remove an extension from the file name, the bot trimmed the last character from the file name instead.</p> <p><b>Service Cloud case ID:</b> 01842995</p>
<p>When you use the Recorder to capture objects on an application that is installed on a virtual machine, finish the recording after the objects are captured, and then relaunch the Recorder, the bot successfully launches the Recorder and no longer inserts any actions that were recorded earlier.</p>
<p>When you use the <b>Recorder</b> &gt; <b>Capture</b> action to automate Citrix virtual apps running on Google Chrome and Microsoft Edge browsers, add a delay of 60 seconds and run the bot, then if the object does not exist, the bot waits for the specified time (60 seconds) in the <b>Keep trying for (seconds)</b> field before executing the next steps.</p>

When you run the bot using the following sequence of actions, the bot shows accurate data for each loop iteration:

1. Use the **Database > Connect** action to connect to the database
2. Use the **Database > Read** action to read the values from the database
3. Use the **For each row in a SQL query dataset** iterator to run the bot in a loop
4. Use the **Database > Disconnect** action to disconnect from the database and select the **Keep database schema in cache until bot finishes running** option.

Previously, during the second loop iteration, the action picked up data from the previous loop.

**Service Cloud case ID:** 01817192, 01853717, 01880154, 01940546

An error no longer occurs when you use Recorder package 2.8.6 and later versions to perform a click operation on a link element that opens a pop-up window on a web page running in Microsoft Edge with IE mode.

**Service Cloud case ID:** 01845776, 01858872, 01923003

When you install the AARemoteAgent\_2.0, the DLL files are now copied to the correct **A360 Remote Agent** folder and the AARemoteAgent\_2.0 runs properly. Previously when you installed the AARemoteAgent\_2.0, the DLL files were copied to an incorrect **A360 Remote Agent\Java** folder.

**Service Cloud case ID:** 01935630

You can now successfully use the **PDF > Extract field** action to extract values from a PDF that contains a string data type with the dollar sign (\$).

**Service Cloud case ID:** 01848220

You can now successfully run all migrated web actions of the Legacy Automation package in multiple steps of a bot in Microsoft Edge with IE mode.

**Service Cloud case ID:** 01853563, 01865846

In the **File > Copy Desktop file** action, when you use a variable that contains a number sign (#) instead of a file path to locate the file that you want to copy, the bot no longer encounters an error.

**Service Cloud case ID:** 01808009, 01845923

When exporting data to Excel CSV files, Boolean values return accurately. Previously, a bug caused values to return as -1 while using OLE DB Driver for SQL Server (version 18 or later).

**Service Cloud case ID:** 01826530

Updating the Bot Agent version sometimes failed. However, when you select the **Automatically update all bot agents** option, the Bot Agent updates to the latest version without failures.

Control Room now supports Windows NT in French.

**Service Cloud case ID:** 00682337

All `DELETE /v1/configurations` endpoints are not accessible anymore.

**Service Cloud case ID:** 01920980

While installing Automation 360 on a three-node cluster, the installer prompts you to enter the **Elasticsearch** password for the first node only and replicates this data across the other two nodes.

Bots that are running for longer duration display correctly on the **In progress activity** page. Previously, these bots displayed only after bot updates and were removed after the page refresh.

**Service Cloud case ID:** 01921149

You can now update Internet Explorer bots created in Automation 360 to **Microsoft Edge with IE mode** using the **Update Bot wizard** even if these bots (or its dependencies) contain a '.' (dot) character in its name.

**Service Cloud case ID:** 01809003, 01814904, 01822014, 01858820

If you selected the **Log off windows session post bot execution** option under **Auto-login settings** in the Control Room, data in the resource folder is cleared after the bot run.

**Service Cloud case ID:** 01795752, 01778828, 01804711, 01864871, 01923299, 01823515

If you delete a device entry from **Manage > Devices** in the Control Room, the device registration properties are removed. This enables you to reregister the device.

**Service Cloud case ID:** 01808450

You can successfully log in to Automation 360 using Active Directory credentials when the **Auto-login users into Control Room** option is enabled, without encountering any issues..

**Service Cloud case ID:** 01808170, 01826805

The generated Control Room operational log files contain readable characters.

**Service Cloud case ID:** 01872473

The Repository Management (/v2/repository/files/<file\_id>/content) API now returns file contents only for the files the logged-in user has permission to view. The content of these files cannot be updated using a different API.

Previously, this Repository Management API returned file contents for the files that the logged-in user did not have permission to view. And the user could update the content of these files.

**Service Cloud case ID:** 01819101

Bot deployment now resumes and completes without any issue when the **Task Bot > Pause** action executes before or while the runtime window is loading.

Previously, the resume option was not displayed in the runtime window, and the bot deployment was not completed.

**Service Cloud case ID:** 01835794

You can create a folder within the **Bots** folder in the public workspace.

Previously, folder creation failed with an error in the public workspace.

**Service Cloud case ID:** 01257981

You can now successfully compare different versions of your bots and dependencies in both the public and the private workspaces.

Previously, comparing the bot versions failed with a timeout error.

**Service Cloud case ID:** 01770115, 01905037



<p>When you export the user data to a CSV file, it now shows the correct user type and device license information for all users.</p> <p>Previously, user data exported to the CSV file showed incorrect information.</p> <p><b>Service Cloud case ID:</b> 01840507</p>
<p>You can now check in a bot successfully to the public workspace.</p> <p>Previously, the bot check in failed because the audit trial was processed unsuccessfully.</p> <p><b>Service Cloud case ID:</b> 01860361</p>
<p>The BLM export is an asynchronous call and when used with the existing API endpoint <code>/v2/blm/status/{requestId}</code>, there is a delay associated with the API call. Due to this delay, you cannot retrieve the current status of the export if there is not enough time gap between the export and the status call. To bypass this limitation, a new API endpoint has been added <code>GET /v2/blm/status/{requestId}/timeout/{timeout}</code> which introduces a time delay that waits for the export process to complete and then retrieves the status.</p> <p><b>Service Cloud case ID:</b> 01806109</p>
<p>Upgraded Swagger UI and Swagger Editor to version 4.15.5 to fix a security vulnerability.</p> <p><b>Service Cloud case ID:</b> 01843148</p>
<p>When you create bots that use the <b>Excel advanced &gt; Select cells/rows/column</b> action and set the <b>Cell Range</b> with an expression (such as <code>B1:\$SampleNumber.Number:toString\$</code>), the Bot editor no longer displays an error and the action now works properly.</p> <p><b>Service Cloud case ID:</b> 01941537</p>
<p>When you use the File trigger to modify a BAT or VBS file, the trigger is generated once. Previously, the trigger would generate twice when you enabled the <b>file modified</b> scenario.</p> <p><b>Service Cloud case ID:</b> 01816589, 01877498</p>
<p>You no longer encounter issues with bot check-in or cancel check-out after the bulk package update operation. When you try multiple bulk updates of packages, now an appropriate error message indicates to perform bulk updates of one package at a time.</p> <p>Previously, when you performed multiple bulk updates of packages, it resulted in check-in or cancel check-out errors.</p> <p><b>Service Cloud case ID:</b> 01849828, 01881950</p>
<p>Bots with a large number of automations complete successfully without any pre-processing issues or errors.</p> <p><b>Service Cloud case ID:</b> 01949415, 01949372, 01949033</p>

## Security fixes

<p>The version of Springframe Work is updated to 5.3.22 and does not exhibit the security vulnerability.</p> <p><b>Service Cloud case ID:</b> 01850811</p>
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## Limitations

When you create a device pool with a temporary (disconnected) device, the device deletion job does not complete successfully. Additionally, the **Audit log** page shows the device is deleted, whereas the **Device list** page shows the deleted device in the list.

When you check out bots in bulk, you cannot check out the bots for which you have the required permissions. This is because bots for which you have the required permissions are also excluded along with the bots for which you do not have the required permissions.

The bot checkout fails in the following scenarios:

- If a bot with same name (but different case) exists in your private workspace with the same path.

**Note:** In such cases, the bot checkout or overwrite fails even when an overwrite confirmation message displays.

- If a folder with the same name exists in your private workspace with the same path.

When you compare bot versions from the **View history** page in a **Public** workspace, the **Compare versions** page shows an error message.

**Workaround:** To fix this error, perform one of the following actions:

- In a **Public** workspace, click the three dots icon next to the required bot in the **Action** menu and click **Compare versions**.

**Note:** You cannot compare the bot versions when only one bot version is available.

- If you check out a bot to a **Private** workspace and then modify and save it, click the three dots icon in the **Action** menu and click **Compare versions**.

**Service Cloud case ID:** 01949094, 01946533

In Windows and Linux operating system, notifications are not working with the Oracle Database.

We use a third-party parser to convert from HTML format to plain text. As a result, when you convert an email from HTML format to plain text, you will see that, sometimes, the text is not converted into plain text and is not displayed in the correct format. For example, you might see that some lines are added or skipped.

**Service Cloud case ID:** 01822614

In any package, when you select the **Add argument** option, select **String** or **Number** as the **Argument type**, and then try to insert a value, you might not be able to navigate through the options using the scroll functionality.

When you use the **System > Get environment variable** action to select the list of environment variables to return the system parameters of the device, some environment variables might not be visible.

After you upgrade to Automation 360 v.27, if a new package (first version) is added to the Control Room and in the setting for packages you selected **Disable** for the new version of package, you will see that the package will have status as **Enabled and set as default** instead of **Disable**.

In an Oracle Database environment, when you upgrade to Automation 360 v.27, the new package versions that are shipped through the installer remain in the disabled state and are not set as the default version.

**Workaround:** You must enable each updated or new package manually and set the package as the default version.

In the **Automation** page, column customizations made on the **Files and folders** are not retained when you navigate away from that page. For example, if you customize the columns in the private workspace, move out, and navigate back to the private workspace, the previous customization is not retained. It returns to the default view.

Similarly, searches and customizations such as filters, sort orders, custom columns, and partially completed edits are not retained when you navigate away from the page.

#### Limitations from previous releases

When you run a bot in the Google Chrome or Microsoft Edge browser, use the If, Loop, or Wait action, select the webpage from the list of active tabs in the **Browser** tab, close the browser window, and then run the bot, the bot might take two minutes to open the webpage in the browser irrespective of the timeout value mentioned.

**Workaround:** Move the If, Loop, or Wait action inside the **If** block and use the **Application is running** condition with same browser application to check whether the browser is running.

You will encounter an error when you run a standard workflow in the SAP BAPI package.

**Workaround:** To execute SAP BAPI, use the Run Function call (RFC) with a combination of **Create function**, **Set** or **Get field value**, **Set** or **Get structure**, and **Set** or **Get table** actions.

[A360 : SAP BAPI functions - Run Standard Workflow - Error while selecting BAPI\\_SALESORDER\\_CHANGE \(A-people login required\)](#)

When you migrate a bot that contains **XML command > Get single node**, after migration, the bot encounters the following error: No node found at XPath while executing the Get Single node command. **Workaround:** If the XPath expression is not starting with (/) , apply XPath starting with "/" so that at the time of execution, the modification can be skipped or the XPath expression can be designed to get the desired result.

When you use the **Capture** action with the Recorder package (version 2.9.x or earlier) to navigate to another web page in the Google Chrome browser (version 105.0 or later), and then use another **Capture** action to automate objects in the navigated web page, the bot might encounter an error.

**Workaround:** Before you use the **Recorder > Capture** action in the bot, maximize the Google Chrome window .

When you use the If package, add a specific condition with a variable, then add specific conditions within a group, save the bot, and if you rename the variable that was used, the name of the variable might not update for the **Group** conditions but is only updated for the conditions in the **Condition** tab.

Command prompt API allows you to switch the device registration even if the **Allow devices (single user) to be switched to another Control Room without reinstalling bot agent** option is disabled.

### Limitations from previous releases

When you upgrade from Automation 360 v.25 to a later version, although you enabled code analysis in the Control Room, the rules set in the policy are not retained after the upgrade.

**Workaround:** Before upgrading, we recommend that you keep a note of the rules enabled in Automation 360 v.25 and then re-enable them after upgrading to a later version.

When you uninstall Automation 360 from the Control Panel, the name of the file is displayed incorrectly (for example, 3e592.msi) on the **User Account Control** window.

While running a bot in debug mode, the bot will fail if the variable size gets greater than 3 MB. An error message appears showing that a variable has exceeded the 3 MB limit.

## Updates to the interface

### RPA Workspace

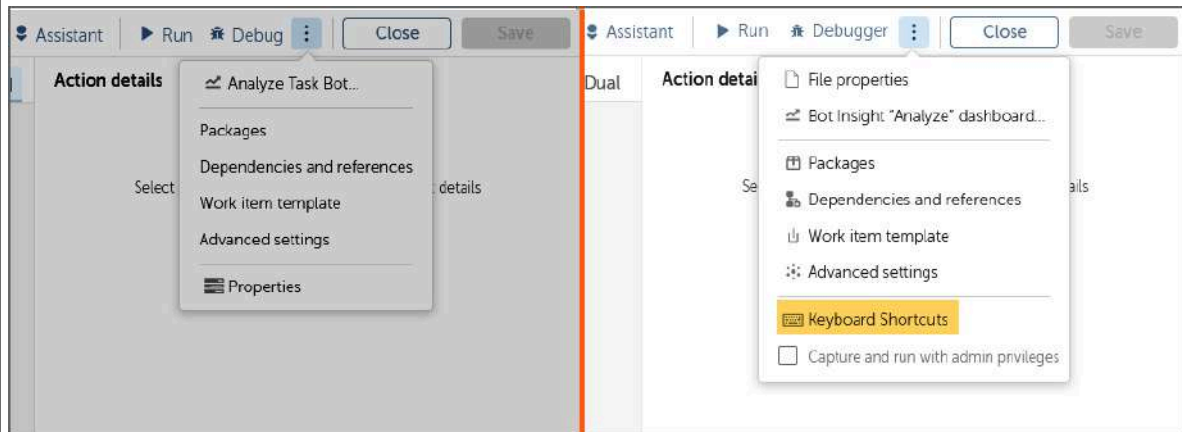
The **Max auto retry attempt** option is added to reprocess the failed WLM work items automatically.

The screenshot shows the 'Create queue' wizard in the RPA Workspace. The 'General settings' tab is selected. The 'Max auto retry attempt' field is highlighted with a yellow box, indicating the new feature. The field is labeled 'Number of times the failed work items have to be re-processed'.

*Automated reprocessing of failed WLM work items*

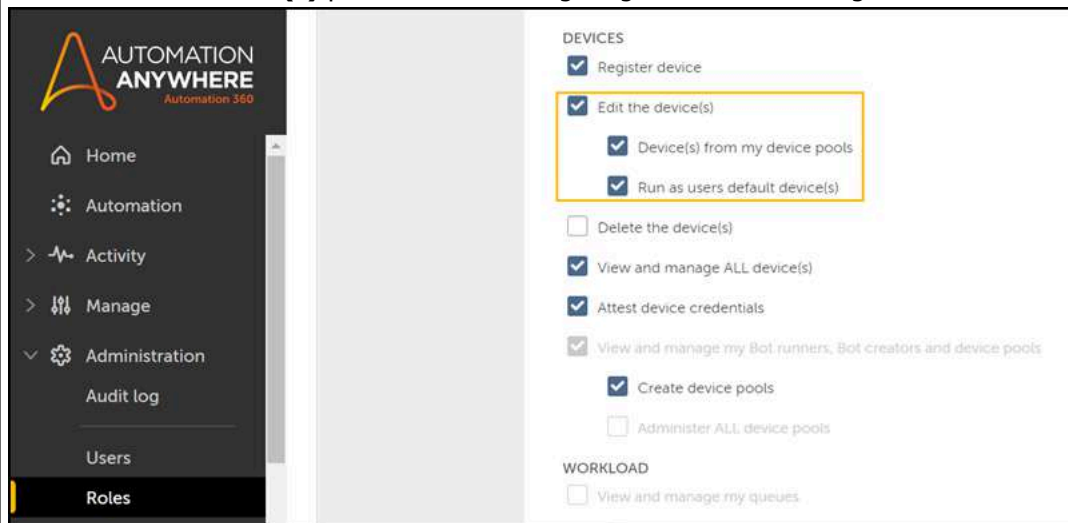
## RPA Workspace

The drop-down menu in the Bot editor now includes an option to open a menu for keyboard shortcuts.



### Keyboard shortcuts

The **Device(s) from my device pools** and **Run as users default device(s)** options are added in the **Edit the device(s)** permission to manage registered and non-registered devices.



### Better device management with improved device permissions

**RPA Workspace**

The gMSA option enables you to manage your domain accounts across multiple

The image displays two side-by-side screenshots of the 'Service Credentials' dialog box in RPA Workspace. Both screenshots show the 'Control Room windows service credentials' section. The left screenshot has the 'Local System Account' checkbox selected. The right screenshot has the 'Use a Group Managed Service Account' checkbox selected, which is highlighted with a red box. Both screenshots show the following fields: 'User Name' (with the example 'mydomain\jelle.brown'), 'Password', and 'Confirm password'. The 'User Name' field has a hint 'For eg. Domain\Username'. The 'Password' and 'Confirm password' fields are masked with dots. At the bottom of each dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted in blue in both screenshots. The dialog box is titled 'Service Credentials' and has the Automation Anywhere logo in the top right corner.

servers.

[Manage domain accounts using gMSA](#)

## RPA Workspace

The **Custom number of bot runners** option allows you to choose the number of Bot Runners that you want to use to run

The screenshot shows the 'Schedule bot' dialog with the following components:

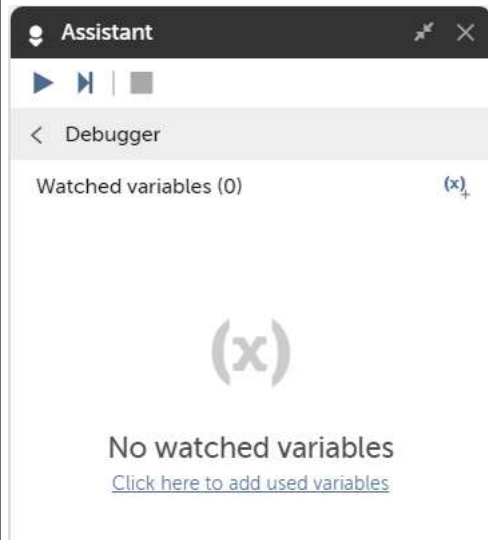
- Left Sidebar:** Contains tabs for 'Schedule', 'Bot and dependencies', 'Run as', 'Device pools', and 'General'. 'Run as' is currently selected.
- Bot runners section:**
  - A message: "If a selected 'Run-as user' does not have a bot running device, a device pool must be selected on the next tab to continue."
  - Search bars for 'Available bot runners (0)' and 'Selected (1)'.
  - Tables for 'Available bot runners' and 'Selected' with columns: Username, Device, and Status.
  - A section titled 'Define number of bot runners to use' with two radio buttons: 'All bot runners' (unselected) and 'Custom number of bot runners' (selected).
  - An input field for the custom number, containing the value '1'.
  - A note below the input field: "Select the number of users you need to use as bot runners while running the schedule."
- Buttons:** 'Cancel' and 'Schedule bot' at the top right; '< Back' and 'Next >' at the bottom right.

bots.

*Customize the number of Bot Runners*

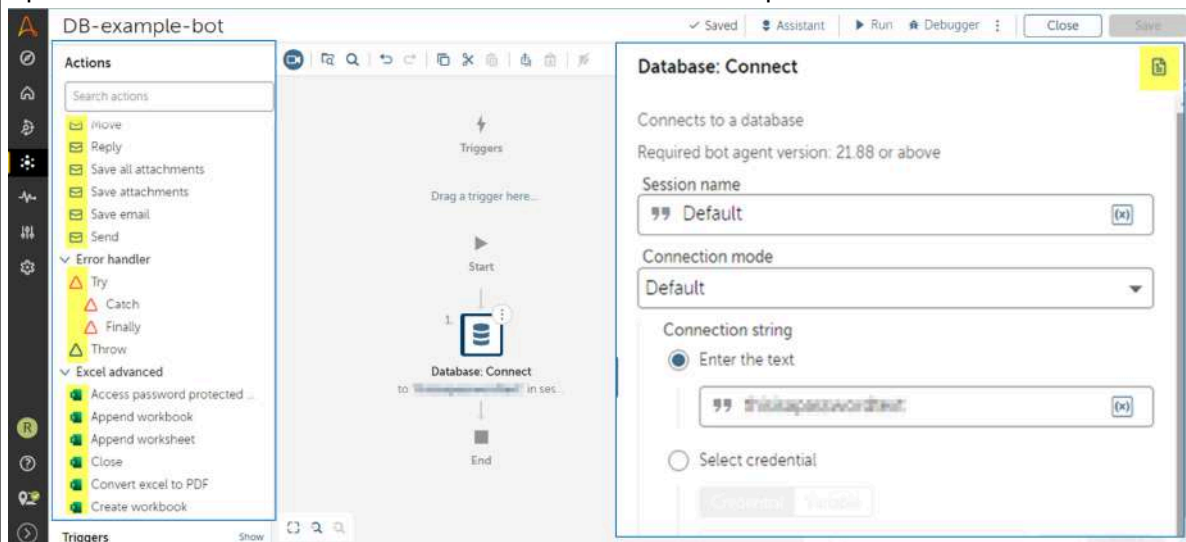
## RPA Workspace

The Automation Anywhere **Debugger** tool is now available within the **Bot Assistant** utility to provide a better user experience.



*Enhanced Automation Anywhere Debugger tool*

Updated and intuitive icons for all the actions and contextual help for Database and Email actions.

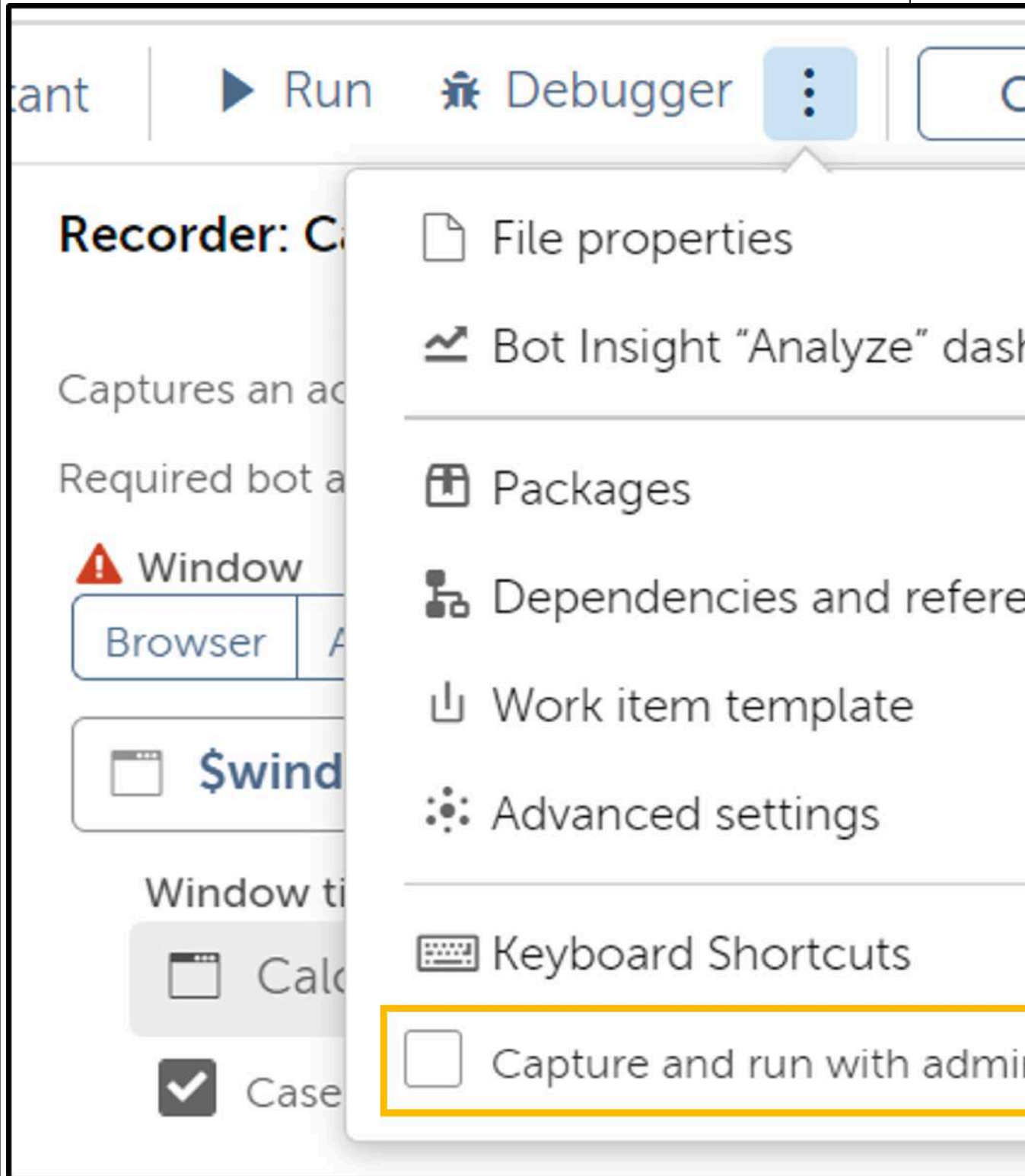


*Enhanced user experience through intuitive icons | Quick assistance at hand for the developers in the Bot editor*



**RPA Workspace**

The drop-down menu in the Bot editor now includes the **Capture and run with admin privileges** option that enables you to capture objects on applications running in administrator mode.



*Capture objects in admin mode*

## Related reference

[Automation 360 v.27 Release Notes](#) on page 44

[Process Discovery v.27 release](#) on page 100

Review what's new in Process Discovery for the v.27 release.

[AARI v.27 release](#) on page 101

Review what's new and changed, and the fixes and limitations in AARI for the v.27 release.

[IQ Bot and Document Automation v.27 release](#) on page 109

Review what's new and changed, and the fixes and limitations in IQ Bot and Document Automation for the v.27 release.

[Bot Insight v.27 release](#) on page 116

Review the fixes in Bot Insight for the v.27 release.

[Packages updated in v.27](#) on page 75

Review updates to the packages in Automation 360 v.27, including the compatible Control Room and Bot Agent versions.

[Updating to v.27 release](#) on page 74

Review requirements and support information about updating your Control Room and Bot Agent for the v.27 release.

[Migration updates for v.27 release](#) on page 90

Review what's new, changed, and the fixes and limitations to migrating from Enterprise 11 and 10 versions to Automation 360 v.27.

[Browser extensions for Automation 360](#) on page 645

Create automation from supported browsers by using browser extensions. Extensions are periodically updated to support feature enhancements and fixes. Therefore, ensure that you have the latest versions of extensions for the Google Chrome, Microsoft Edge, and Mozilla Firefox browsers.

## Updating to v.27 release

Review requirements and support information about updating your Control Room and Bot Agent for the v.27 release.

## Bot Agent updates

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**Note:** This release includes an **optional** Bot Agent update. You can continue to run your existing bots without updating the Bot Agent. However, if you want to use the new features in Automation 360 v.27, you must update the Bot Agent available with this release.

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For more information on updating to this release, see these resources:

- [Automatically update the Bot Agent](#) on page 983 | [Manually update the Bot Agent](#) on page 985
- [Compatibility with release builds](#) on page 959

## Certified Control Room builds for direct update

You can update to the latest version of Automation 360 from the previous three releases (that is, from  $n-3$  releases, where  $n$  refers to the latest release).

The following previous releases are certified for update to Automation 360 v.27:

- v26 (Build 15450)
- v.25 (Build 15112)

- v.24R2 (Build 13343) and v.24 (Build 12350)

If you are on one of these previous releases, for information about updating, see [Update to latest Automation 360 version](#) on page 1039. If you are not on an n-3 release, update Automation 360 to one of the n-3 releases before updating to Automation 360 v.27.

For the latest updates to the Automation 360 extensions for Google Chrome, Microsoft Edge, and Mozilla Firefox, see [Browser extensions for Automation 360](#) on page 645.

**Related reference**

[Automation 360 v.27 Release Notes](#) on page 44

[RPA Workspace v.27 release](#) on page 47

Review what's new and changed, and the fixes and limitations in RPA Workspace for the v.27 release.

[Packages updated in v.27](#) on page 75

Review updates to the packages in Automation 360 v.27, including the compatible Control Room and Bot Agent versions.

Packages updated in v.27

Review updates to the packages in Automation 360 v.27, including the compatible Control Room and Bot Agent versions.

The following table lists the updates in the packages for this release:

**Note:** For information about packages related to previous releases, see the PDFs for these releases: [Automation 360 previous release versions](#).

Package	Updates	version
Automation Anywhere	20221026-170013	or later
Automation Anywhere	20221027-064844	or later
Automation Anywhere	20220615-020937	or later
Automation Anywhere	20220616-123118	or later
Automation Anywhere	20220617-042725	or later

**Botting  
Agent  
version**

**2022-09-19-050851**

renaming  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

**2022-10-20-152650**

*New  
feature*  
Migration  
later

- *New  
feature  
2*
- *New  
feature  
3*
- *Defect  
fix  
1*
- *Defect  
fix  
2*
- *Defect  
fix  
3*
- *Defect  
fix  
4*
- *Defect  
fix  
5*

**2022-11-04-153650**

*feature*  
or  
later

**2022-11-09-115005**

changes  
later

## Botting Agentes version

~~2021-2021~~  
renaming  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

~~2021-2021~~ 2020-0930-120805  
or  
later

~~2021-2021~~ 2022-1025-092104  
on  
lative  
late  
age  
icon

~~2021-2021~~ 2022-1119-112148  
or *feature*  
later

- *New  
feature  
2*
- *Defect  
fix  
1*
- *Defect  
fix  
2*
- *Defect  
fix  
3*

~~2021-2021~~ 2022-0920-155212  
renaming  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

## Bottleage Agents version

~~SECRET~~ 20220919-051216

**or** *feature*

later

20220926-132853

## renaming

after

an

attribute

(no

impact

to

existing

bots

on

upgrade)

20220929-153817

ör

later

~~05238~~00221027-124401

feature

later

~~DISSEM~~ 20221223-075522

## Extraction

later

20221006-075826

or *feature*

later

- *New feature 2*
- *New feature 3*
- *Defect fix 1*
- *Defect fix 2*
- *Defect fix 3*

20221006-095506

brigger

later

<del>Defect</del> <del>Agenda</del> version	
<del>Defect</del> handling later an attribute (no impact to existing bots on upgrade)	20220929-040735
<del>Defect</del> on advanced later	20220919-135308
<del>Defect</del> on sensitive package icon	20220919-135307
<del>Defect</del> or later	20221003-160340
<ul style="list-style-type: none"> <li>Defect fix 2</li> <li>Defect fix 3</li> </ul>	
<del>Defect</del> on later	20221014-182105
<del>Defect</del> on intuitive package icon	20221003-160340
<del>Defect</del> on changes later	20221006-182804
<del>Defect</del> or later	
<del>Defect</del> on calendar later	20221006-143939

**Settings  
Updates  
version**

**Issue** 20221006-142241

Drive  
later

**Issue** 20220616-091303

Document  
vulnerabilities  
reported  
in  
the  
security  
scan



## Rolling Updates version

20221006-123001

The sheets error is no longer displayed when you:

- Create a sheet with the existing sheet name.
- Use **Delete cell** > **Specific cell** and select the delete option as **Shift cell left**.
- Open the spreadsheet with session 2 after disconnecting the session 1.
- An appropriate error message displays when you disconnect an previously closed session

<b>Botting</b>	
<b>Agencies</b>	
<b>version</b>	
<b>20220416-235104</b>	
<b>Or</b>	
<b>Site</b>	
<b>20220715-220729</b>	
<b>None</b>	
<b>key</b>	
<b>20220928-201537</b>	
<b>What</b>	
<b>or</b>	
<b>later</b>	
<b>an</b>	
<b>attribute</b>	
<b>(no</b>	
<b>impact</b>	
<b>to</b>	
<b>existing</b>	
<b>bots</b>	
<b>on</b>	
<b>upgrade)</b>	
<b>20221025-190453</b>	
<b>What</b>	
<b>Recognition</b>	
<b>later</b>	
<b>terabilities</b>	
<b>reported</b>	
<b>in</b>	
<b>the</b>	
<b>security</b>	
<b>scan</b>	
<b>20221014-074409</b>	
<b>What</b>	
<b>forms</b>	
<b>later</b>	
<b>• New</b>	
<b>feature</b>	
<b>2</b>	
<b>• New</b>	
<b>feature</b>	
<b>3</b>	
<b>• New</b>	
<b>feature</b>	
<b>4</b>	
<b>• New</b>	
<b>feature</b>	
<b>5</b>	
<b>20221122-181213</b>	
<b>What</b>	
<b>trigger</b>	
<b>later</b>	

**Bottling  
Agent  
version**

~~NEW~~ 02221107-102303

~~Defect~~  
later  
vulnerabilities  
reported  
in  
the  
security  
scan

~~NEW~~ 02221107-101937

~~Defect~~  
vulnerabilities  
processor  
in  
the  
security  
scan

~~NEW~~ 02220620-094839

or  
later

~~NEW~~ 02221003-172422

~~Defect~~  
renaming  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

~~NEW~~ 02221019-100134

~~Defect~~  
AI Sense  
later

~~NEW~~ 02221027-080331

~~Defect~~  
Automation  
later  
*feature*  
*Defect*  
*fix*

## Botting Agentes version

~~WFO-20220919-103920~~

renaming  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

~~WFO-20220416-233918~~

to  
later

~~WFO-20220928-191723~~

renaming  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

~~WFO-20220416-233919~~

Box  
later

~~WFO-20221021-043050~~

the  
later vulnerabilities  
reported  
in  
the  
security  
scan

~~WFO-20220928-104414~~

intuitive  
package  
icon

~~WFO-20220502-204318~~

or  
later

**Bottleage  
Agencies  
version**

**NOTE** -20221006-064900  
065  
itive  
later  
icon

**NOTE** -20221006-064900  
065  
itive  
later  
icon

**NOTE** -20221006-064900  
065  
later  
Drive

**NOTE** -20221012-090203  
later  
later

- *Defect  
fix  
2*

**NOTE** -20220118-154220  
or  
later

**NOTE** -20220416-234250  
or  
later

**NOTE** -20220421-071315  
Sound  
later

**NOTE** -20220118-154256  
or  
later

**NOTE** -20220118-154818  
trigger  
later

**NOTE** -20221024-185703  
Discovery  
later

**NOTE** -20220118-154257  
or  
later

**Bottling  
Agencies  
version**

**BSA-20221101-070548**

Script  
later  
vulnerabilities  
reported  
in  
the  
security  
scan

**BSA-20220919-051027**

or  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

**BSA-20221122-181034**

or *feature*  
later

- *New  
feature  
2*
- *Defect  
fix*

**BSA-20220926-070217**

Web  
Service  
where  
different  
proxies  
were  
configured  
for  
a  
URL  
using  
a  
PAC  
file.

**BSA-20220921-170743**

or  
later

## Bottling Agencies version

~~20221021-121957~~  
intuitive  
package  
icon

~~20220424-053247~~  
API  
later

~~20220426-033753~~  
or  
later

~~20220930-121118~~  
changes  
later

~~20220425-083711~~  
bigger  
later

~~2022011010-154249~~  
future  
later

~~20221021-090235~~  
New  
feature  
later  
Defect  
fix

~~20220419-063009~~  
or  
later

~~20221025-092212~~  
Change  
Email  
Soap  
Request  
is  
renamed  
to  
Build  
SOAP  
request)

## Botting Agencies version

~~20501~~ 20220929-044740

renaming  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

~~20503~~ 20221006-094641

or  
*future*  
later

~~20505~~ 20220921-062556

renaming  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

~~20506~~ 20221020-114450

Bot  
later  
ion  
for  
botRunTime  
and  
bot  
API

~~20508~~ 20220923-172123

Simulator  
later

~~20509~~ 20221004-130231

file  
*future*  
later

~~20510~~ 20220715-220725

top  
later

~~20501~~ 20220707-062607

Task  
later



## Botting Agent version

**WFOA-20221020-051711**

the  
later  
vulnerabilities  
reported  
in  
the  
security  
scan

**WFOA-20221003-160840**

on  
renaming  
later  
an  
attribute  
(no  
impact  
to  
existing  
bots  
on  
upgrade)

**WFOA-20220923-081314**

intuitive  
package  
icon

**WFOA-20220118-154823**

trigger  
later

**WFOA-20220512-164301**

or  
later

**WFOA-20221025-092212**

or  
later

*\*These fixes are minor, internal updates, so they do not include an update or further details on our documentation site. As these updates relate to improvements in security, resiliency, and efficiency, we recommend that you use the latest package versions to include these updates in your existing bots.*

## Related reference

[Updating to v.27 release](#) on page 74

Review requirements and support information about updating your Control Room and Bot Agent for the v.27 release.

[RPA Workspace v.27 release](#) on page 47

Review what's new and changed, and the fixes and limitations in RPA Workspace for the v.27 release.

[Automation 360 v.27 Release Notes](#) on page 44

## Migration updates for v.27 release

Review what's new, changed, and the fixes and limitations to migrating from Enterprise 11 and 10 versions to Automation 360 v.27.

### What's new

#### Enterprise 11 and Enterprise 10

##### Scan Automation 360 bots that use Basic authentication in Email action

This release introduces an option to use the Bot Scanner to scan all Automation 360 bots and identifies those that use Basic authentication in the Email package and Email trigger action so that you do not have to identify them manually.

You can use the Bot Scanner report to analyze the impact to the bots due to the Basic authentication and the estimated effort required to switch the authentication mode from Basic to OAuth 2.0.

For more information, see [Scan Automation 360 bots for Email action with Basic authentication usage](#) on page 775 | [Basic authentication scanning messages](#) on page 778

##### Variables created automatically after migration

In the Bot Scanner utility, bots that contain the following non-referenced system variables are no longer flagged as **Action Required** or **Review Required**:

- \$Excel Column\$
- \$Filedata Column\$
- \$Dataset Column\$
- \$Table Column\$
- \$XML Data Node\$
- \$PDFTitle\$
- \$PDFSubject\$
- \$PDFFileName\$
- \$PDFAuthor\$

After migration, the system automatically creates these variables based on the Automation 360 naming convention, and the migrated bots run successfully.

##### Support for SMTP server type with Send Email command

When you migrate bots with the Send Email command, you can select the **Use outgoing Email server settings** option in the Bot Migration Wizard to identify and select the server type for the Enterprise 11 bots. You can configure required server details using a new SMTP server type option.

See [Migrate Enterprise bots](#) on page 1195.

**Enterprise 11 and Enterprise 10****Improved automated editing ability for legacy bots**

When you migrated legacy bots that contained the Log To File command, the Carriage Return and Line Feed (**CRLF**) characters were converted to LF characters automatically. In Automation 360, the text is displayed in a single line with no line feed, whereas in Enterprise 11, the CRLF is added at the end of each line as a line feed. As a result, you had to add the **\$String:Newline\$** variable to insert a CRLF in the migrated bot.

The new **Convert \n characters to \r\n Log to File action** option in the Bot Migration Wizard enables you to add a new CRLF automatically to migrated bots and avoid manual edits. Migrated bots that use the Log To File sub-commands to log files can use the CRLF characters in a string.

See [Migrate Enterprise bots](#) on page 1195

**Enterprise 11 only****Migration enhancement to packages and actions**

- When you migrate Enterprise 11 bots with variables whose values are read from a text file, the system adds the **String: Import string from text file** subcommand to import the variables from the text file into a string variable. As a result, extra lines are added in the migrated bots.

The **Read variables** action has been added in the Text file package to address the extra lines.

You can use this action to read the values of all variables in a text file as a single line in a migrated bot which simplifies the post-migration efforts and reduces the number of lines added in a migrated bot.

See [Read variables](#)

- Microsoft is removing the capability to use Basic authentication in Exchange Online for the following protocols:

- RPC
- MAPI
- Offline Address Book (OAB)
- Exchange Web Services (EWS)
- POP
- IMAP
- Exchange ActiveSync (EAS)
- PowerShell

For those customers running bot for Email automation that connect to Exchange Online using the IMAP, POP3, or EWS protocol with Basic authentication, we have added authentication options to support **OAuth2** authentication.

You can migrate Enterprise 11 bots with the authentication type set to the **OAuth2** option with **Authorization code with PKCE** or **Client credentials**.

- In the **Read from** action of the Database package, the following option is introduced: **Don't create file if no data is found**. This option is selected by default for migrated bots with the Database package, and the migrated bots now follow the same behavior as Enterprise 11. If the executed SQL query does not return any data, the behavior is as follows:
  - If this option is selected, no CSV file is created.
  - If this option is not selected, a 0 KB CSV file is created.

For more information, see [Using the Read from](#).

- Migrated bots support the newly added **Return** key in the **Simulate Keystrokes > Keystrokes** action. These bots will continue to display the **Enter** key (which has been renamed to **Num Enter**) and the newly added **Return** key.
- Migrated bots support access to the Datetime global variable across all actions in the Datetime commands.

You can successfully migrate TaskBots that contain references to multiple MetaBots which include DLLs with same name. The session name of the first DLL is created using the name of the DLL. When the subsequent DLL with the same name from another MetaBot is migrated, the ID of the folder in which the DLL resides is used as a session name.

For example: `M_DLL_Session-<MetabotFolderId>_<DLLName>`.

## Fixes

If the Enterprise 11 bots used the Send Email command without configuring authentication, now after migration the **Email server host**, **Email server port**, and **My server requires authentication** values are set to the appropriate values.

Previously, after migration, these values were set to null variables and authentication failed.

**Service Cloud case ID:** 01849475

After migration, bots that are using Visual Basic script or JavaScript in the Run Script legacy automation action and using multiple parameters that include spaces without quotation marks will now display the correct output after execution.

Previously, such bots were displaying incorrect output.

**Service Cloud case ID:** 01901882

An error no longer occurs during migration when the **Select Query** bot runs validation. Previously, the following error randomly occurred with text drivers.

[Microsoft][ODBC Text Driver] Object invalid or no longer set.

After migrating to Automation 360, if the **Application** window does not exist for the bots that use the If, IF/ELSE, or Loop in Windows control, then these bots no longer encounter errors during bot run.

**Service Cloud case ID:** 01846262

The **Stored Procedure** parameters are set correctly with **Nvarchar** when you migrate bots to Automation 360.

When a bot that contained the **File** and **Folder** loop was migrated to Automation 360, an error was displayed if the corresponding folder did not exist. You can migrate such bots like the corresponding legacy bot as the **If** condition is now added before the **File** and **Folder** loop to check if the folder exists.

You can migrate bots that contain the **Substring** command from the String package to Automation 360, even if the optional **Length** attribute is blank.

When you migrate a bot that has **\$counter** variable within a nested loop to Automation 360, the child loop counter is now set to the parent loop counter and the child loop iteration is processed correctly.

When you run a **Select** query inside a Loop package, and you reiterate its result set further, the resultant Loop now reiterates the latest record as expected.

**Service Cloud case ID:** 01799961

You can successfully migrate bots that have the **Wait for object to exist value** option set to **0** seconds in the Object Cloning command.

When you use the **Run Logic** command with an IF/ELSE condition that uses a **Credential variable**, all credential variables migrate successfully.

When you migrate Enterprise 11 bots with string variables that have static values, variable parsing through legacy expressions is no longer performed. This avoids unnecessary parse expressions from being added to the migrated bots.

**Service Cloud case ID:** 01819830

You can successfully run migrated bots that contain multiple Clipboard variables as an output. Automation 360 adds the **Clipboard:Copy to** action after every variable so that migrated bot is run properly.

**Service Cloud case ID:** 01815938

When you migrate Enterprise 11 bots that use the **Connect** action with the Terminal Emulator command, and if the **Hostname** field contains a Credential Variable, then the field is mapped correctly after migration.

**Service Cloud case ID:** 01861600

When you run migrated bots that contain the **Legacy Automation > Manage web controls > Select Item by Text** action, the list that contains variables is now displayed as expected.

**Service Cloud case ID:** 01782998

You can now change, reallocate, or delete the license of a Bot Runner user in a migrated Automation 360 Control Room, even if the Bot Runner user had logged in to Enterprise 11 Client at least once.

Previously, an error was displayed in such cases.

**Service Cloud case ID:** 01829547

You can run migrated bots successfully on SMTP servers when you include the Send Email command inside a Loop, and that loop iterates more than 100 times.

**Service Cloud case ID:** 01792886

Migrated bots do not create duplicate variables when the `Error_description` variable is case-sensitive.

**Service Cloud case ID:** 01861530

You can now successfully migrate audit logs using the audit log export utility on a multi-node setup from the Enterprise 11 Control Room.

Previously, the audit log export utility displayed an exception error in such cases and the audit logs could not be migrated.

**Service Cloud case ID:** 01912835

## Limitations

In Enterprise 11, if bots were using certain keys (such as: Ctrl, Shift, Caps Lock, Num Lock, and so on) in the Insert Keystrokes command, the keys were reset when an error was encountered during the execution of child bots. However; after migration, these keys are not reset when an error is encountered during the execution of child bots. As a result, different output or behavior might occur during the execution of the other subsequent child bots or the main bot.

**Service Cloud case ID:** 00773679

When you migrate a bot that uses the **Send email** command and run the bot in Automation 360, the predefined placeholders in the email body are not replaced with their actual content.

For example:

```
Task Name: <taskname>
Repeat: <repeat>
Status: <status>
Last Run Time: <lastruntime>
```

Whereas when you run the bot in Enterprise 11 with these placeholders, the following output is generated:

```
Task Name: PLACEHOLDER_SEND.atmx
Repeat: Do not Repeat
Status: Failed
Last Run Time: 11/29/2022 13:04:22
```

**Service Cloud case ID:** 01908010

When you run a migrated bot with an XML package that contains an **Xpath** expression, the running bot might fail and generate this error message: No node found at XPath


This issue might occur for these specific scenarios:

- If the root element does not have a namespace, and the child element of the XML package has a default namespace.
- If there are more than one xmlns (the default XML namespace) defined in the XML document.

**Service Cloud case ID:** 01874203, 01798339

See [XML path is not working which works fine in Enterprise 11](#)

## Updates to the interface

Migration	<div data-bbox="371 270 1624 1646"><div data-bbox="396 291 1338 354"> Automation 360 Bot Scanner for EOL Features</div><div data-bbox="509 512 1127 564">Welcome to the Automation 360</div><div data-bbox="509 596 1045 690">Bot Scanner</div><div data-bbox="509 806 1143 869">What do you want to scan?</div><div data-bbox="477 890 1624 1047"><div data-bbox="509 911 1622 1026">Bots using Email action with Basic authentication ▼</div></div><div data-bbox="509 1079 1624 1121">This utility will help you to scan your bots and provide summary</div><div data-bbox="509 1436 932 1551">Continue</div></div>
trigger.	

*Scan Automation 360 bots that use Basic authentication in Email action*



## Migration

The **Use outgoing Email server settings** option is added to the Bot Migration Wizard to specify the type of email server you use.

### Migrate bots

Settings

Name

• Migration.admin.23.01.04....

Description

• --

Bots

• Bots selected (0)

Bot Runners

Bots and Dependent Bots

Settings

Name

Migration.admin.23.01.04.08.48.12

Maximum = 255 characters

Description (optional)

Maximum = 255 characters

Bot Migration settings

☐ Overwrite if a bot with the same name exists

☐ Exclude bot dependencies

If this option is selected, all the bot dependencies will be excluded while migrating.

Bot behaviour configuration

☐ Use "Excel Cell Row" legacy behavior

If you are migrating from 11.3.0 and below, we recommend selecting this option.

☒ Use outgoing Email server settings

If this option is selected, settings will be applicable to bots that contain send email action. You may need to update the global value if

☒ SMTP email server

☐ Server uses secure connection (SSL/TLS)

☐ Server requires authentication

☐ EWS email server

☐ Include web services settings

This allows you to migrate along with the web services proxy host and port. If this value is selected, pre-created global values will be
 the bot for connecting with web services proxy.

☐ Convert bots built using Internet Explorer to Edge with Internet Explorer mode

If you are migrating bots built on Internet Explorer, we recommend selecting this option to convert them to Edge with Internet Explorer

☐ Convert \n characters to \r\n in 'Log to File' action

This allows you to convert \n characters (LF) into \r\n characters (CRLF), which automatically take new line in bots using Log to File

Bot Insight configuration

☐ Tag bots and variables for analytics

This allows you to tag bots and variables for analytics through Bot Insight. If you are not using Bot Insight in legacy bots, we recommend
 to select this option.

*Support for SMTP server type with Send Email command*

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**Migration**

The **Convert \n characters to \r\n Log to File action** option is added to the Bot Migration Wizard to provide you an option to not have to edit the bots manually and a new line is added automatically in migrated

**Migrate bots**

**Settings**

Name  
Migration.admin.23.01.04.08.48.12  
Maximum = 255 characters

Description  
Maximum = 255 characters

**Bot Migration settings**

☐ Overwrite if a bot with the same name exists

☐ Exclude bot dependencies  
If this option is selected, all the bot dependencies will be excluded while migrating.

**Bot behaviour configuration**

☐ Use "Excel Cell Row" legacy behavior  
If you are migrating from 11.3.0 and below, we recommend selecting this option.

☐ Use outgoing Email server settings  
If this option is selected, settings will be applicable to bots that contain send email action. You may need to update the global values.

☐ Include web services settings  
This allows you to migrate along with the web services proxy host and port. If this value is selected, pre-created global values will be used by the bot for connecting with web services proxy.

☐ Convert bots built using Internet Explorer to Edge with Internet Explorer mode  
If you are migrating bots built on Internet Explorer, we recommend selecting this option to convert them to Edge with Internet Explorer mode.

☐ Convert \n characters to \r\n in "Log to File" action  
This allows you to convert \n characters (LF) into \r\n characters (CRLF), which automatically take new line in bots using Log to File action.

**Bot Insight configuration**

☐ Tag bots and variables for analytics  
This allows you to tag bots and variables for analytics through Bot Insight. If you are not using Bot Insight in legacy bots, we recommend selecting this option.

bots.

*Improved automated editing ability for legacy bots*

**Related reference**

[Automation 360 v.27 Release Notes](#) on page 44

[RPA Workspace v.27 release](#) on page 47

Review what's new and changed, and the fixes and limitations in RPA Workspace for the v.27 release.

[Updating to v.27 release](#) on page 74

Review requirements and support information about updating your Control Room and Bot Agent for the v.27 release.

## Remote agent v.2.1.0 updates

A new version of the Remote agent is released with Automation 360v.27. This section includes the fixes for Remote agent version 2.1.0.

### Fixes

<p>When a bot keeps running for a few hours, an error no longer occurs due to high memory usage with the Recorder package version 2.9.2 or later.</p> <p>Previously, an increase in memory usage caused the bot to fail after a few hours with a <code>Java heap space</code> error.</p> <p><b>Service Cloud case ID:</b> 01911565</p>
<p>An error no longer occurs when you use Recorder package 2.8.6 and later versions to perform a click operation on a link element that opens a pop-up window on a web page running in Microsoft Edge with IE mode.</p> <p><b>Service Cloud case ID:</b> 01845776, 01858872, 01923003</p>
<p>When you install the AARemoteAgent_2.0, the DLL files are now copied to the correct <b>A360 Remote Agent</b> folder and the AARemoteAgent_2.0 runs properly. Previously when you installed the AARemoteAgent_2.0, the DLL files were copied to an incorrect <b>A360 Remote Agent\Java</b> folder.</p> <p><b>Service Cloud case ID:</b> 01935630</p>
<p>In the Recorder package, you can now use the <b>Left click</b>, <b>Right click</b>, and <b>Set Text</b> with delay actions for cross-domain IFrames to automate web pages on Google Chrome and Microsoft Edge browsers with Manifest V3 extensions. Previously, these actions were not working for cross-domain IFrames with Manifest V3 extensions.</p>
<p>In the Recorder package, you can now use the <b>Click</b> action for the Link and Form tag controls that have inline scripting with JavaScript using Manifest V3 extensions.</p>
<p>When you use the <b>Recorder &gt; Capture</b> action to automate Citrix virtual apps running on Google Chrome and Microsoft Edge browsers, add a delay of 60 seconds and run the bot, then if the object does not exist, the bot waits for the specified time (60 seconds) in the <b>Keep trying for (seconds)</b> field before executing the next steps.</p>

## Process Discovery v.27 release

Review what's new in Process Discovery for the v.27 release.

### What's new

#### PEG Serverless

With support of up to 100 simultaneous sensors, businesses can easily redact sensitive data at scale before the data is sent to the Process Discovery platform. Businesses can run Process Discovery data collection across multiple teams simultaneously, while still providing one interface for IT Admins to manage the configuration, and one interface for the business to review the redactions.

#### PEG Configuration UI

IT Admins can easily manage forwarding configurations, redaction configurations, and export logs from a web UI instead of having to run commands on the command line.

*[Manage redaction and forwarding settings from the UI](#) on page 2039*

### Fixes

Discovery Bot admins can now view all created processes without having the Discovery Bot recorder license.

Previously, if a Discovery Bot admin did not have a Discovery Bot recorder license and was using version A360.24, A360.25, or A360.26, all created processes did not display on the Processes page.

**Service Cloud case ID:** 01859123, 01877311, 01860901

### Related reference

[Automation 360 v.27 Release Notes](#) on page 44

[RPA Workspace v.27 release](#) on page 47

Review what's new and changed, and the fixes and limitations in RPA Workspace for the v.27 release.

[AARI v.27 release](#) on page 101

Review what's new and changed, and the fixes and limitations in AARI for the v.27 release.

[IQ Bot and Document Automation v.27 release](#) on page 109

Review what's new and changed, and the fixes and limitations in IQ Bot and Document Automation for the v.27 release.

[Bot Insight v.27 release](#) on page 116

Review the fixes in Bot Insight for the v.27 release.

[Packages updated in v.27](#) on page 75