
Service Insights

User Guide

Bot Version	11.3.2
Compatible AAE Versoin	1.0
Document Version	1.0
Date of Publication	5-3-2019
Update(s) to Document Edition	

Contents

Introduction	3
Service Insight Bot Package	3
Contents	3
Service Insights Bot Configuration	3
Pre-requisites	3
Configuring the Bots	4
Service Insights Bot	4
Where to copy this Bot?	4
License Information Bot	5
Where to copy this Bot?	5
Control Room Data Bot	6
Where to copy this Bot?	6
Run Service Insights Bots	6
Development Mode - Bot Creator	6
Production Mode - Bot Runner	6

Introduction

Service Insights is a user installed Bot that completes your installation process. It provides valuable data on the health of your RPA program, and enables your CSM to have the most up to date information to guide your RPA journey.

Service Insight Bot Package

Contents

The following are the contents of the zip file:

1. Service Insights Bot.atmx
2. License Information.atmx
3. Control Room Data.atmx

Service Insights Bot Configuration

Pre-requisites

As this Bot will need to login to the Control Room to get the necessary platform information, it is important that the Control Room access should be made available. Other information required to configure the Bot should also be handy.

Control Room Version: AAE 11.3.2

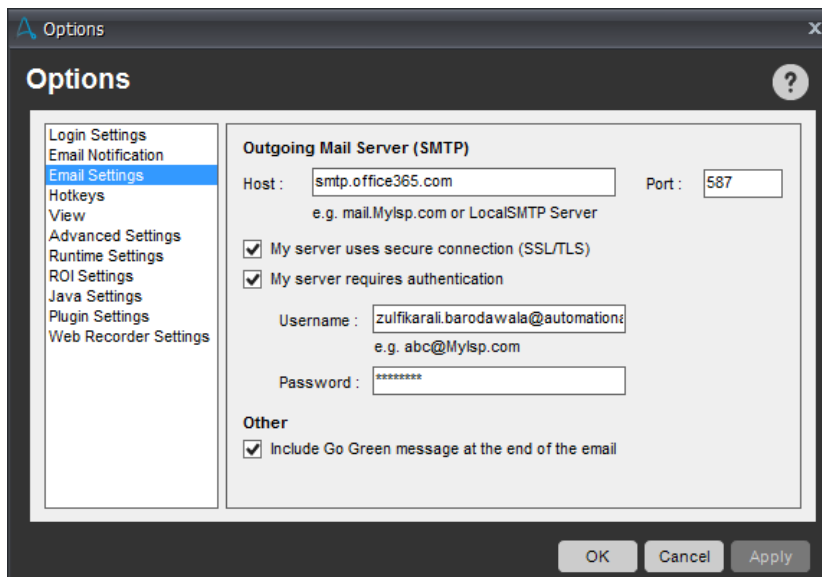
Control Room URL: `http://<Control_Room_URL>:<Port_No>` (e.g. <https://myaacr.ultron.com:443>)

Control Room Admin Username

Control Room Admin Password

DownloadFolder: This is the path on the machine on which the Bot will copy the files.

Email Settings: Specify the email settings under AAE Client > Tools > Options > Email Settings



Options

Email Settings

Outgoing Mail Server (SMTP)

Host : Port :
 e.g. mail.Myisp.com or LocalSMTP Server

☒ My server uses secure connection (SSL/TLS)

☒ My server requires authentication

Username :
 e.g. abc@Myisp.com

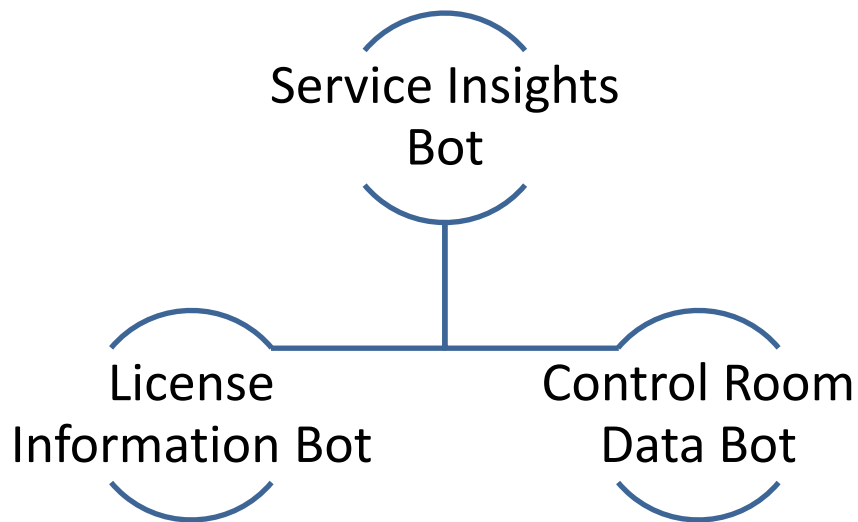
Password :

Other

☒ Include Go Green message at the end of the email

OK Cancel Apply

Configuring the Bots



Service Insights Bot

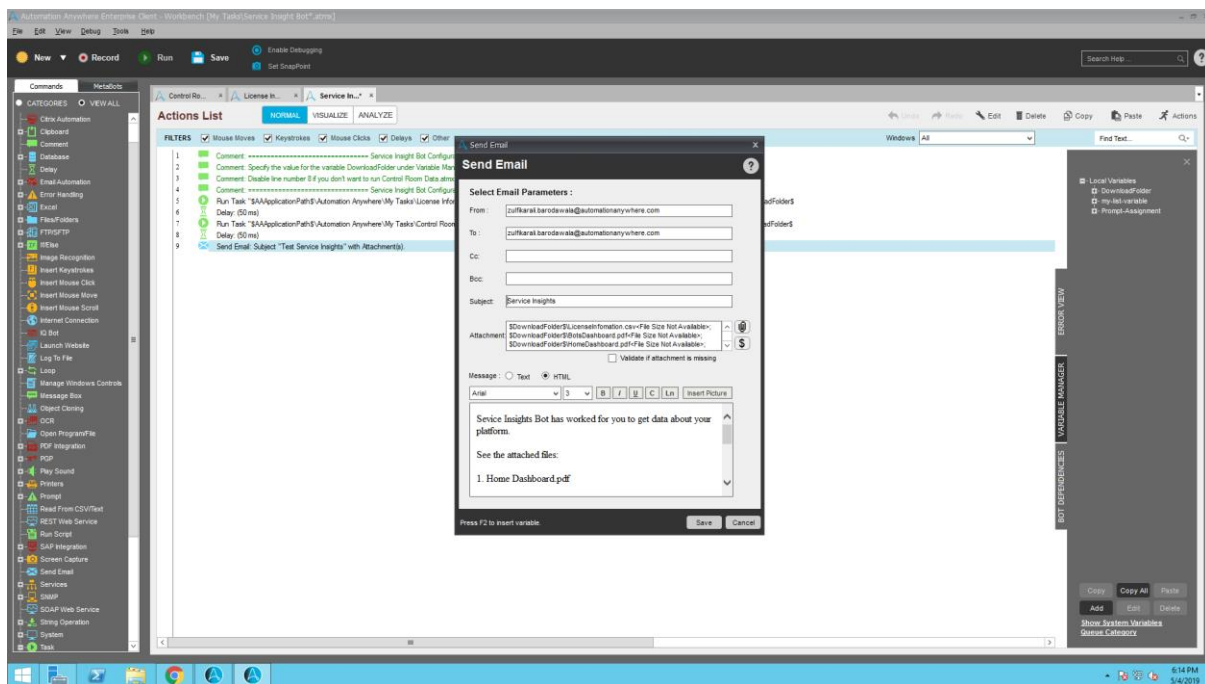
This is the master bot which will execute the other two bots. The name of this Bot in the package is “Service Insights Bot.atmx”

Where to copy this Bot?

Copy all the Bots to the <Automation Anywhere Application Path>\Automation Anywhere\My Tasks

Open the Bot in the Task Editor to make the following changes:

1. Open Variable Manager and modify the variable “DownloadFolder”
 - a. Specify the path where you would store the data files.
2. On line no 9, of the Send Email command, change the From and To fields of the email.



License Information Bot

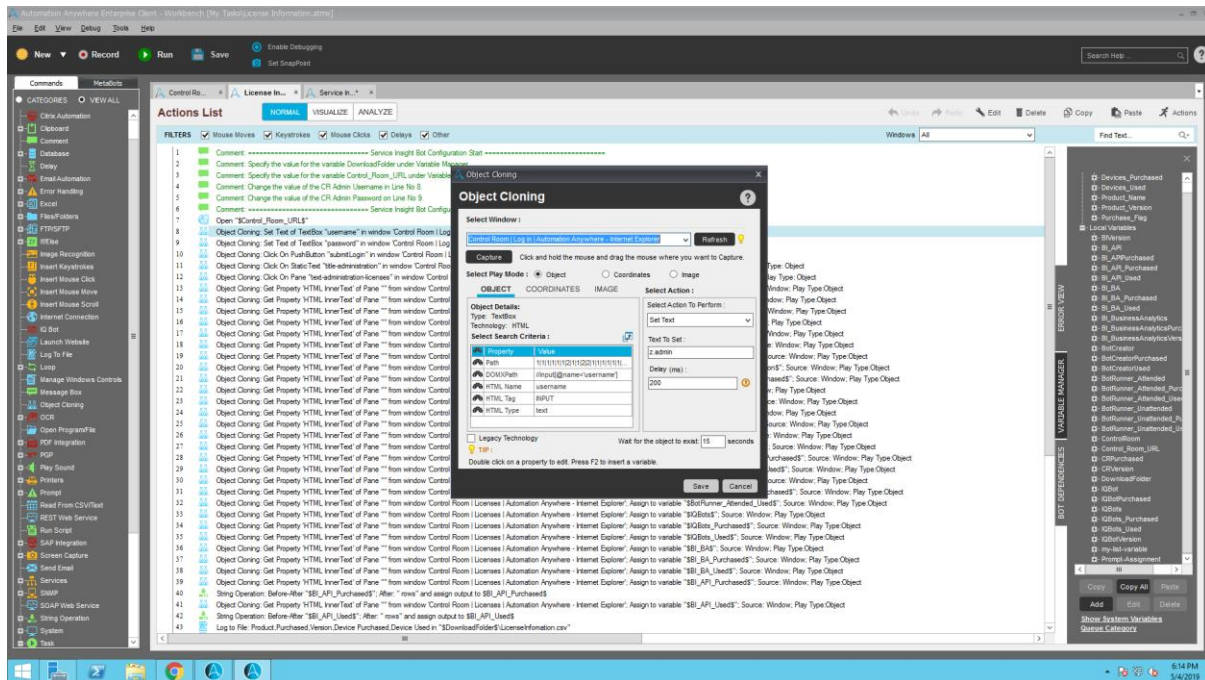
This is the Bot which will retrieve the License Utilization information from the Control Room. The name of this bot in the package is “License Information.atmx”

Where to copy this Bot?

Copy all the Bots to the <Automation Anywhere Application Path>\Automation Anywhere\My Tasks

Open the Bot in the Task Editor to make the following changes:

1. Open Variable Manager and modify the following variables:
 - a. DownloadFolder: Specify the path where you would store the data files.
 - b. Control_Room_URL: Specify the Control Room URL
2. On Line #8 of the Bot, open the Object Cloning Command
 - a. Edit the value in “Text to Set” to the Control Room Admin Username
3. On Line #9 of the Bot, open the Object Cloning Command
 - a. Edit the value in “Text to Set” to the Control Room Admin User’s Password
 - b. For security reasons, this field is masked.
 - c. For advanced users, use the Credential Vault feature in the Control Room to store and retrieve password securely.



Control Room Data Bot

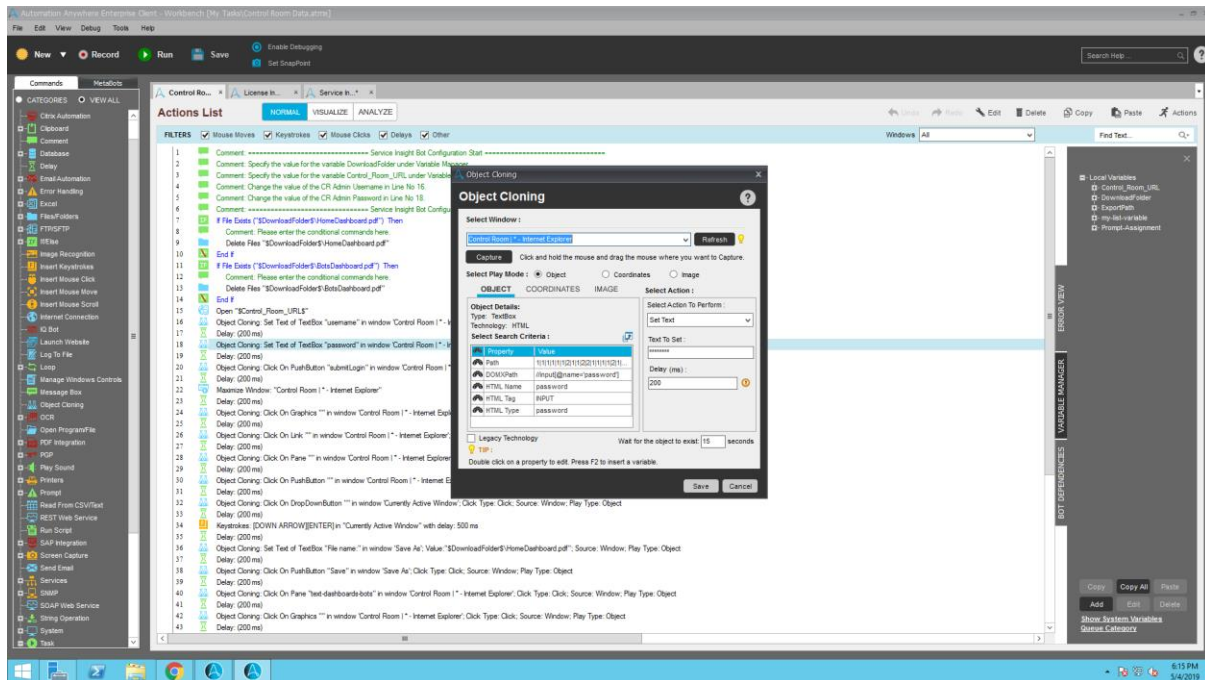
This Bot will retrieve the Control Room Metadata of the Bots that have been running from the Control Room. The name of this Bot in the package is “Control Room Data.atmx”

Where to copy this Bot?

Copy all the Bots to the <Automation Anywhere Application Path>\Automation Anywhere\My Tasks

Open the Bot in the Task Editor to make the following changes:

1. Open Variable Manager and modify the following variables:
 - a. DownloadFolder: Specify the path where you would store the data files.
 - b. Control_Room_URL: Specify the Control Room URL
2. On Line #8 of the Bot, open the Object Cloning Command
 - a. Edit the value in “Text to Set” to the Control Room Admin Username
3. On Line #9 of the Bot, open the Object Cloning Command
 - a. Edit the value in “Text to Set” to the Control Room Admin User’s Password
 - b. For security reasons, this field is masked.
 - c. For advanced users, use the Credential Vault feature in the Control Room to store and retrieve password securely.



Run Service Insights Bots

Development Mode - Bot Creator

To test the Bots, run the parent “Service Insights Bot” in AAE Client from a Bot Creator.

Once the Bot finishes a successful execution, you should get an email.

Production Mode - Bot Runner

Once the Bots have been successfully tested, Upload the Bots to the CR. Schedule these Bots to run on a weekly basis.