



Possibilities <sup>Unlimited</sup>

AssistEdge RPA 20.1  
Community Edition -  
Troubleshooting Guide



## COPYRIGHT NOTICE

---

©2023 EdgeVerve Systems Limited, Bangalore, India. All Rights Reserved. This documentation is the sole property of EdgeVerve Systems Limited ("EdgeVerve"). EdgeVerve believes the information in this document or page is accurate as of its publication date; such information is subject to change without notice. EdgeVerve acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. This document is not for general distribution and is meant for use solely by the person or entity that it has been specifically issued to and can be used for the sole purpose it is intended to be used for as communicated by EdgeVerve in writing.

Except as expressly permitted by EdgeVerve in writing, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording, or otherwise, without the prior written permission of EdgeVerve and/ or any named intellectual property rights holders under this document.

## EDGEVERVE SYSTEMS LIMITED

---

Electronics City, Hosur Road, Bangalore 560 100, India.

[www.edgeverve.com](http://www.edgeverve.com)

## AE-RPA-CE-TROUBLESHOOTING GUIDE

---

AUTHORIZED BY: EDGEVERVE SYSTEMS LIMITED

DATE: NOV, 18, 2023.

## REVISION HISTORY

---

Product Version	Revision Version	Revision Date	Change Description
20.1	1.0	18/11/2023	Final Version

## Contents

<b>1 Introduction</b> .....	<b>4</b>
1.1 Product Overview .....	4
1.2 Objective .....	4
1.3 Scope .....	4
1.4 Acronyms .....	5
<b>2 Troubleshooting</b> .....	<b>6</b>
2.1 Installation.....	6
2.1.1 Pre-Installation Checks .....	6
2.1.2 Installation Failure.....	6
2.1.3 Post Installation Checks .....	8
2.1.4 Check if Database is Properly Installed.....	8
2.2 AssistEdge RPA Community Edition Launcher .....	8
2.2.1 Authentication Failure .....	8
2.2.2 Launch Failure.....	9
2.2.3 Unable to launch Community Edition when Java is not installed .....	9
2.2.4 Product Executable is Taking Time to Load .....	9
2.2.5 Studio Log .....	10
2.3 AssistEdge EVA Bot .....	10
2.3.1 Help On Using EVA Bot .....	10
2.3.2 Process Screen is Empty.....	10
2.3.3 Deployed Process Not Visible in AssistEdge EVA bot .....	11
2.3.4 Process Visible but not Executable.....	12
2.3.5 Process Execution Errors .....	15
2.3.6 Compatibility Alert for Automations Using Chrome Browser .....	15
2.3.7 EVA Bot Crashes.....	18
2.3.8 If Excel is Locked for Failed Process with 'Excel Loop Activity' .....	18
2.3.9 Automating Mainframe Applications.....	19
2.3.10 Community Edition .....	19
2.3.11 In case of Any Other Issue.....	19

# 1 Introduction

The AssistEdge RPA Community Edition is a lean version of the AssistEdge RPA product with powerful automation capabilities and easy-to-use user interface.

## 1.1 Product Overview

---

The feature-rich AssistEdge Automation Studio is a key component of the Community Edition. It enables users to create and configure process automations. The Automation Studio includes automation configuration capabilities for varied and heterogeneous technology applications.

AssistEdge EVA Bot enables the automation of repetitive tasks for personalized automation. Automation processes configured and deployed in AssistEdge Studio are executed by AssistEdge EVA Bot.

Dashboard helps let you know and understand your automation processes by means of key indicators of performance, usage and success. The Dashboard automatically evaluates data across different machines and displays the aggregated details.

## 1.2 Objective

---

Troubleshooting of issues while installing and using the AssistEdge RPA Community Edition

## 1.3 Scope

---

The Troubleshooting Guide describes the possible issues and related solutions encountered during the installation of AE RPA Community Edition, and while running the Automation Studio and the EVA Bot. The target audience for this guide is software developers and administrators who install and design business processes using the Automation Studio - Community Edition.

Note: For issues or queries on how automation works or how to configure automation for a specific technology, refer to the Automation Studio User Manual.

## 1.4 Acronyms

---

Acronym	Expansion
AE	AssistEdge
CE	Community Edition
RPA	Robotic Process Automation

# 2 Troubleshooting

The issues and resolutions described in this section include checks, installation issues and errors.

## 2.1 Installation

---

The below mentioned steps help in seamless installation of the Automation Studio.

### 2.1.1 2.1.1 Pre-Installation Checks

---

Before performing Community Edition installation, user must ensure the following:

- .exe file is not blocked in your system.
- AssistEdge RPA Community Edition works Windows 7 and above.
- You have .NET Framework 4.6.x and above on the system

### 2.1.2 2.1.2 Installation Failure

---

If installation is failed due to .net framework or database creation error, refer below sections.

- .Net Framework
- Database Creation Error t

#### 2.1.2.1 .Net Framework

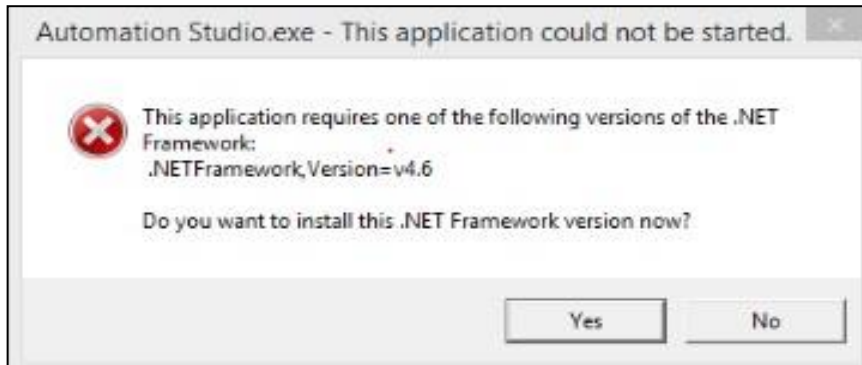
---

If a message related to .NET Framework version is displayed as shown in Figure 1:

- Install .NET Framework from Prerequisites Software directory.

Restart the system post installation of .NET Framework.

Install the product again.



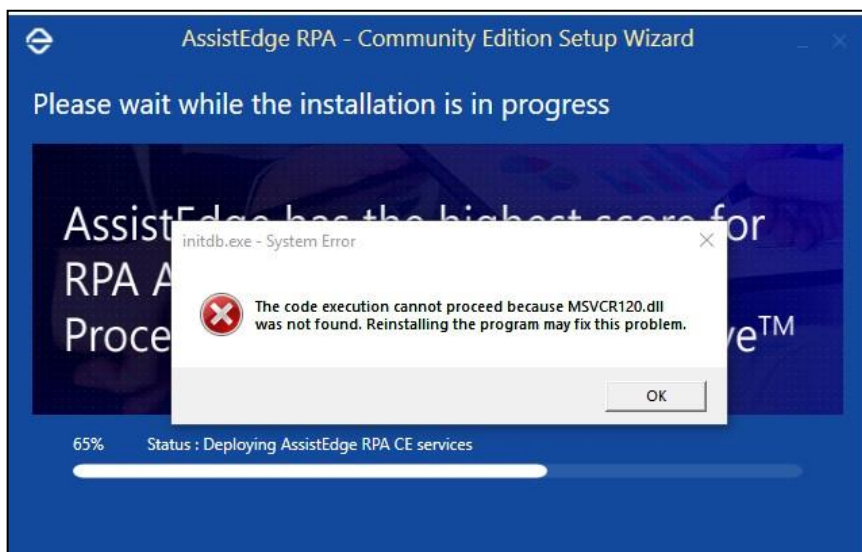
Check the log file InstallerLog.txt

If the re-installation is done at the same path, take a backup of the existing installation directory and remove it.

### 2.1.2.2 Database Creation Error

---

If installation fails with message mentioned in Figure 2, follow the steps listed below.



- Download the **Visual C++ Redistributable Packages** for Visual Studio 2013 from <http://www.microsoft.com/enus/download/details.aspx?id=40784>.

Select **vcredist\_x86.exe** and install it.

Once the package is installed, run the Assist Edge installer again.

### 2.1.3 2.1.3 Post Installation Checks

---

Follow below checks to perform post installation checks.

- The Automation Studio is automatically launched post successful installation.

Check **InstallerLog.txt** to validate if installation is completed without errors.

Check the file **aedb.log** at ...\**EdgeVerve Systems Limited\AssistEdge\_CE\DBFiles** to ensure there are no errors during installation.

### 2.1.4 2.1.4 Check if Database is Properly Installed

---

Ensure the database is installed properly and works as required:

- Open the command prompt and go to the below folder in installed directory. ...\**EdgeVerve Systems Limited\AssistEdge\_CE\DBFiles**.
- Run command **StartAEDB.bat** <Port> and validate the output.
- Run command **StatusAEDB.bat** and validate the output.
- Run command **StopAEDB.bat** and validate the output.
- Check the file **aedb.log** to ensure that there are no errors.

## 2.2 AssistEdge RPA Community Edition Launcher

---

Refer to the below points if there are any issues while launching the AssistEdge RPA Community Edition product.

### 2.2.1 Authentication Failure

---

If authentication failure message is received while launching AssistEdge RPA Community Edition.

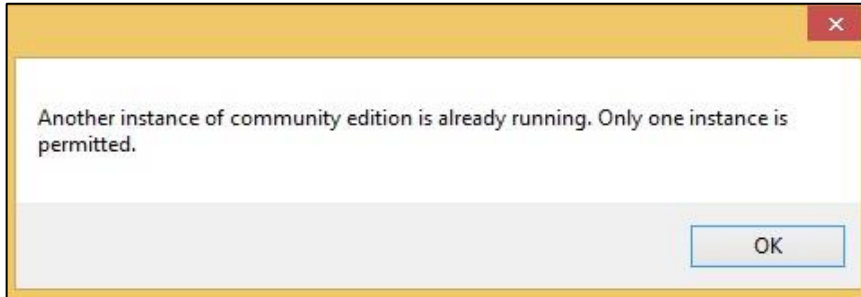
- Share the error details from the file **WorkFlowDataService.log** from ...\**EdgeVerve Systems Limited\AssistEdge\_CE\Workflow\Logs**.
- Share the error details from the file **AssistEdge\_Studio.log** from ...\**AppData\Local\EdgeVerve\ACE\Logs**.
- Share the error details from the file **aedb.log** from ...\**EdgeVerve Systems Limited\AssistEdge\_CE\DBFiles**.



## 2.2.2 Launch Failure

---

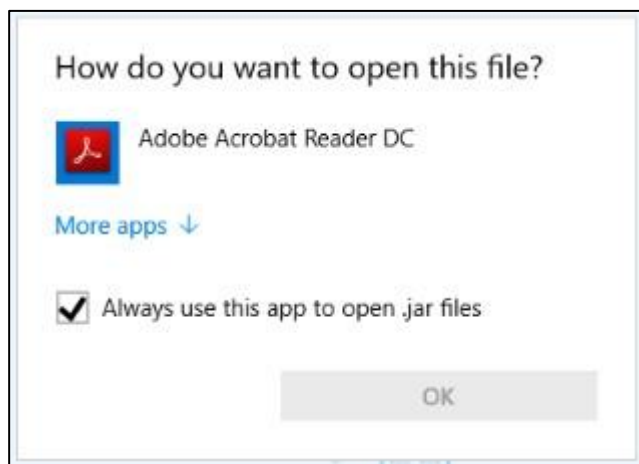
If the message shown in Figure 2 is displayed, check the System Tray to verify if another instance is already running.



## 2.2.3 Unable to launch Community Edition when Java is not installed

---

When Community Edition is launched, user might see a pop up stating "How do you want to open the file". This happens when Java is not installed in the machine. Press Esc on the keyboard to close the pop up window.



## 2.2.4 Product Executable is Taking Time to Load

---

If product executable is taking time to load:

- Run the Task Manager application.

Check if the antivirus process is excessively taking up CPU and memory usage.

Check with the domain administrator to mark the product executable as "Trusted".

Ensure that enough CPU and memory space is available while running the product.

## 2.2.5 Studio Log

---

Identify the root cause using relevant error, if any, from these files:

- **AssistEdge\_Studio.log** from %localappdata%\EdgeVerve\ACE\_unique\_id\Log
- **WorkflowDataService.log** from ...\EdgeVerve Systems Limited\AssistEdge\_CE\Workflow\Log
- **AssistEdge\_DB.log** from ...\EdgeVerve Systems Limited\AssistEdge\_CE\DBFiles

## 2.3 AssistEdge EVA Bot

---

AssistEdge EVA Bot is a key component of the AssistEdge RPA Community Edition. This section describes common issues and related resolutions for the AssistEdge EVA Bot.

### 2.3.1 Help On Using EVA Bot

---

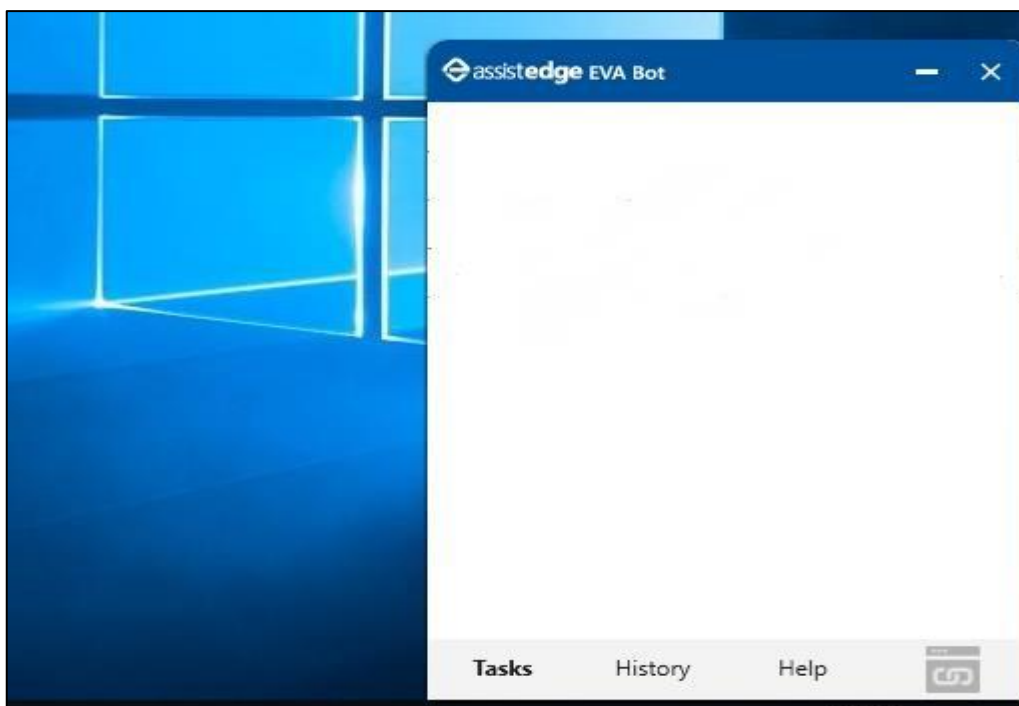
Refer to the help document provided on the Welcome and Help page.

### 2.3.2 Process Screen is Empty

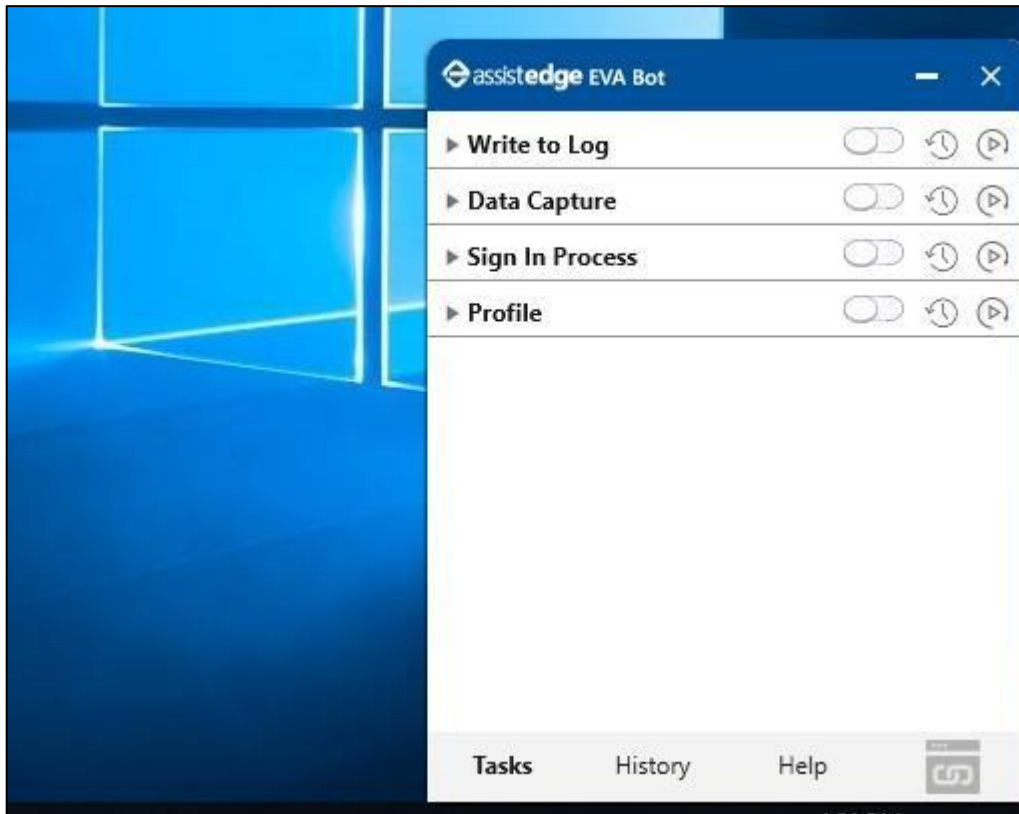
---

Create, publish and deploy a process in the Automation Studio to make it available for running in AssistEdge EVA Bot.

- EVA Bot, shown in Figure 3, when processes are not deployed from Automation Studio.

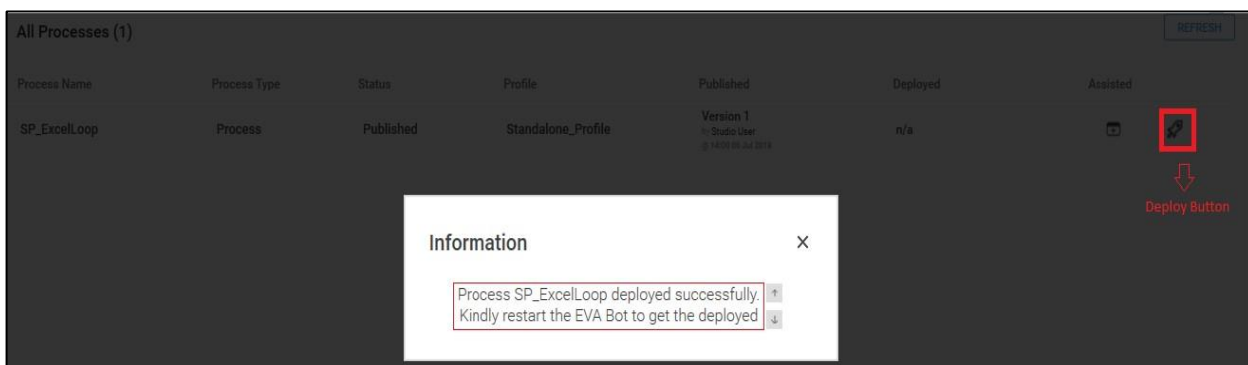


- EVA bot, shown in Figure 4, when processes are deployed from Automation Studio.

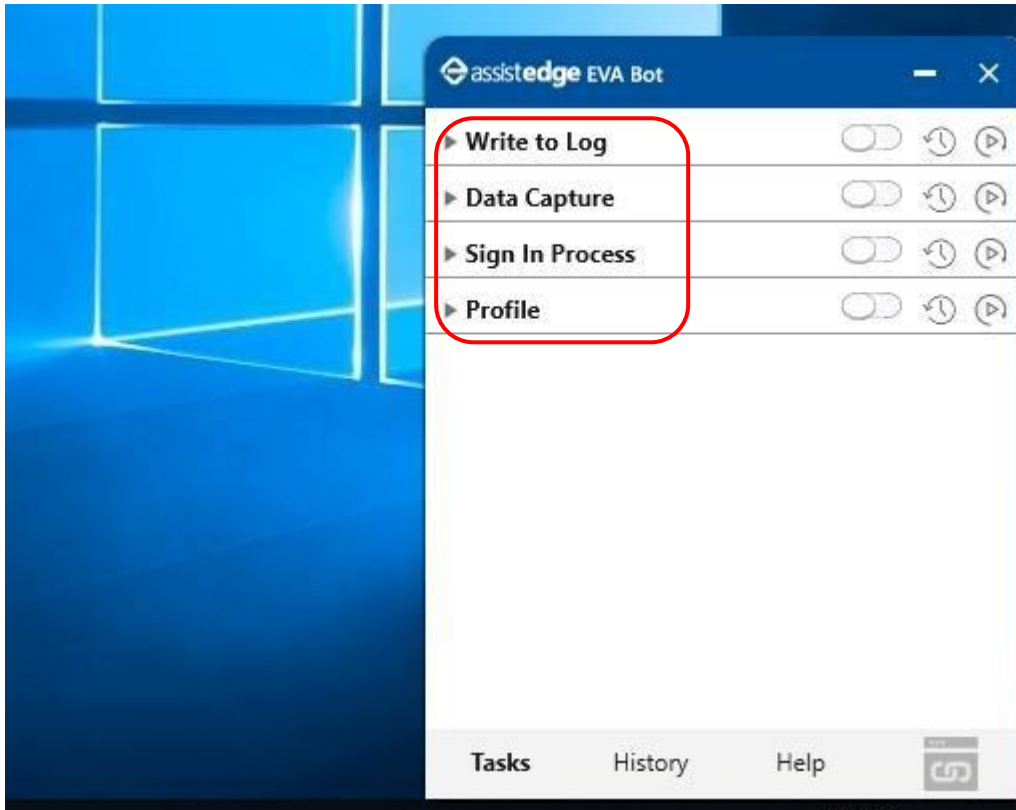


### 2.3.3 Deployed Process Not Visible in AssistEdge EVA bot

Check if the process is deployed successfully from the Automation Studio.

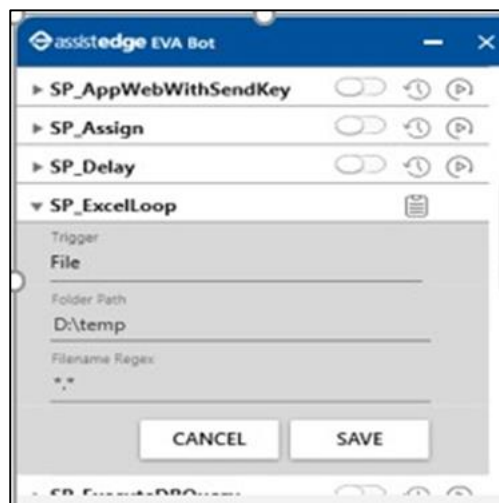


Once deployed, the process is visible when AssistEdge EVA Bot is started or restarted.



### 2.3.4 Process Visible but not Executable

Ensure that mandatory trigger configurations are saved.



Ensure that the correct trigger type is configured in Process Inputs.

- a. For Email Trigger



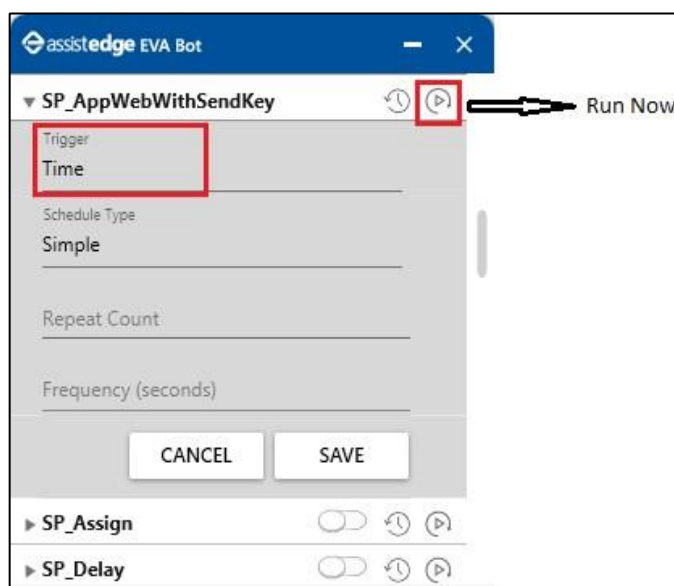
The screenshot shows a dialog box titled "Process Inputs" with a "Process Trigger Type" dropdown set to "Email Trigger". Below the title bar, there are two columns: "FieldName" and "DisplayName". A single row is visible with "emailTriggerId" in both the "FieldName" and "DisplayName" columns.

- b. For File Trigger



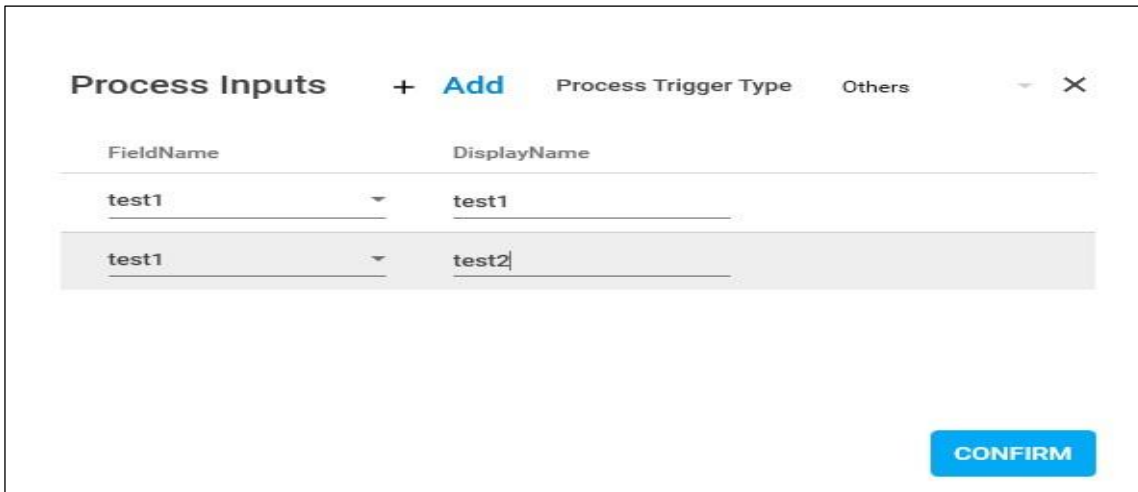
The screenshot shows a dialog box titled "Process Inputs" with a "Process Trigger Type" dropdown set to "File Trigger". Below the title bar, there are two columns: "FieldName" and "DisplayName". A single row is visible with "filePath" in both the "FieldName" and "DisplayName" columns.

'Run Now' option is applicable only for "Time" trigger.

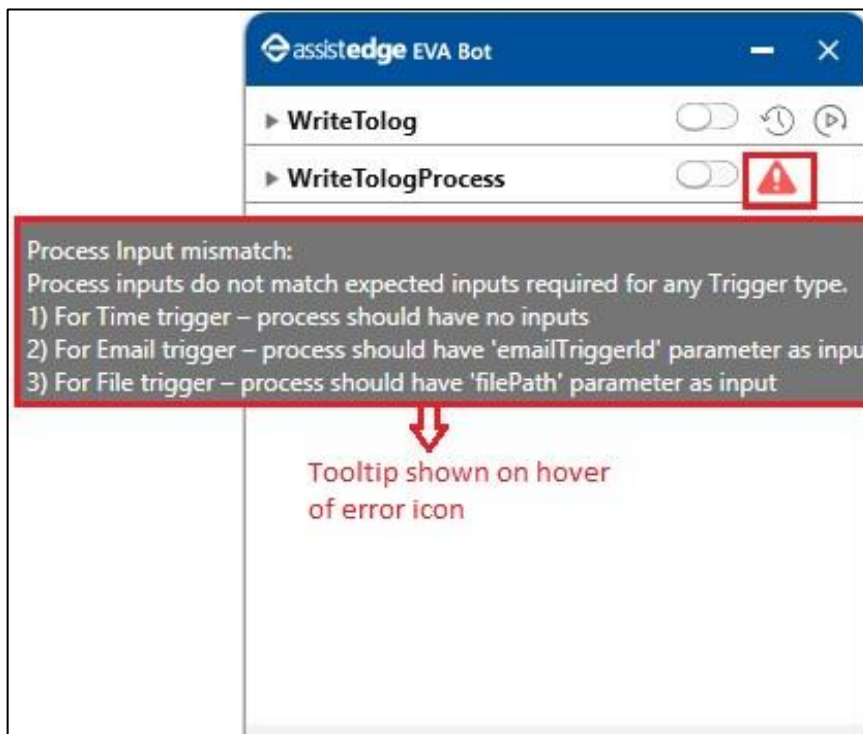


If Process inputs other than **emailTriggerId / filePath / No Inputs** as shown in Figure 12, an error icon appears in EVA Bot

- a. Process inputs other than emailTriggerId / filePath / No Inputs:



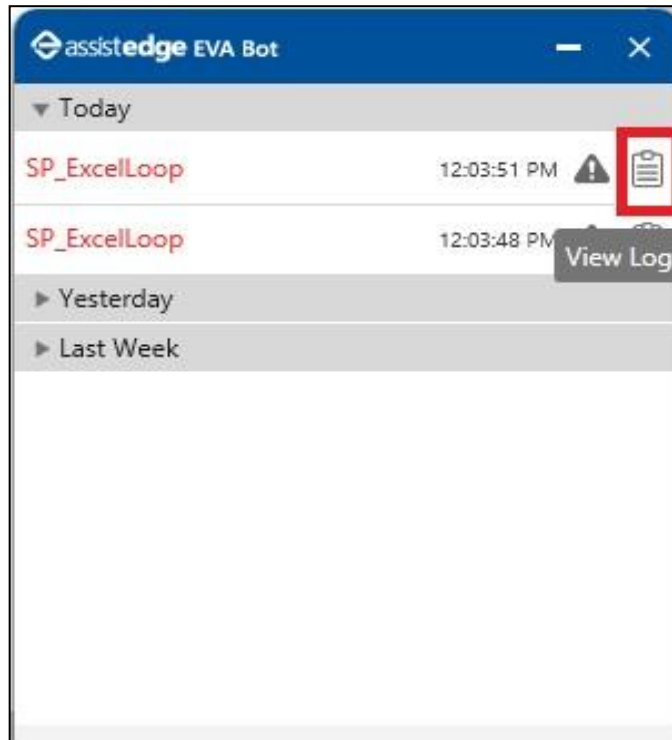
- b. Error icon in EVA Bot:



### 2.3.5 Process Execution Errors

- Ensure that in case of *SignIn Process*, you click **Setup Environment** under **Test Run** to prepare the application for testing, and then execute the process once using “Test Run” feature in Automation Studio.

Click on History tab - Log file Icon against failed transaction.



Identify the root cause using relevant error details, if any, from the files:

- AssistEdge\_EVA.log** from ...\EdgeVerve Systems Limited\AssistEdge\_CE\PA\Log.
- WorkFlowDataService.log** from ...\EdgeVerve Systems Limited\AssistEdge\_CE\Workflow\Log.
- AssistEdge\_DB.log** from ...\EdgeVerve Systems Limited\AssistEdge\_CE\DBFiles.

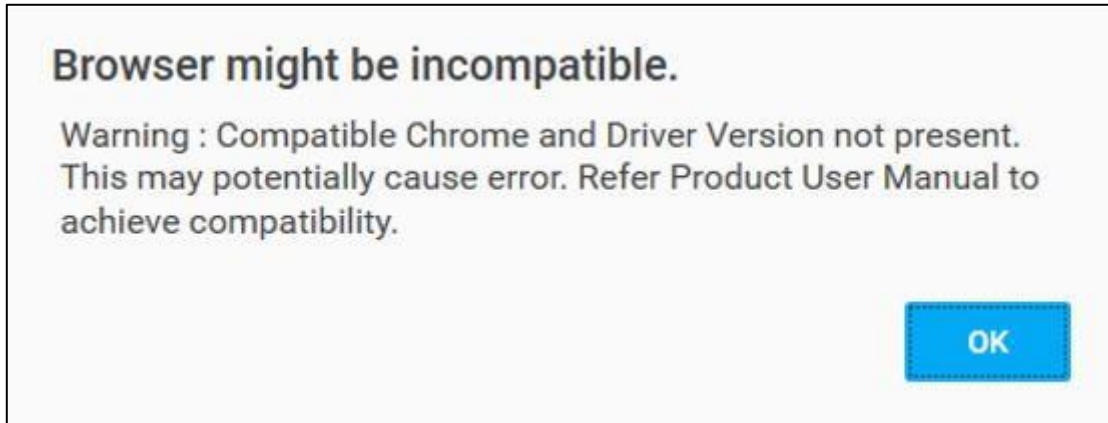
### 2.3.6 Compatibility Alert for Automations Using Chrome Browser

Chrome automation in AE works on the basis of chrome driver. Since chrome browser version is subject to change, its driver needs to be compatible with the newer or changed version of browser. Product provides an OOB compatibility alert for Browser Driver mismatch.

**How to make the system compatible?**

When there is an alert notifying compatibility, follow below steps:

- Automation studio provides an alert as shown in Figure 16.



EVA Bot notifies alerts in the execution logs in following manner:

Compatible Browser & Driver Version not present. This may potentially cause error. Refer troubleshooting guide to achieve compatibility.

Check the browser version of Chrome

Check the compatible web driver on web

To achieve compatibility for Studio and EVA BOT, go to

- \EdgeVerve Systems Limited\AssistEdge\_CE\ACE\SeleniumDrivers automation studio path.
- \EdgeVerve Systems Limited\AssistEdge\_CE\PA\SeleniumDrivers EVA BOT path.


Create a folder with driver version under selenium drivers and place the driver underneath.

Figure 17 shows the structure for automation studio.

This PC > DATA (D:) > EdgeVerve Systems Limited > AssistEdge-ACE > ACE > SeleniumDrivers				
Name	Date modified	Type	Size	
2.30	9/5/2018 9:07 AM	File folder		
2.31	9/5/2018 9:07 AM	File folder		
2.38	9/5/2018 9:07 AM	File folder		
chromedriver.exe	9/4/2018 2:32 AM	Application	6,210 KB	



2.30 is the version of the chrome driver. Driver has to be placed inside the folder as shown in Figure 18

Name	Date modified	Type	Size
 chromedriver.exe	9/4/2018 2:32 AM	Application	8,119 KB

Note: EVA BOT the structure is similar and available at EVA BOT location.

Update the configuration file with the browser and driver entries. File path is given below:

- Automation Studio path: \EdgeVerve Systems Limited\AssistEdge\_CE\ACE\ApplicationAutomationMetadata.json
- EVA BOT path:** \EdgeVerve Systems Limited\AssistEdge\_CE\PA\ApplicationAutomationMetadata.json  
Run Community Edition to verify if the placed drivers are available under selenium folder If the drivers are not available:
- Enable debug level logs and check for message: Unable to find Chrome Browser Version. As an alternate, provide the browser version in configuration file under AEP prerequisiteSettings->Parameters section, with key named ChromeBrowserVersion
- If the above message is displayed, the browser version is not detected. Add the key named chrome browser version in config file of Atomation Studio and EVA BOT as below:

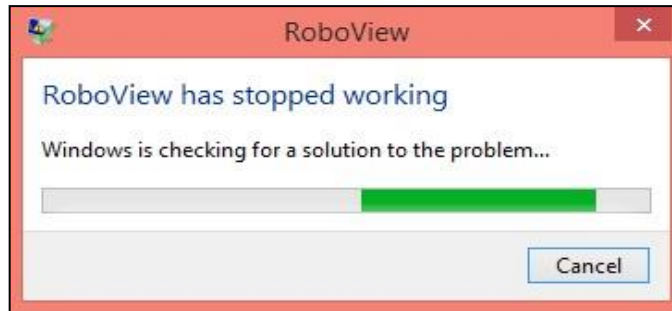
```
<AEP prerequisiteSettings>
  <Parameters>
    <!--Provide chrome browser version here for eg 68.0.3440.106 -->
    <add key="ChromeBrowserVersion" value="" />
  </Parameters>
</AEP prerequisiteSettings>
```

If the logs show that **chromedriver** is in use or access denied, kill the **chromedriver.exe** from task manager to ensure that the driver is not in use.

### 2.3.7 EVA Bot Crashes

---

Refer this section if EVA Bot Crashes.



- Identify the root cause using relevant error details, if any, from the file *AssistEdge\_EVA.log* from **...\\EdgeVerve Systems Limited\\AssistEdge\_CE\\PA\\Logs**.
- If there is a serialization exception for file *TriggerConfiguration.xml*, delete the file from path **\\Installed Folder\\EdgeVerveSystemsLimited\\AssistEdge\_CE\\PA\\ProtonFiles\\Standalone\_Studio** and restart the EVA Bot.

### 2.3.8 If Excel is Locked for Failed Process with 'Excel Loop Activity'

---

Refer this section if excel is locked for failed process with 'Excel Loop Activity'.

- Close EVA Bot.

In studio logs, search for the exception "**System.OutOfMemoryException**" if unable to open 'Firefox' web application in studio.

- a. Close Automation Studio.
- b. Open folder where 'Assisted RPA CE' installed.
- c. Go to **...\\EdgeVerve Systems Limited\\AssistEdge\_CE\\ACE**.
- d. Open 'Automation Studio.exe.config' file.
- e. Replace property `<add key="SEFirefoxProfile" value="SEProfile" />` with `<add key="SEFirefoxProfile" value="" />`.
- f. Save changes.
- g. Open studio.

### 2.3.9 Automating Mainframe Applications

---

Refer this section for automating mainframe applications.

- Open folder where Installation zip package is unzipped.

Copy folders from PrerequisitesSoftwares\MainframePlugins directory and paste in Installed location "EdgeVerve Systems Limited\AssistEdge\_CE\ACE\Plugins" path for Studio and in "EdgeVerve Systems Limited\AssistEdge\_CE\PA\Plugins" path for EVA bot.

Migrating Existing Processes and EVA Bot Trigger Configuration from 17.5.5 To 18.0

### 2.3.10 Community Edition

---

Refer this section for community edition migration from 17.5.5 to 18.0.

- Export all the processes and create a package in 17.5.5 community Edition.  
Take a backup of file "TriggerConfiguration.xml" from (installed location)\ EdgeVerve Systems Limited\AssistEdge\_CE\PA\ProtonFiles\Standalone\_Studio.

Install 18.0 community Edition.

Import processes in Automation Studio using the exported package.

Deploy the processes.

Paste the copied "TriggerConfiguration.xml" file to (18.0 installed location)\ EdgeVerve Systems Limited\AssistEdge\_CE\PA\ProtonFiles\Standalone\_Studio.

### 2.3.11 In case of Any Other Issue

---

Refer this section in case you receive any other issue apart from above mentioned issues, refer the AssistEdge Community page at <https://forum.assistedgerpa.com/>.

## About EdgeVerve

EdgeVerve Systems Limited, a wholly owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more. EdgeVerve. Possibilities Unlimited.

[www.edgeverve.com](http://www.edgeverve.com)