



Orchestrator Connectivity Troubleshooting

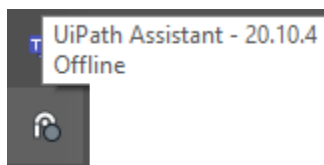
You should be able to see 2 applications running on your computer (in your system tray, right next to the clock):

- Inactive UiPath Assistant Monitor 
- UiPath Assistant 

If both are present in your System Tray, and the UiPath Assistant has a green light, you are good to go.


If you are missing the Inactive UiPath Assistant Monitor, please start with section 1.

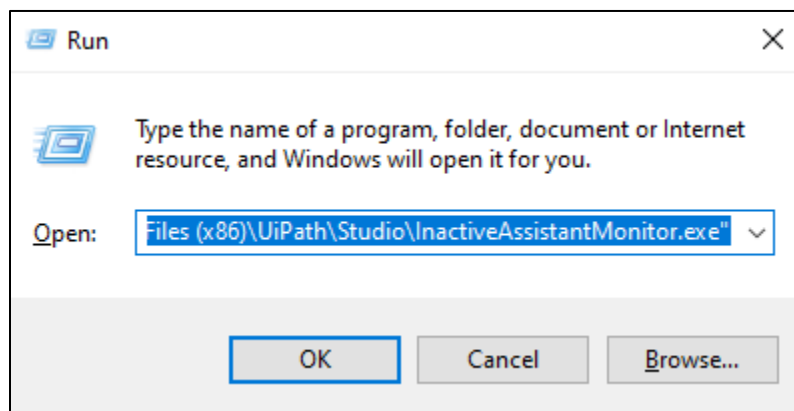
If the UiPath Assistant is Offline (grey light), please move to section 3.



1. Inactive UiPath Assistant Monitor not present

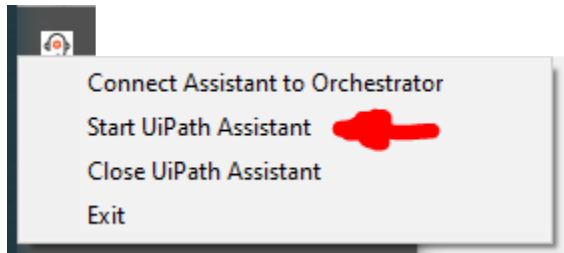
If the Inactive UiPath Assistant Monitor is not present on your Tray, please send an email to darren.cheng@santander.co.uk and fernando.casanova-coch@santander.co.uk with the title "Inactive UiPath Assistant Monitor not present".

To launch the Inactive UiPath Assistant Monitor, please press the Windows button  + R to launch a command and type "C:\Program Files (x86)\UiPath\Studio\InactiveAssistantMonitor.exe" (please note the quotes) to launch the program.

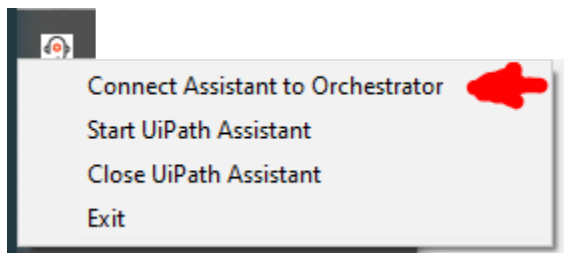


2. Inactive Assistant Monitor present, but no UiPath Assistant

Once you have access to the Inactive Assistant Monitor, you can launch the Assistant via the Menu. Right-click on the Inactive Assistant Monitor icon and Left-click on the *Start UiPath Assistant* menu item.

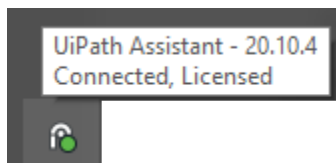


3. Connect UiPath Assistant to Orchestrator



Right-click on the Inactive Assistant Monitor icon and Left-click on the *Connect Assistant to Orchestrator* menu item.

Wait for 30s for the Assistant to connect successfully. You should see a green icon and, when hovering over the icon, a **Connected, Licensed** tag (please ignore the version, yours will be different).



If you have any issues connecting the Robot to the Orchestrator, please send an email to darren.cheng@santander.co.uk and fernando.casanova-coch@santander.co.uk