AUTOMATION ANYWHERE ENTERPRISE 11 LTS

Client - Installation Guide

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1 Document Purpose

This document for Automation Anywhere Enterprise 11 LTS with product version 11.1.0.0 provides information about the prerequisites and a step-by-step guide to installing the Automation Anywhere Enterprise Client

1.1 Intended Audience

This guide is intended for a system administrator and/or anyone else responsible for the installation and configuration of Automation Anywhere Enterprise Client.

2 Prerequisites

This chapter helps you determine whether your system has the required hardware and software to install Automation Anywhere Enterprise Client. Before installing the Enterprise Client, verify that your environment supports the requirements mentioned in the following sections.

2.1 Operating Systems

(32-bit and 64-bit OS versions are supported.)

Operating System	Edition
Microsoft Windows Server 2016	Datacenter Edition
Microsoft Windows 10*	Pro / Enterprise Edition
Microsoft Windows Server 2012 R2	Standard Edition
Microsoft Windows Server 2012	Standard Edition
Microsoft Windows Server 2008 R2	Standard Edition
Microsoft Windows 8.1/ 8	Pro / Enterprise Edition
Microsoft Windows 7 SP1	Standard / Professional Edition

*With certain limitations, viz. Flex Automation and Triggers on Windows 10 Apps are not supported.

Processor speed: Recommended - 3.5 GHZ+ with 4 Cores and above

RAM Recommended: 8 GB or higher

Hard Disk capacity: 300 MB of free hard disk space for installation.

NOTE:

- On an average, an Automation Anywhere script is approximately 100-150 KB. Additional free disk space is required to develop automation projects, as Automation Anywhere creates temporary files like screenshots, server logs, audit files etc. during the execution of the automation scripts.
- The actual free space required increases with the project size and hence it is recommended to have at least 40-50 GB of free disk space to implement long term projects.
- You might have to upgrade to a higher configuration post installation depending upon product usage. For instance, in MetaBot Designer - generation of log files, Logic creation, and so on might require more disk space later.

2.2 Browser Support

Browser	Version
Internet Explorer	10 and 11
Chrome	49 and above
Firefox	45, 46, and 47
Edge*	

*Only for Microsoft Windows 10

NOTE: Automation through Chrome and Edge is not supported in MetaBot.

2.3 Plugins

Plugin	Version
Silverlight	5.1.x
Adobe Flex	24
Internet Explorer 11	11.0
Chrome	49 and above
EDGE	
MODI	12.0
TOCR	5.0

2.4 Other Requirements

1. .NET Framework 4.6 and 4.6.1 (for Windows 8.1 and Window Server 2012 R2)
   NOTE: The .NET Framework 4.7 update is also supported
2. 1024 x 768 or higher resolution monitor
3. Mouse or another pointing device
4. Technology Support:
   - Windows
   - OCR
   - HTML
   - .NET
   - WPF
   - Flex
   - Silverlight
   - Java 1.6 (JRE 6.0.450) or later versions - Desktop and Web
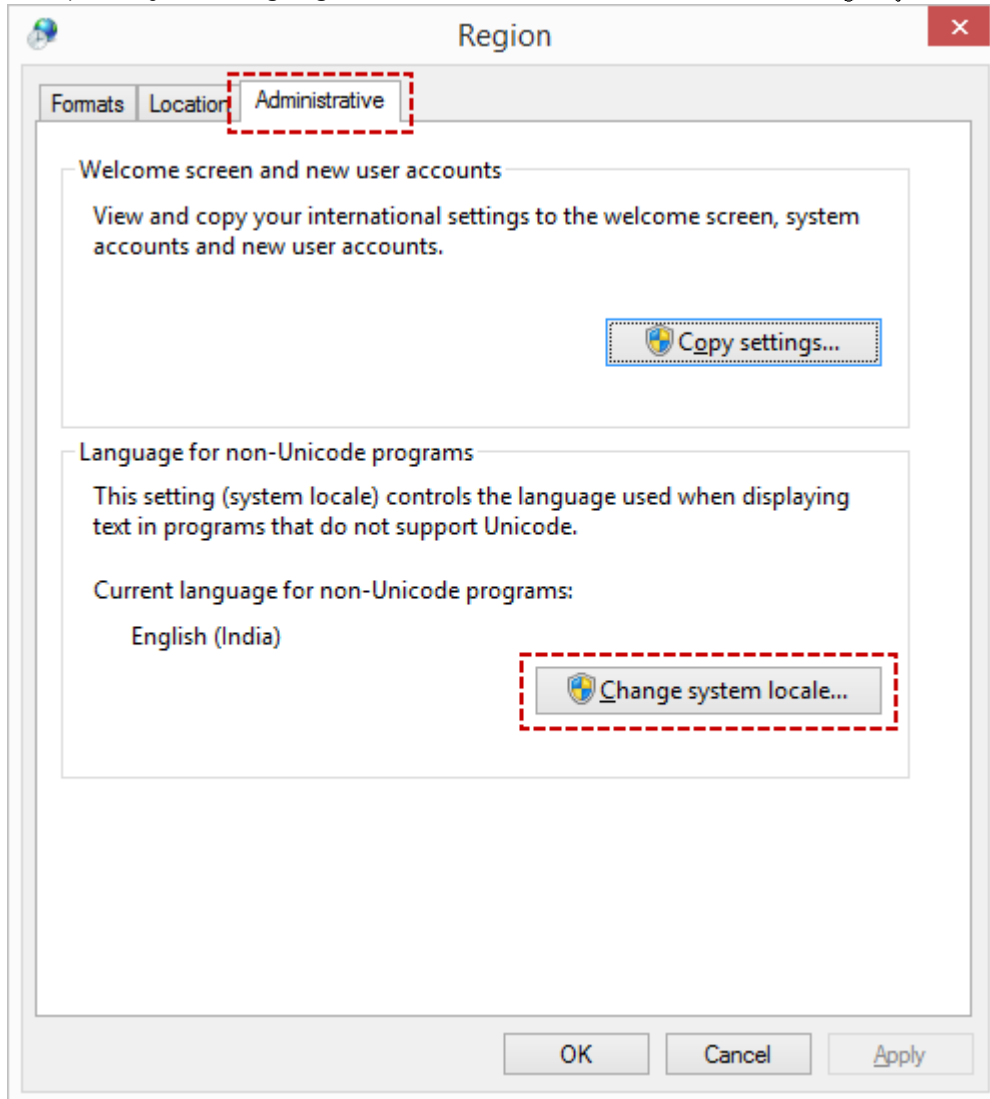
2.5 Region Format and Settings (Language Locale)

You can verify and update the Region Format and Settings i.e. the Language Locale from Control Panel →
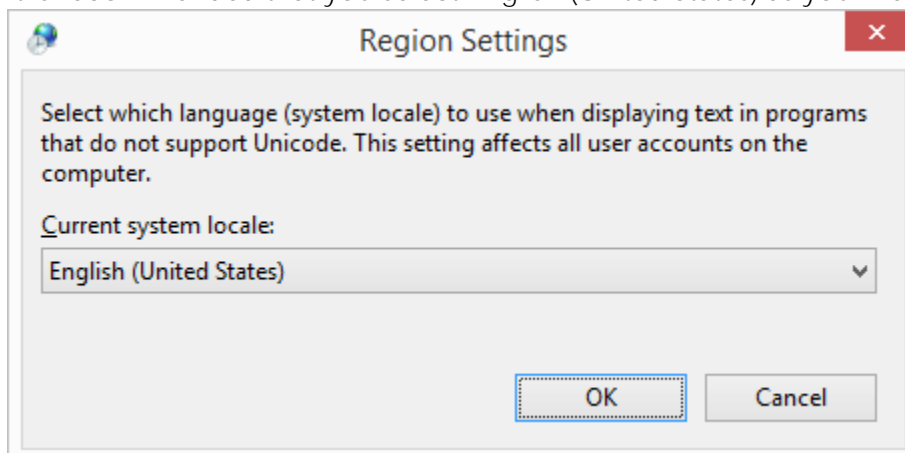Region.

- To update your Region Format, select the Format tab.

  a. It is recommended that you select English (United States) as your Region Format
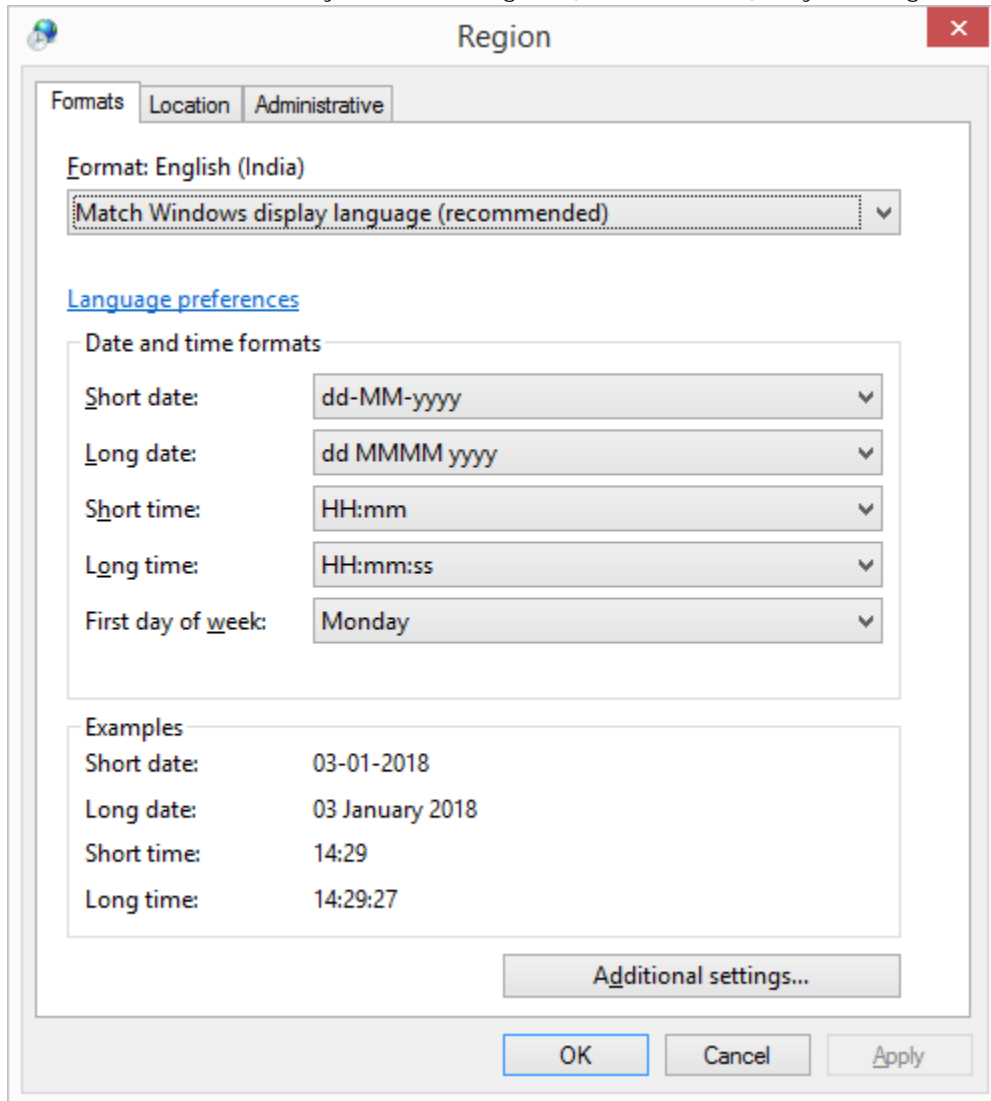
- To update your Language Locale, select Administrative → Change system locale...

   a. It is recommended that you select English (United States) as your Region Settings

2.6 Synchronization Time between Client and Control Room

To synchronize the time between the Client and Control Room, enable the Network Time Protocol (NTP) settings on your network.

NOTE: For more information regarding modification of the NTP settings for your network, contact your system admin.
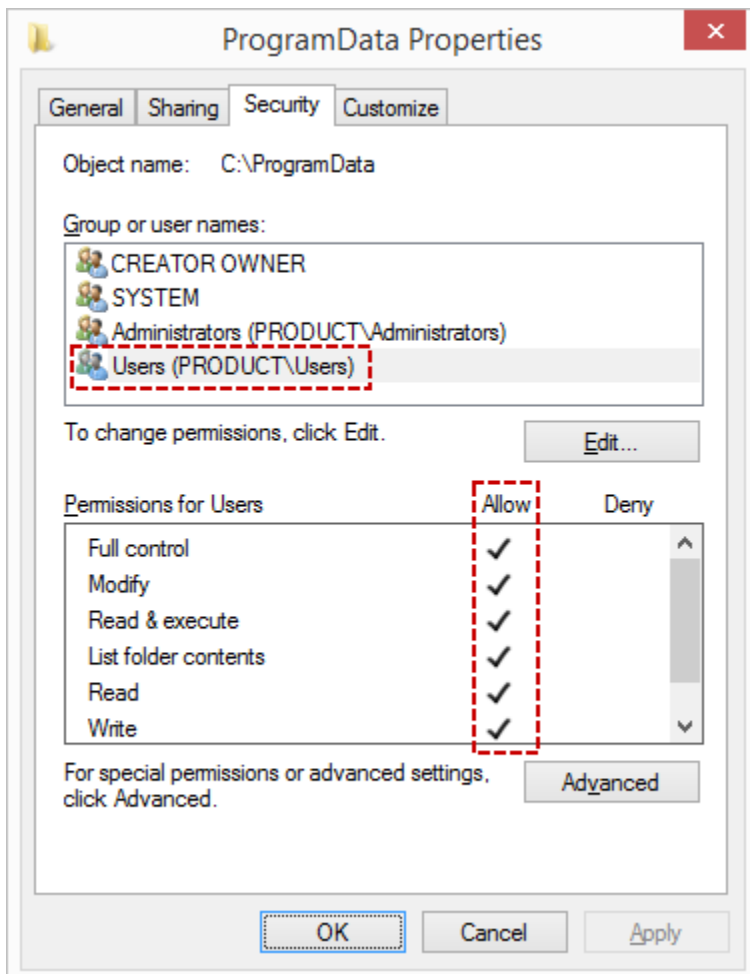
3 Installation

Using the Client setup, you will be able to install or upgrade the following components:

1. Client
2. .NET Framework v4.6 (if not installed)
3. Visual C++ Redistributables for VS 2015 (if not installed)
4. Internet Explorer 11 plugin (optional)
5. Chrome plugin (optional)
6. Java Plugin (optional)
7. Edge Plugin (optional)

IMPORTANT: It is recommended that you -

1. Run the setup in Admin mode as while installing the application some system updates are made in the services and registry.
2. Ensure 'Full Control' Permissions for Users are granted for the Automation Anywhere files namely Automation Anywhere Client Files, Automation Autologin, and Automation Schedules that are created in C:\Program Data when you choose the option while you install the Client.
3. You can provide permissions in C:\ProgramData → Properties → Security → Advanced → Permissions. This is to ensure the end user can edit the application files that are used during runtime, which are stored in the Program Data folder. Details in steps on Additional Configuration.

NOTE: If you have installed a previous version of the Client, ensure you perform a complete uninstall. This can be done from the Control Panel → Programs and Features.

To begin installation of Client, follow the steps given here:

1. Run the Setup for Client - Automation_Anywhere_Enterprise_Client_11.0.0.exe in Admin mode.
   - The installer first checks whether Visual C++ Redistributables for VS 2015 and .NET Framework v4.6 is installed.
     a. If Visual C++ Redistributable is missing, the installer will prompt you to first Install that component:
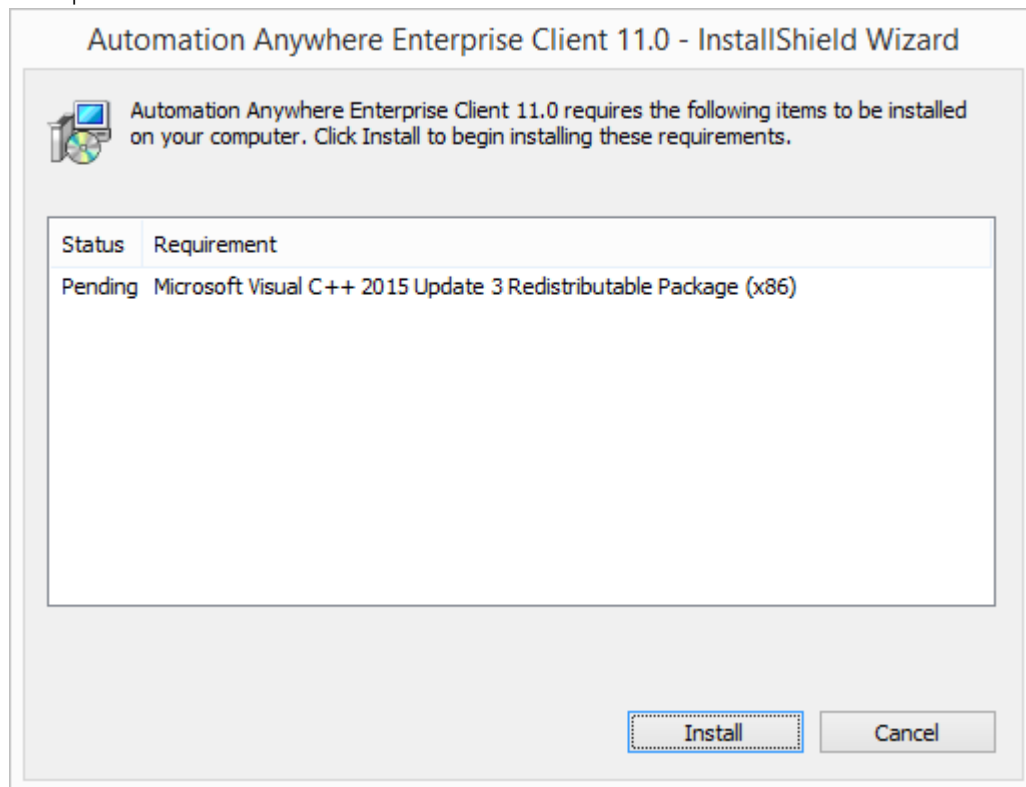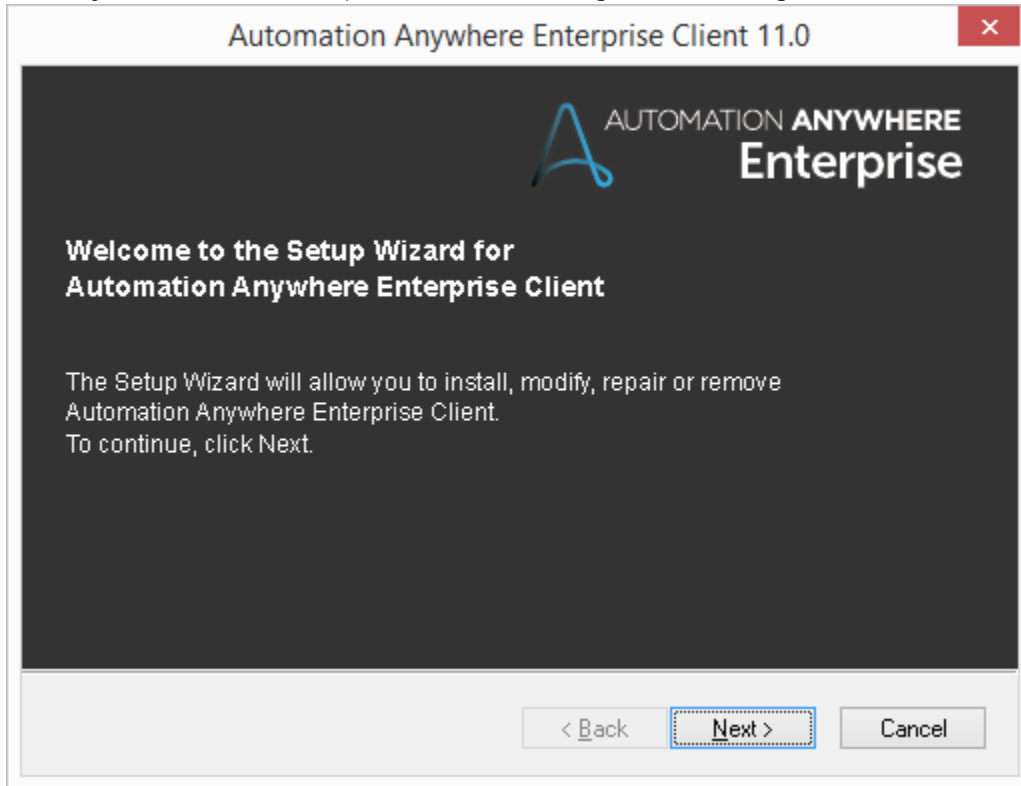
b. Click Install.
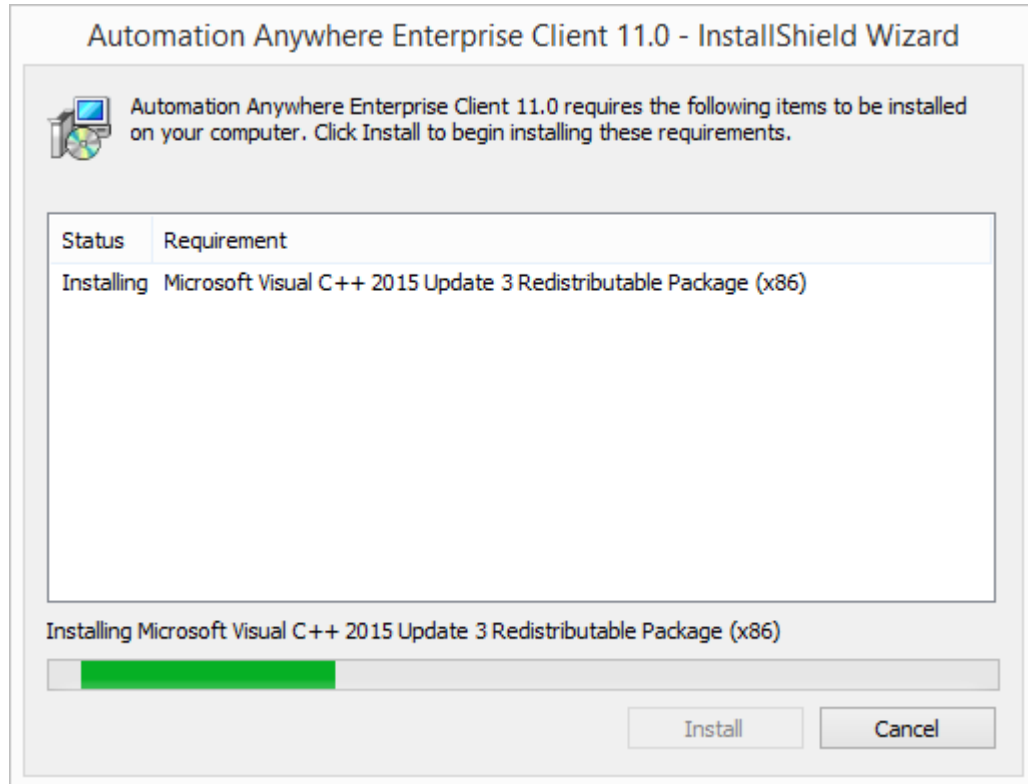
c. The wizard now checks for .NET Framework. If this is already installed, the Welcome screen is shown.

d. If not, then the Prerequisite screen is shown.
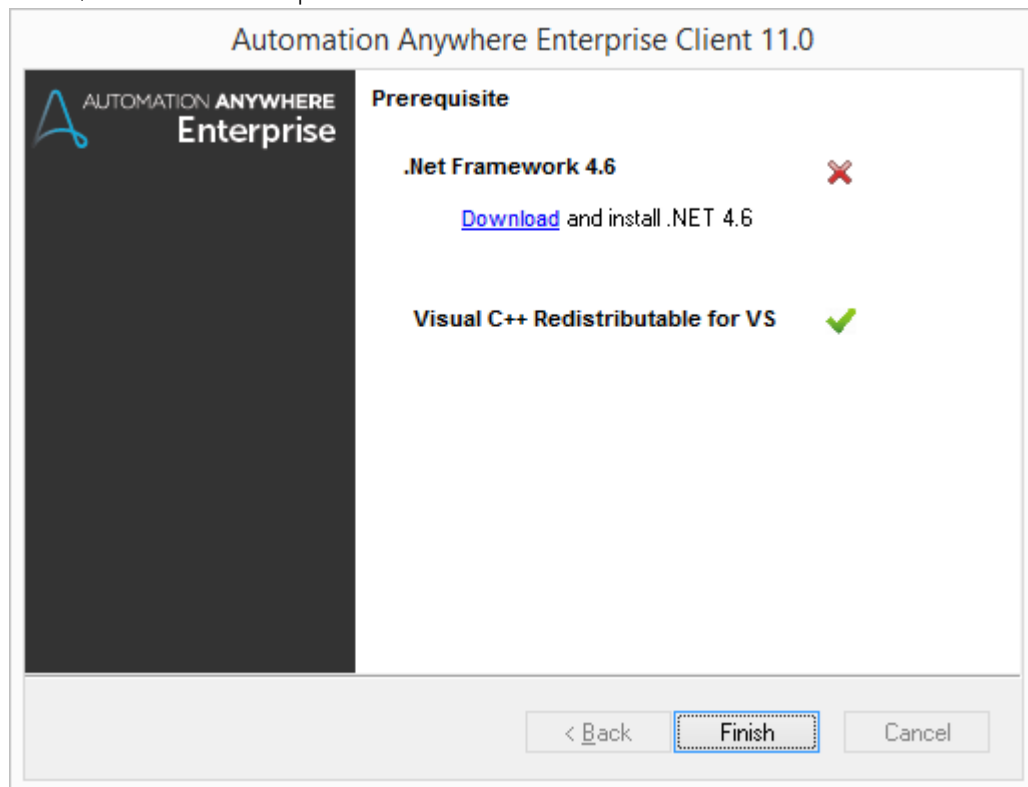
e. Install the missing component by clicking the Download link.
WARNING: If you click Finish, the Client installation is cancelled.

   f. Once the .NET Framework is installed, click Cancel in the Prerequisite screen, and run the setup again.

2. The Welcome screen is shown in either of the following cases:

- When you run the setup for the first time
- When the wizard installs Visual C ++ Redistributable
- When you re-run the setup after downloading and installing .NET Framework
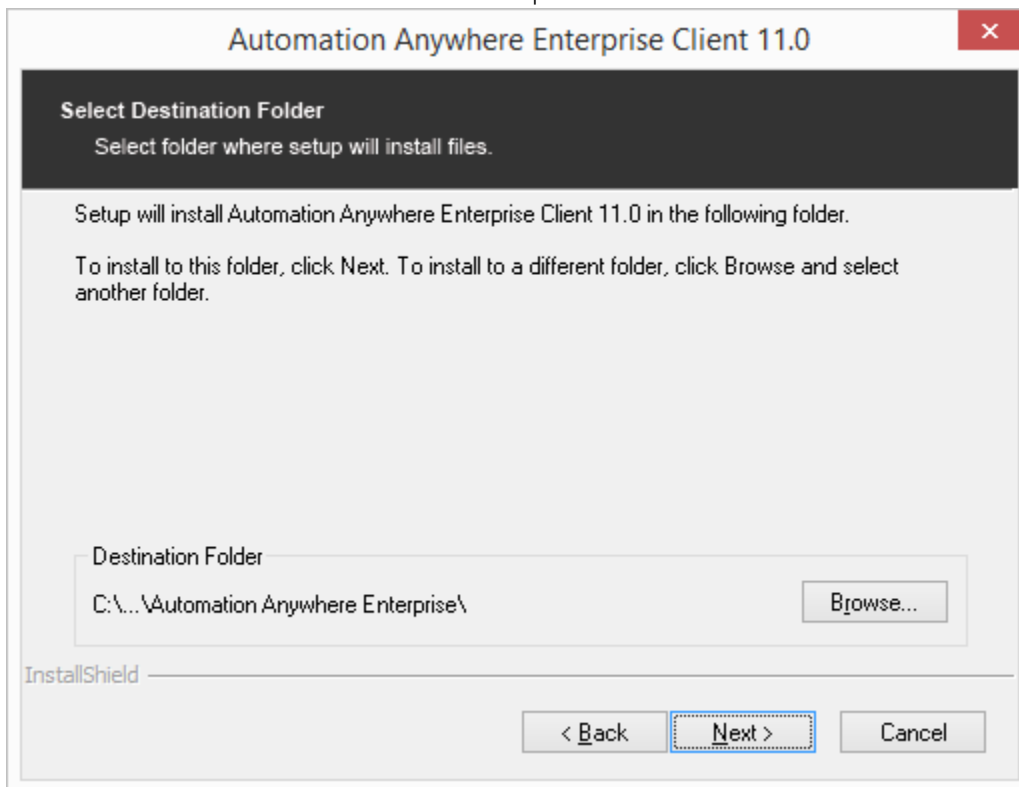

3. Click Next.

4. Accept the terms of License Agreement.
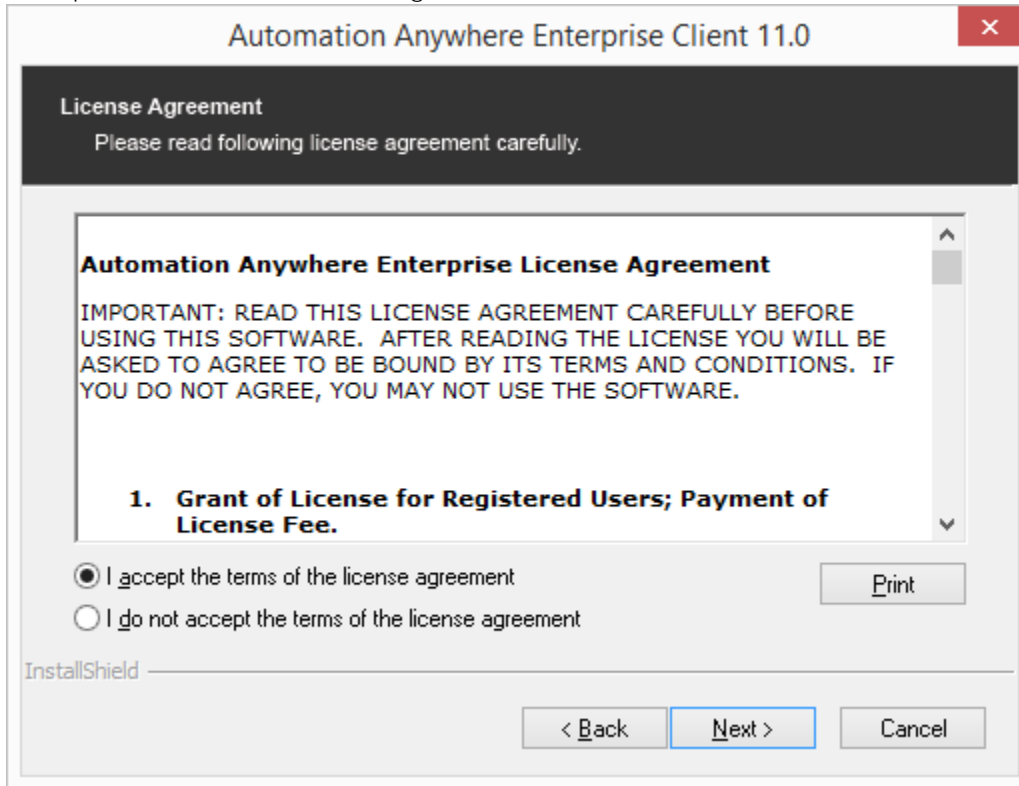
5. Click Next.
6. Select the Destination Folder where you want the setup to install files.
   NOTE: The default location for the Setup Installation is C: Drive.


7. Click Next to install the Setup in the default folder, click Next.
   However, if you wish to install the Setup in different folder, click Browse.
   NOTE: If Automation Anywhere Enterprise already exists and you are upgrading to the newer version,

then you can choose to install the Setup files in the existing folder.
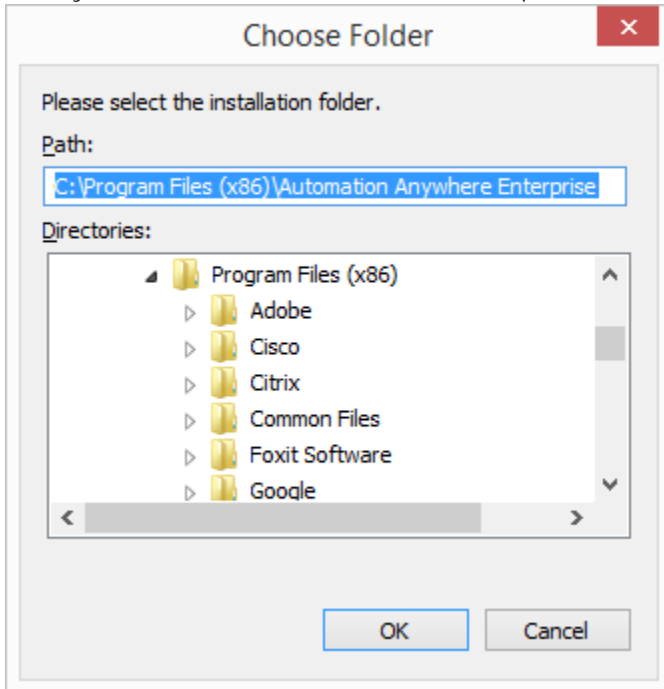
8. Click OK.
9. The Ready to Install the Program screen appears in which you can install plugins that are required for automation.
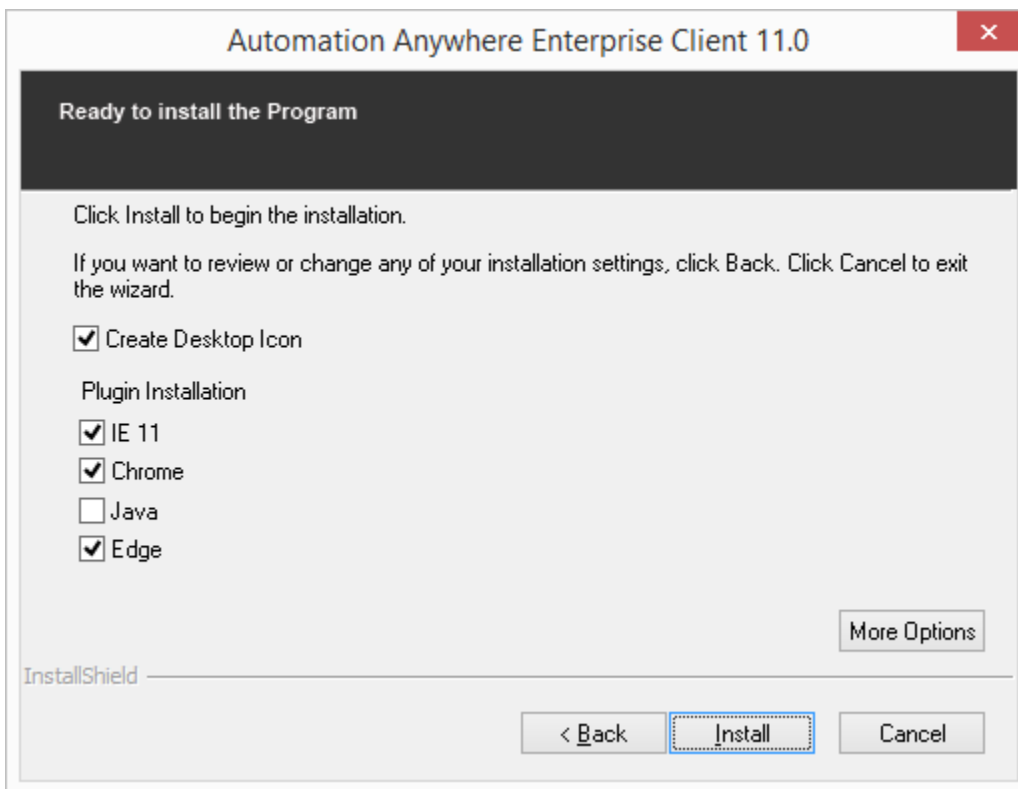
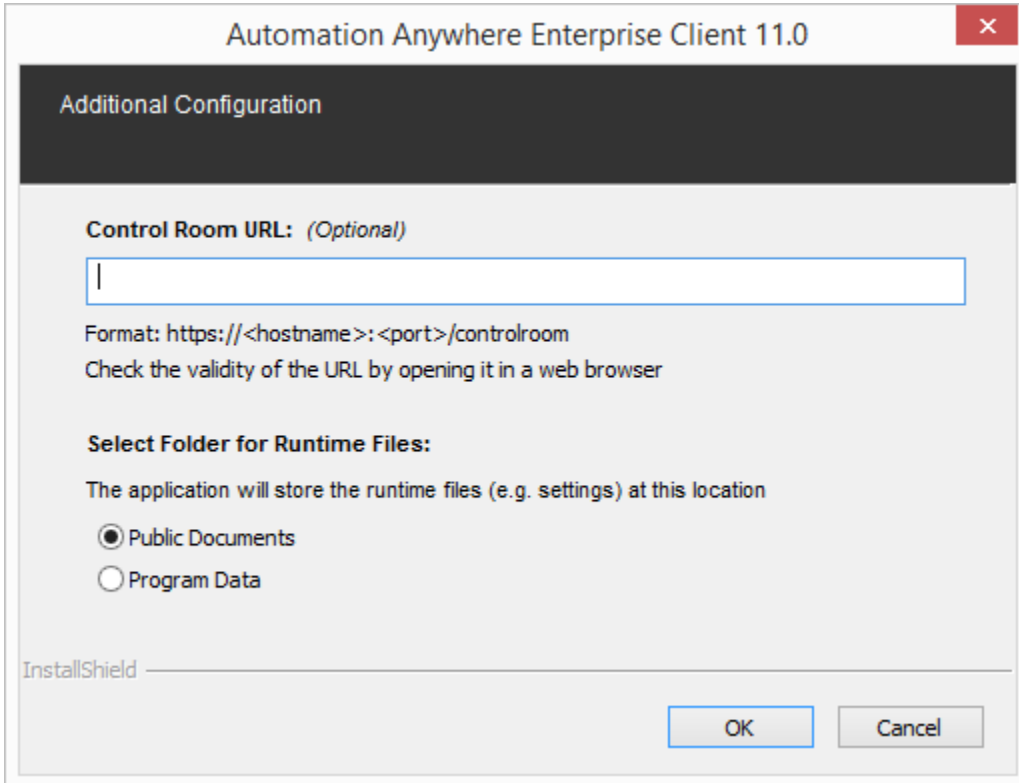- • This screen enables you to create the AAE Client desktop icon and install IE-11, Chrome, Java, and Edge plugins to automate those technologies and browsers. By default, Create Desktop Icon, IE 11, Chrome, and Edge are selected.

  TIP: Clear/uncheck the options that you do not want to include. E.g. clear 'Create Desktop Icon' if you do not want a shortcut created for the application on your desktop.

IMPORTANT: To install Edge plugin, you should close any open instance of Edge browser.

Refer section Install Plugins to learn how to install Edge and Java plugins.

10. Click on More Options button, this opens an 'Additional Configuration' page where you can configure the Control Room URL and select a folder for runtime files:

- Control Room URL (optional): This option ensures that when you launch AAE Client for the first time, the login window automatically populates the Control Room URL. When you upgrade, this will show the existing URL.


NOTE: You need to ensure that it is clean installation of Client for the above given approach to work.

a. Folder for Runtime Files: This option allows you to choose the default folder to store folders and files that are used when the application is running.
If you are installing the Client for the first time and choose to store runtime folders and files in Program Data, those are created in Program Data folder.

- However, if you are upgrading the Client, the existing folders and files are copied to the Program Data folder from Public Documents.

IMPORTANT: If you switch back to Public Documents after choosing Program Data, the folders - Automation Autologin, Automation Schedules, and Automation Anywhere Client Files need to be copied to the Public Documents manually.

- If Program Data was chosen while installation, during a reinstall, ensure that select Program Data again as by default Public Documents is selected.

11. Click Install.
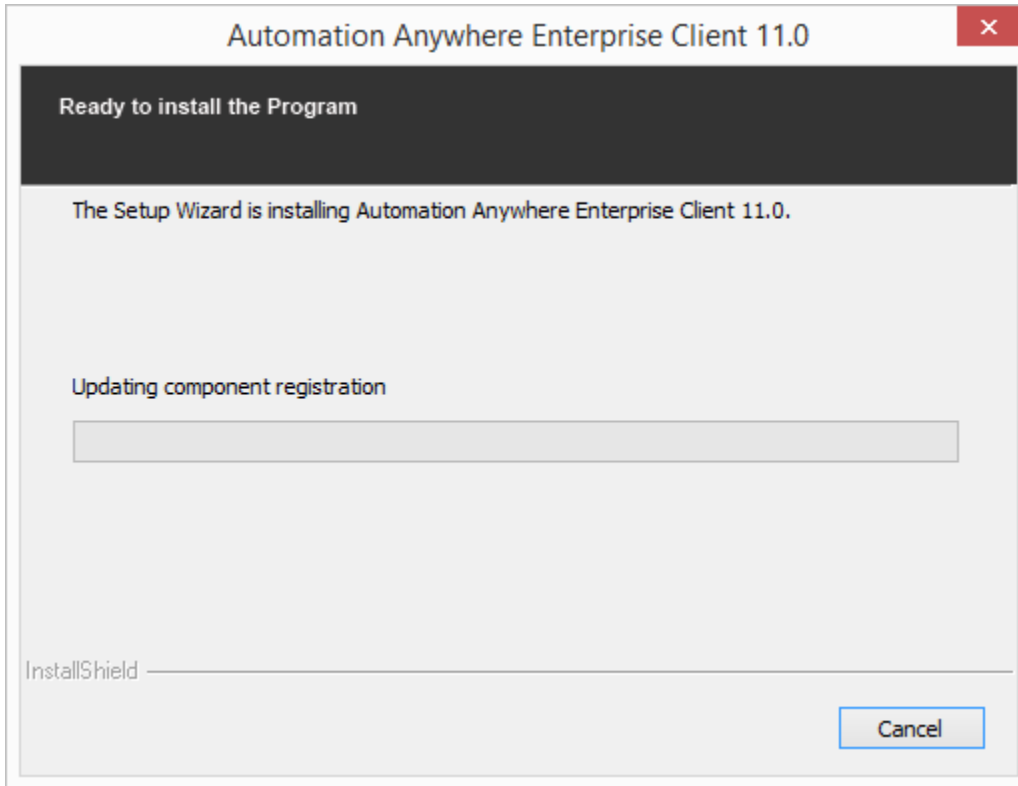
12. By default, the application can be launched. Clear the check box for the launch option if you do not want to launch the Client. Click Finish.
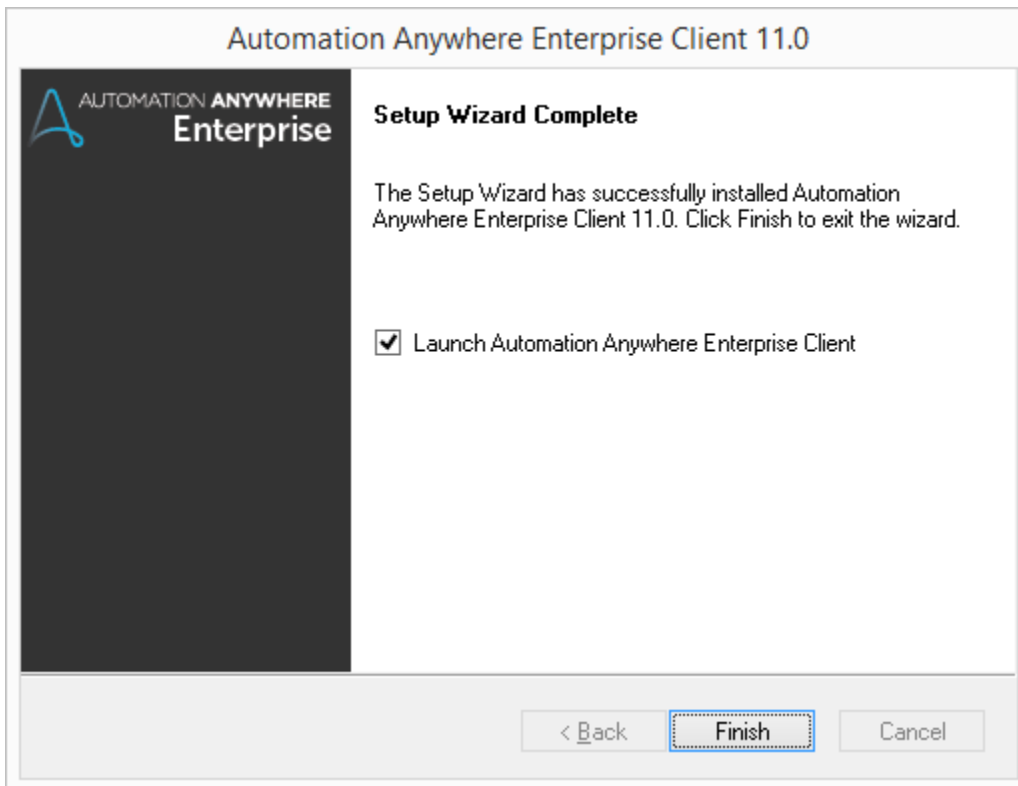
Important: If any of the dependency services such as AAAutoLoginService, AAClientService, and AAESchedulerService are not running, you will have to manually start those from the Services tab in the Task Manager.
Refer Appendix A: Automation Anywhere Windows Services for details

3.1.1 Install Plugins

3.1.1.1 Edge Plugin

The Edge plugin is installed automatically when you select the option during Client installation. Note that to install Edge plugin, you should close any open instance of Edge browser.

If you install the plugin without closing the browser and it fails to install, you still have an option of installing the plugin from Plugin Settings available in Tools → Options menu in Client.
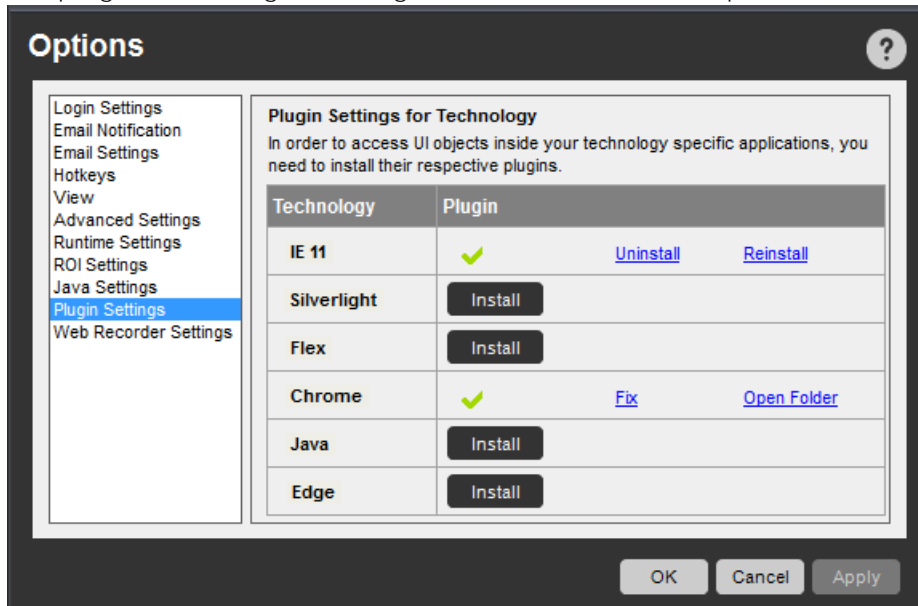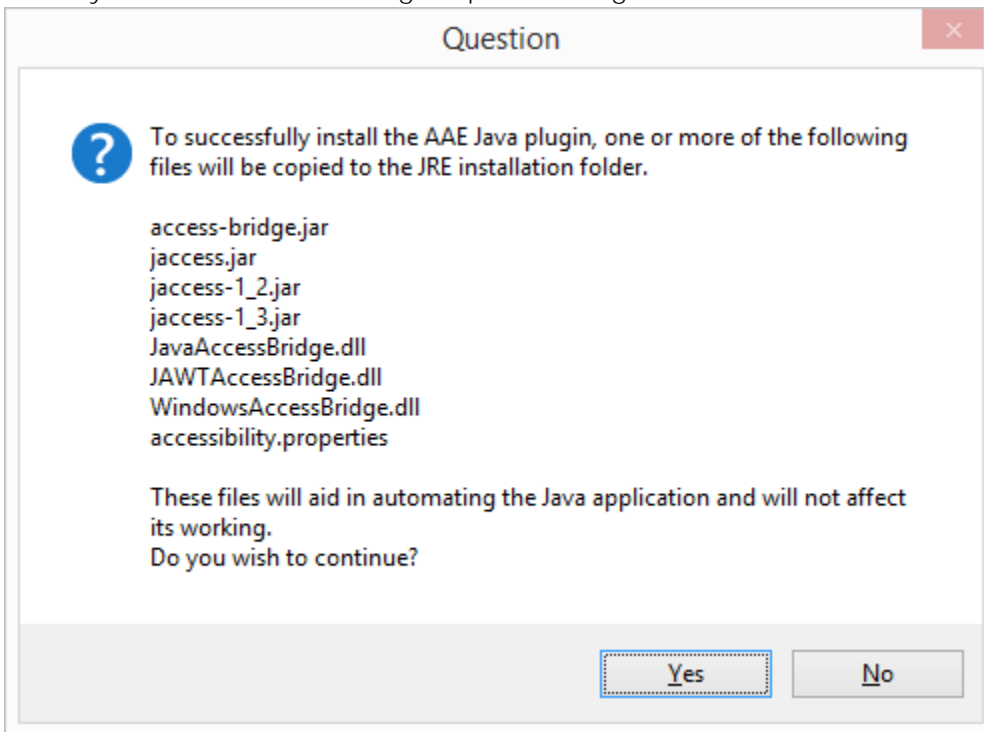

Once the plugin is installed, you should enable the AA extension in Edge browser.
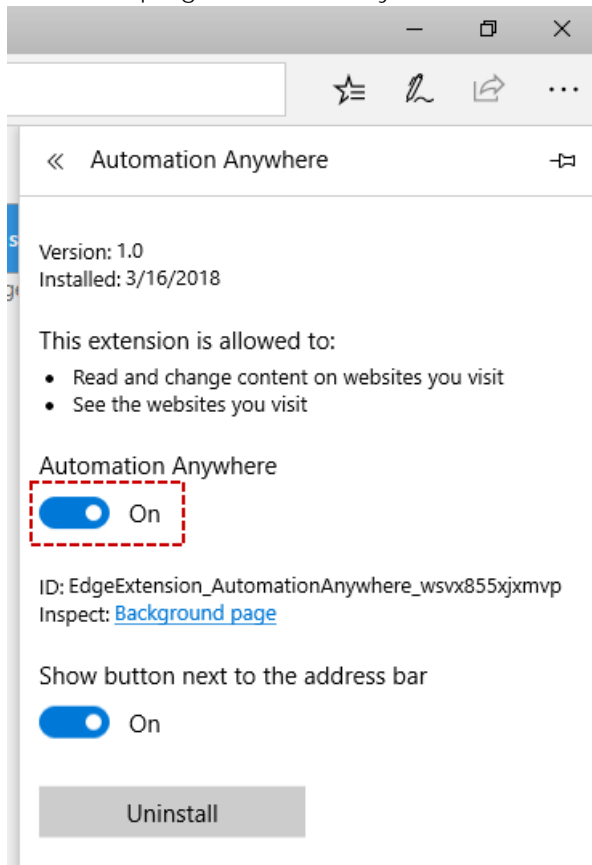
3.1.1.2 Java Plugin

When you select the Java Plugin option during Client installation, it is installed only when you confirm:

You can also install/reinstall Java Plugin from the Tools → Options → Plugin Settings in Client or silently install it from the command line. For details refer Using Plugin Settings.

NOTE:

a. If you are using JRE versions 6 and later, Java applications can be automated without installing the AAE Java Plugin as AAE provides support to automate dynamic Java Applications (Java Applications that run from a packaged JRE).
b. AAE Plugins for Adobe Flex and Microsoft Silverlight will automatically be installed if Adobe Flex debugger and Microsoft Silverlight is installed on the machine.

3.2 Remove (Uninstall)

If for any reason you wish to uninstall the Client, go to Control Panel → Programs and Features. Select Automation Anywhere Enterprise Client and click Uninstall.

Alternatively, you can choose to remove the Automation Anywhere Enterprise by launching the Setup Wizard and selecting Remove.
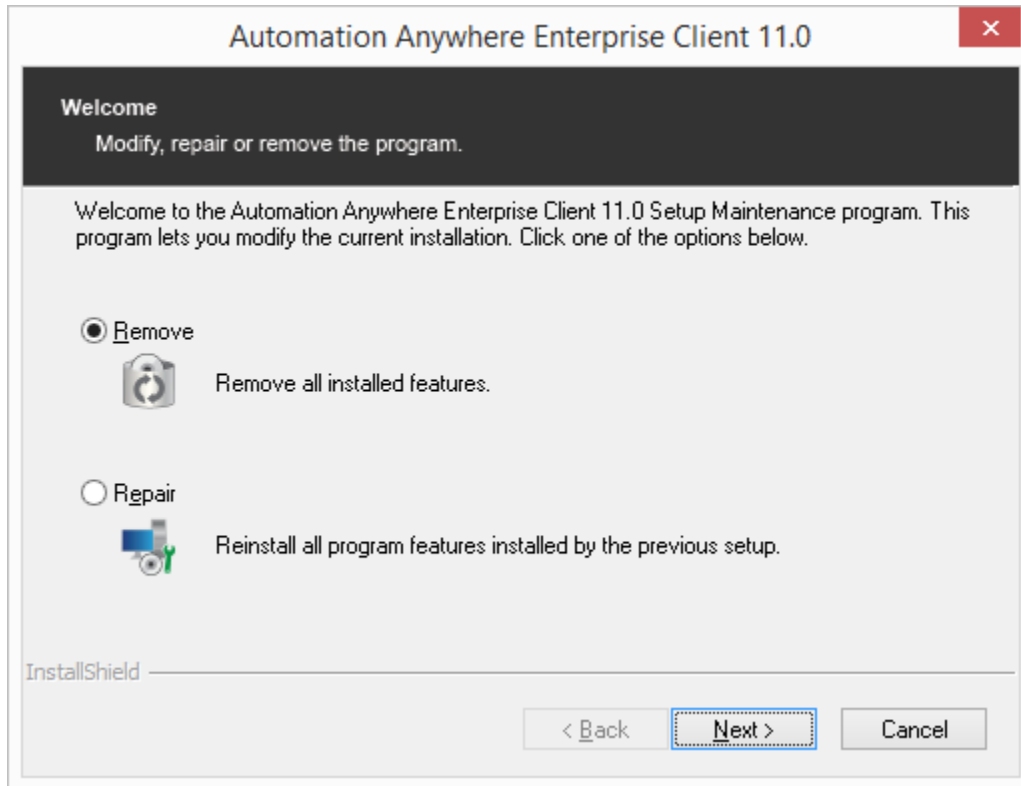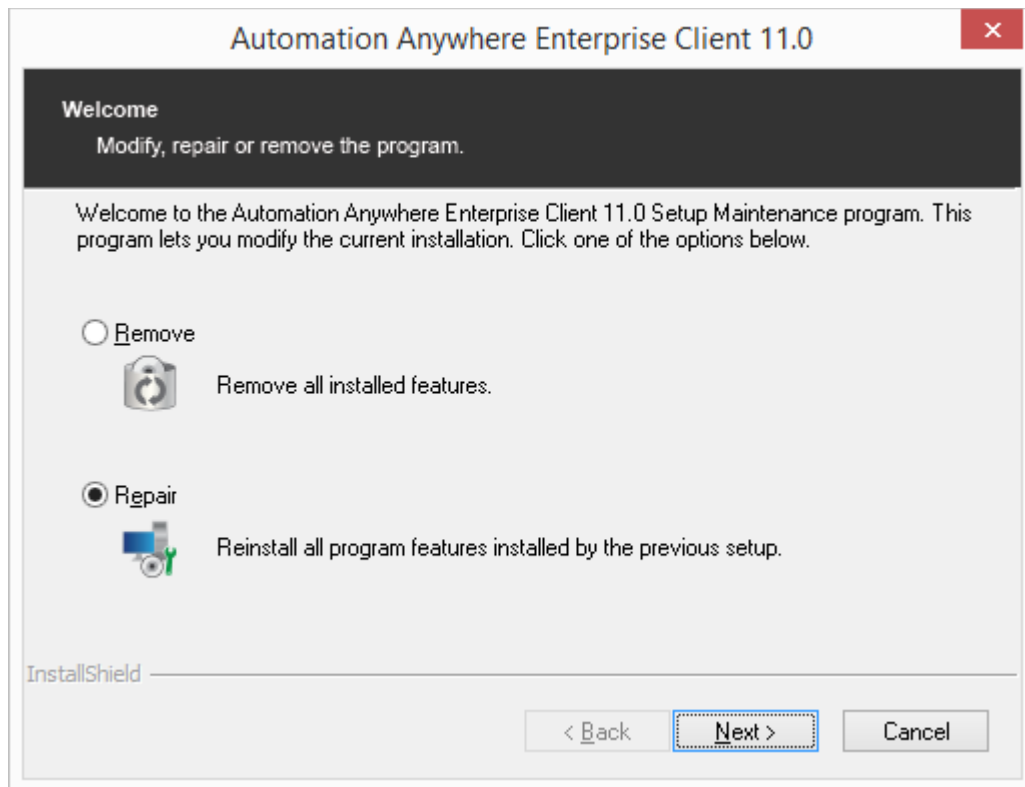

3.3 Repair

Use the Repair option to re-install all the program features that were installed during the initial setup run.

To Repair, follow the steps mentioned below:

1. Launch the AAE Setup Wizard and select the Repair option.
2. Click Next.

3.4   Silent Install

Silent Install, also known as unattended installation, runs the entire installation process in the background, without requiring user interaction or displaying messages.

To do this, create a file of installation response file and send the file to machine where you wish to install the Client.

The installation response file is created with the name of Setup.iss. This file contains the Install/Uninstall steps that have been recorded during the process.

Refer Creating Response File for details.

3.4.1   Creating a Response File

To create the response file, perform the following steps:

1. Identify the directory containing the AAE Setup. For instance:
    "D:\Setup_Files\Automation_Anywhere_Enterprise_Client_11.1.exe"
2. You must create a response file for Client. In Windows command prompt key in:
    "D:\Setup_Files\Automation_Anywhere_Enterprise_Client_11.1.exe" /r
3. This will record the installation steps in the response file 'Setup.iss' as you perform them.
    TIP: Once the installation is complete, send the response file to the machine where you wish to install the Client, together with the setup files.

NOTE: Setup.iss file is by default written to the %SystemRoot%\windir directory for Windows operating system.

3.4.2 Performing Silent Installation

To perform silent installation with a response file, use the command-line mode or a batch script to invoke AAE Installer and enable the response file that you created.

On each system where you want to install AAE, invoke the installer using the following command syntax at the command-line prompt:

"D:\Setup_Files\Automation_Anywhere_Enterprise_Client_11.1.exe" /s "D:\Setup_Files\Setup.iss"

NOTE: It is important to leave a space before specific commands as shown in the above example.

To uninstall a Client, key-in the following at the command line prompt:

"D:\Setup_Files\Automation_Anywhere_Enterprise_Client_11.1.exe" /s

3.4.3 Special Notes

- It is recommended that the setup.iss and the AAE Client setup exe should be in the same folder. Also, the setup.iss file should not be renamed.
- Be sure to create separate response files for 32-bit and 64-bit operating system versions.
- Silent installation can be used only for installing or uninstalling the product. It cannot be used for modifying or repairing the installation.
- Use the /z option to pass data to the InstallScript system variable CMDLINE
- Use opening and closing quotes ("") in your source file path if it comprises a space.

3.4.4 Viewing Log Files and Error Messages

Two log files are generated during silent installation:

1. setup.log
2. productname.txt.

3.4.5 Working with the Setup.log File

The Setup.log file is created in the same directory as the response file.

The /f2 option enables you to specify an alternative log file location and file name. For example: "C:\Setup.exe" /s /f2 "C:\Setup.log"

Result codes with descriptions are listed in the table below:

Result Codes	Description
0	Success
-1	General Error
-2	Invalid Mode
-3	Required data not found in the setup.iss file
-4	Not enough memory available
-5	File doesn't exist
-6	Cannot write to response file
-7	Unable to write to the log file
-8	Invalid path to the Install shield Silent response (.iss) file
-9	Not a valid list type (string or number)
-10	Data type is invalid
-11	Unknown error during setup
-12	Dialog boxes are out of order
-51	Cannot create the specified folder
-52	Cannot access the specified file or folder
-53	Invalid option selected

3.4.6 Working with the Productname.txt file

The Productname.txt file is created on the desktop when any of the following errors occur:

1.   Required Microsoft.NET Framework is not present to install Microsoft .NET Framework
2.   Services are not able to start.

For further details on installation and uninstallation of the Control Room and Client, contact support.automationanywhere.com
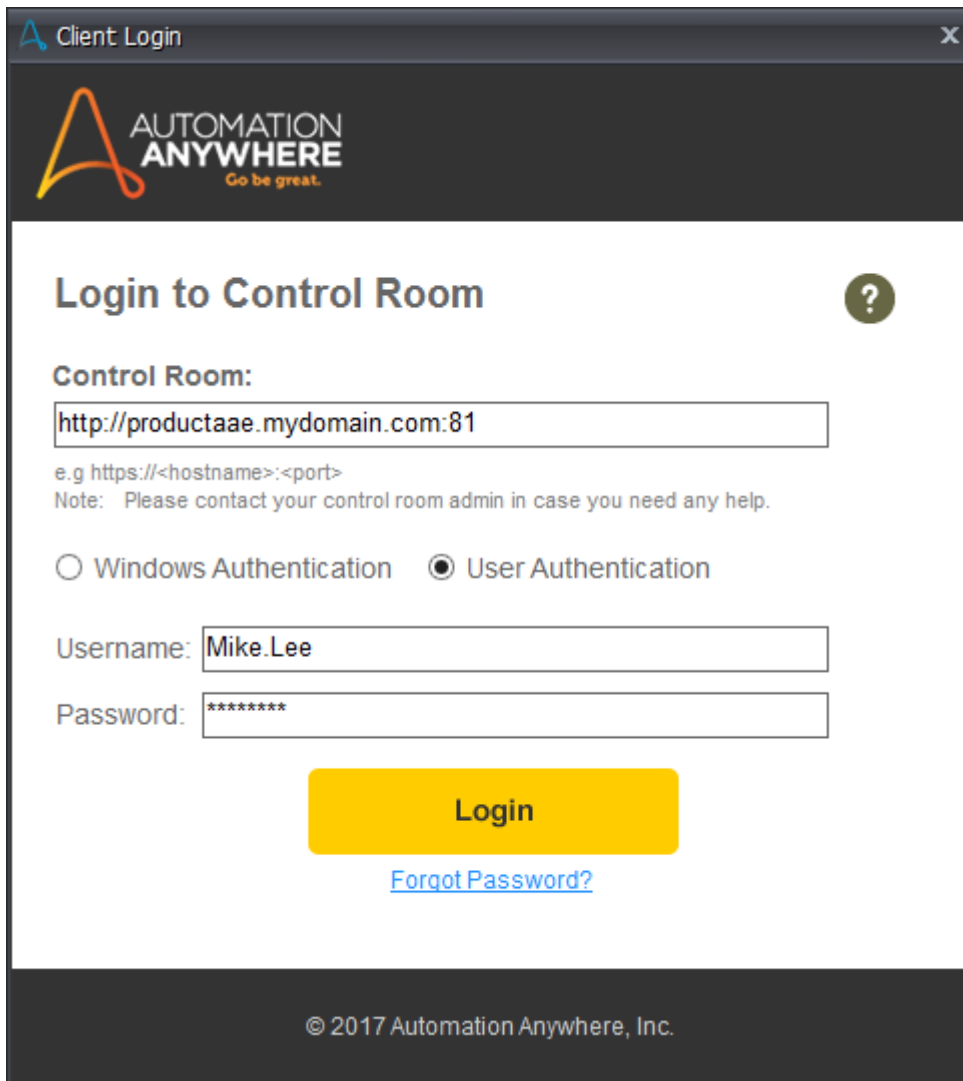
4 Post Installation Tasks

4.1 Confirming Automation Anywhere Services are Running

Ensure that the following services are installed, and their status is set to Running in the Windows services window. For more information on these services, Refer Appendix A: Automation Anywhere Windows Services.

- AAAutoLoginService
- AAClientService
- AASchedulerService

4.2 Login to Control room from Automation Anywhere Enterprise Client

To check the proper installation of Client, try to log on to Control Room using Automation Anywhere Enterprise Client.

4.3 Login to the Control room

1. As a Client user, launch Enterprise Client.

2. Input Control Room URL in the Control Room field of the Login screen.
   Example: If your Control Room URL is http://product:8080/controlroom, the Control Room URL for login will be http://product:8080/controlroom

3. Enter your Control Room user credentials.

4. If you are launching Control Room for the first time, type the appropriate Control Room URL.

   TIP: When you log on to Control Room using Automation Anywhere Enterprise client for the second time, your last login URL is displayed. If you wish to login using another URL, simply type the appropriate URL.

4.4 Re-Logging on to Control Room

1. To re-log on to Control Room using a different user credentials, click Tools→ Re-login.

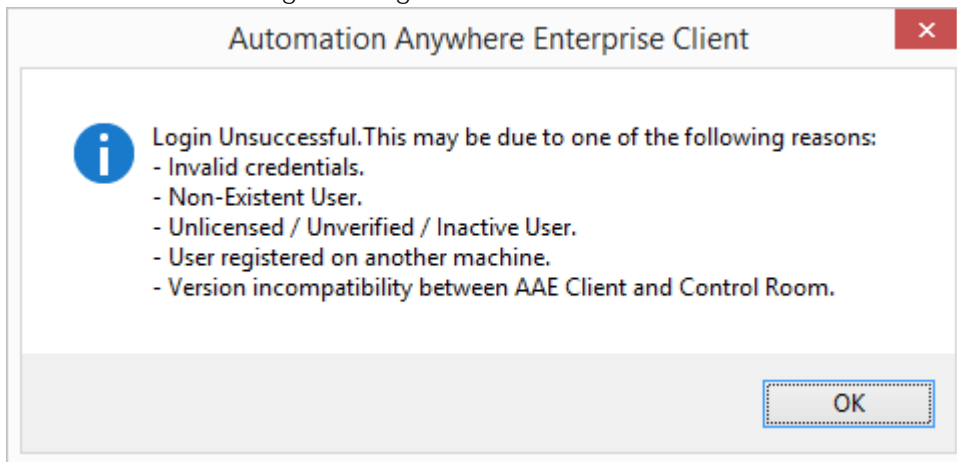2. Input user credentials in the Login dialog that prompts.
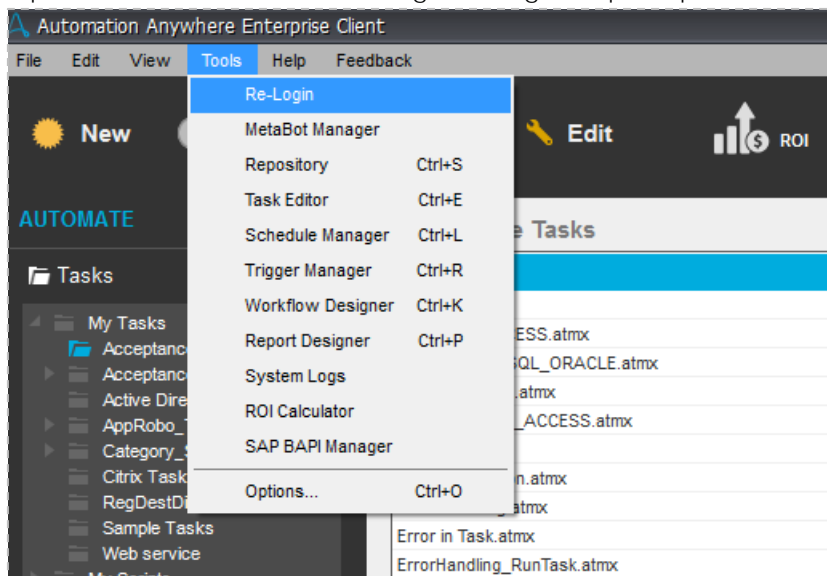
NOTE: The logged in username and status is displayed in the status bar.
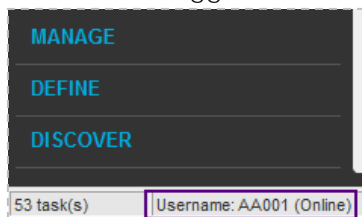
Refer article Connecting to AAE Control Room for details.

5 Frequently Asked Questions

1. Why am I unable to log on to Control Room from Automation Anywhere Enterprise Client and receive the following message?

If you cannot login to the Control Room, you can trouble-shoot based on the messages that you encounter. The possible reasons are:

- Invalid credentials - you might have input an incorrect username and/or password.
- Non-Existent User - Client is not created in the Control Room to which you are trying to connect.
- Unlicensed User - You have not been allocated the required license.
- Unverified - Email verification is pending (if email notifications are enabled in Control Room)
- Inactive User - The Control Room administrator has Deactivated your Client.
- User is registered on another machine - When you try to login from a different machine (than the one from which you have registered).
- Version incompatibility – When you try to connect to a Control Room that is of a different version than that of the Client
  Tip: If there is a major version mismatch i.e. if any of the component is of a higher version than another, then you must upgrade to the appropriate version.

Refer article Client Login errors for details.

Appendix A: Automation Anywhere Windows Services

Ensure that the following Windows services are set to running when you install Automation Anywhere Client.

Service Name	Description
AAAutoLoginService	Provides support for Auto Login functionality in Automation Anywhere Enterprise Client
AAClientService	Provides support for Client services functionality in Automation Anywhere Enterprise Client
AAESchedulerService	Provides support for Scheduling functionality in Automation Anywhere Enterprise Client