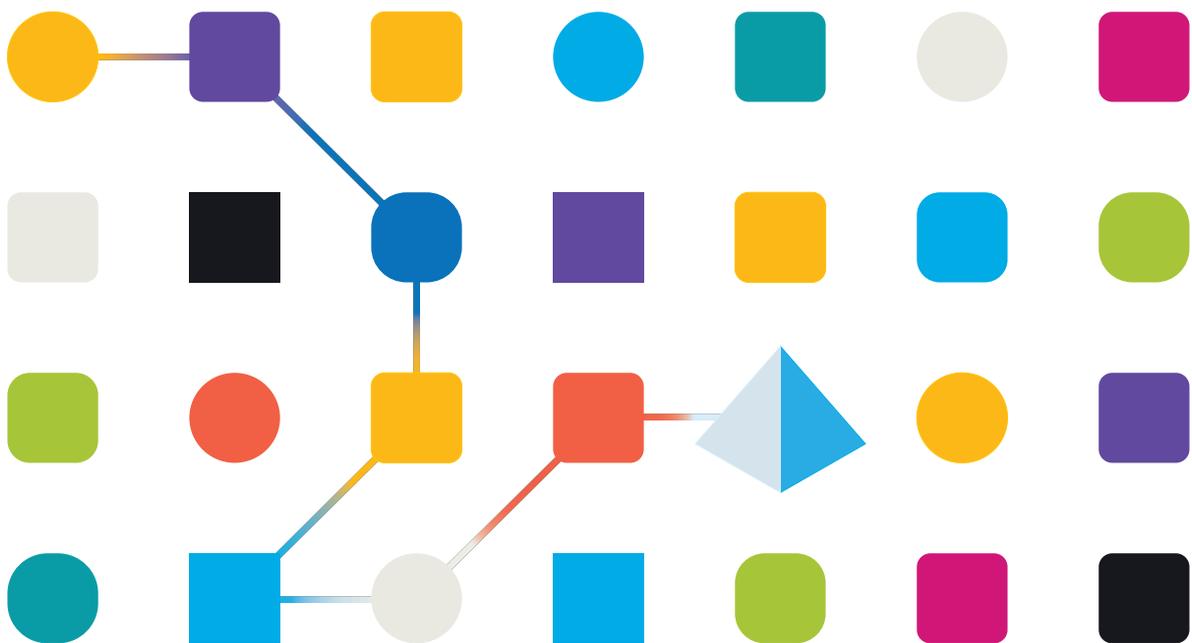# Blue Prism Cloud

Accessing Your Platform

Document Revision: 1.0

Trademarks and Copyright

The information contained in this document is the proprietary and confidential information of Blue Prism Limited and should not be disclosed to a third-party without the written consent of an authorized Blue Prism representative. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying without the written permission of Blue Prism Limited.

© Blue Prism Limited, 2001 – 2023

© "Blue Prism", the "Blue Prism" logo and Prism device are either trademarks or registered trademarks of Blue Prism Limited and its affiliates. All Rights Reserved.

All trademarks are hereby acknowledged and are used to the benefit of their respective owners. Blue Prism is not responsible for the content of external websites referenced by this document.

Blue Prism Limited, 2 Cinnamon Park, Crab Lane, Warrington, WA2 0XP, United Kingdom. Registered in England: Reg. No. 4260035. Tel: +44 370 879 3000. Web: www.blueprism.com

Contents

Accessing your Blue Prism Cloud platform

This guide explains how to access your Blue Prism Cloud Digital Workforce platform. The platform is likely to be accessed by a range of different user profiles, from IT Support through to automation developers and end users.

Prerequisites

To be able to access the Blue Prism Cloud platform and the associated components, you will need:

- Established network connection (for example, a VPN connection) between your organization's network and the Blue Prism Cloud platform.

- An Inbound customer Remote Desktop Protocol (RDP) (3389) rule on the Blue Prism Cloud network.

- Your organization must allow outbound RDP traffic from your network to the Blue Prism Cloud platform.

Running Remote Desktop

To access your Blue Prism Cloud Workforce you will need to use an application called Remote Desktop Connection.
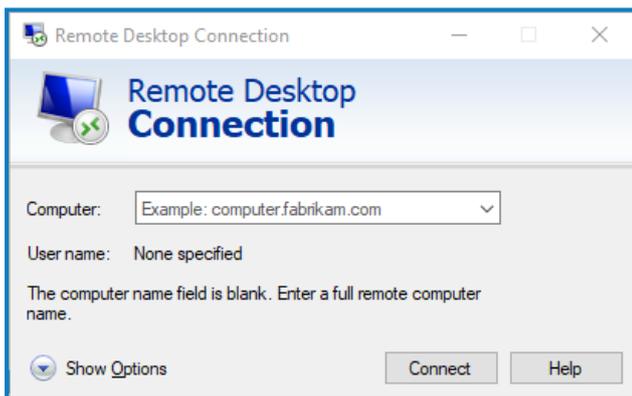
To access Remote Desktop Connection:

1. In the Windows Taskbar Search field, type *remote desktop connection* or *mstsc*.

2. Select **Remote Desktop Connection** from the search results.

   Remote Desktop Connection opens.
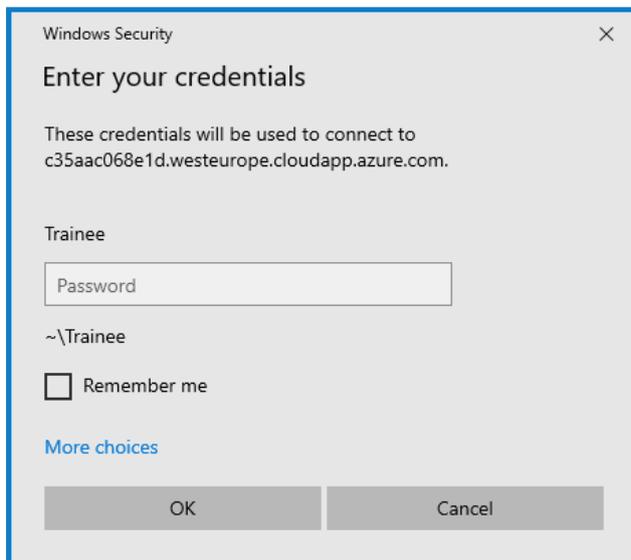
Logging into the Management Server

Assuming you have established secure connectivity from your network to your Blue Prism Cloud platform, you will be able to remote desktop to the Management Server on your Blue Prism Cloud platform using the private IP address of the Management Server.

The Management Server is the central access point to the Blue Prism Cloud platform using the Remote Desktop Protocol (RDP). By default, there is a terminal license applied on the server which allows up to 10 concurrent users to access the Blue Prism Cloud platform at any time.

1. In Remote Desktop Connection, type in the internal/private IP address of your Management Server in the Computer field.

> ✎ The server details such as Private IP, Machine Name, Windows Username and Windows Password should already be with the requested end user upon your Blue Prism Cloud Platform Handover. If you do not have the server details of the Management Server, please email cloudsupport@blueprism.com to request for these to be shared.

The Windows Security dialog displays.

2. Enter your provided credentials: username and password.

Management Server Desktop

Once logged in you will be able to see the Management Server desktop. It is important to note that no automations are run on the Management Server – the purpose of this system is the management of the digital workforce and is seen as a staging and control area for the automations.

From this desktop, you can do two things:

- View and control the Digital Workers
- Restart an automation.

Accessing the Digital Workers

To access the Digital Workers for operator or developer activities, or IT support access, the method below is recommended.

VNC to a Digital Worker

1. Open the folder on the Management Server desktop named Virtual Worker Access. Inside the folder there will be shortcuts for all of your Digital Workers.

2. Double-click the shortcut for the Digital Worker you want to access.

   The Vnc Authentication dialog displays.

3. Enter the appropriate VNC account credentials for the Digital Worker being accessed. The VNC connection is made using admin mode which enables development or configuration work to be performed.

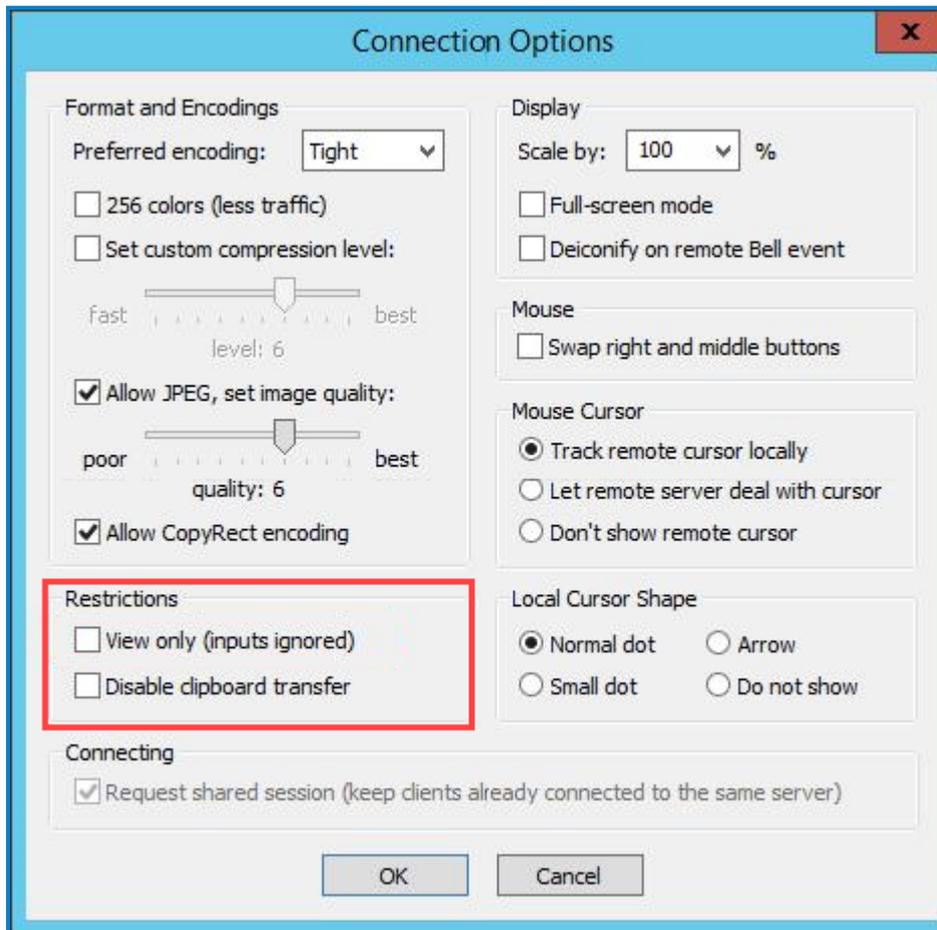4. Click **OK** to open a VNC window to the Digital Workers desktop.

VNC Restrictions

You can apply the following restrictions on Digital Worker usage to ignore mouse and keyboard inputs, and prevent access to clipboards.

1. Click the connection button from the menu bar.

The Connection Options dialog displays providing access to the Restrictions options.

2. Apply the required restrictions:
   - **View only** – If you make sessions view only, any mouse and keyboard inputs are ignored.
   - **Disable clipboard transfer** – This option should be selected to prevent Digital Workers from attaching to your local clipboard, or other Digital Workers clipboards, causing confusion in the automation and leading to a potential system exception.
3. Click **OK** to save your settings.

Shutting down/closing open application

VNC should be treated like any other application, therefore when a system exception has occurred, Blue Prism recommends that you close all applications that are currently open on the Digital Worker's desktop using the correct methods to log out and close applications. After closing all automation utilized applications, you should close the VNC window.

Accessing your Blue Prism Cloud applications

There are two environments available in your Blue Prism Cloud platform: Development and Production.

Logging into Blue Prism

From the Management Server desktop, you can open the Blue Prism application.

1. Double-click the Blue Prism desktop icon.

   Blue Prism launches and the Sign in to Blue Prism dialog displays.

   The method you use to log into Blue Prism depends on the authentication method configured by your organization. The Sign in to Blue Prism dialog will only display the information required for the configured authentication method.

2. Select the environment you want to use from the **Connection** drop-down list.

3. To log in, use the appropriate method available to you in the Sign in to Blue Prism dialog:

   - Enter your Blue Prism credentials and click **Sign in using Blue Prism credentials**. These will be provided to you by your Blue Prism system administrator.

   - Click **Sign in using Active Directory**.

   - Click **Sign in using Authentication Server**. You are redirected to the Authentication Server login page. Enter your credentials and click **Log in**.

   - Click **Sign in using Authentication Server**. You are redirected to the Authentication Server login page. Click **Log in using Active Directory**.

   For more information, see Authentication in Blue Prism.

Logging into Blue Prism Hub or Blue Prism Interact

From the Management Server desktop, you can open Blue Prism Hub or Blue Prism Interact by either using the Authentication Server desktop shortcut or by entering the URL into an internet browser. For details of supported browsers, see the Hub FAQs.

1. Double-click the Blue Prism Authentication Server desktop icon for the environment that you require. Alternatively, enter the appropriate URL into an internet browser:

   - Development environment: https://as-dev.blueprismcloud.com/

   - Production environment: https://as-prod.blueprismcloud.com/

   The Authentication Server login page displays.

2. Log in using one of the following methods:

    - Enter your credentials and click **Log in**.
    - Click **Log in using Active Directory**. This uses single sign-on so you do not need to enter any credentials.

    > 🖊 The **Log in using Active Directory** option only displays if Active Directory authentication has been enabled in your environment.

    The application selection screen displays. You will see a tile for Hub and a tile for Interact, as shown below:


3. Click the appropriate tile to launch the application.

Blue Prism Cloud Listener

For the automation ecosystem to work, a listener is required to be running on the Digital Worker systems on an exposed port. This creates a symbolic link with the Management Server allowing the Management Server to use the machine as a Digital Worker as part of its digital workforce.

If the listener is not running on a Digital Worker, then the Management Server cannot communicate with the resource (Digital Worker) to initiate or control any automations.

To check if the listener is running on a Digital Worker, you can simply look at the icons in the taskbar on the Digital Worker's desktop to find the below icon – you can expand this list by clicking on the arrow.
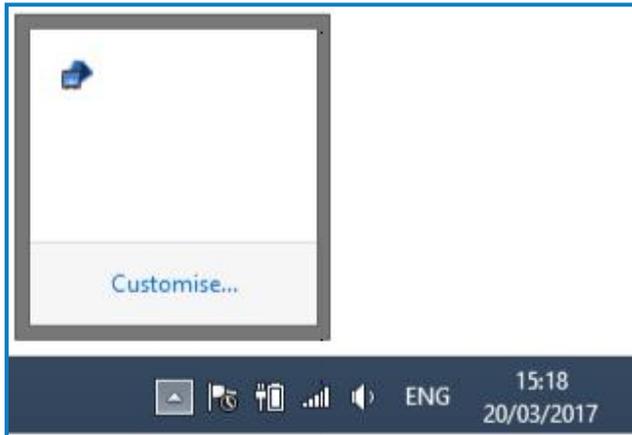
If this icon is present, it would suggest that the listener is running on this Digital Worker. However, you should check that there are no obvious errors by right clicking on this icon and selecting **Show** from the context menu.
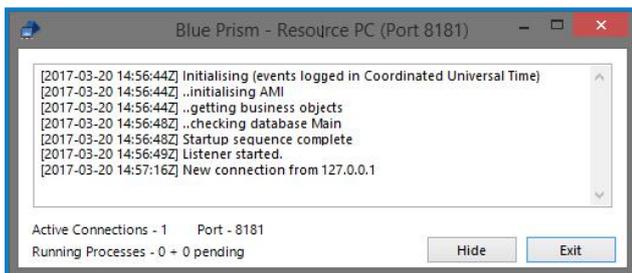
Here you can see no obvious error codes and the number of Active Connections is greater than zero. You can also check to see if a Digital Worker is ready to accept automations from the Blue Prism Control Room.

In the above image, we can see that our Digital Worker is connected, with no errors and has a highlighted blue computer symbol next to the name of the Digital Worker.

## How to start the listener on a Digital Worker

From the Digital Worker's desktop, select either **Start Development Worker Listener** or **Start Production Worker Listener**.
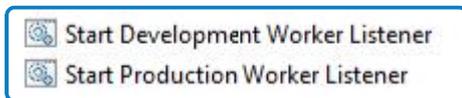
The respective worker listener batch file should be in the start-up folder of the local virtual.worker account or dedicated Active Directory (AD) worker account where the automated process will be running on.

How to stop the listener on a Digital Worker

To stop the listener, right click on the icon from the below panel and select **Exit**.
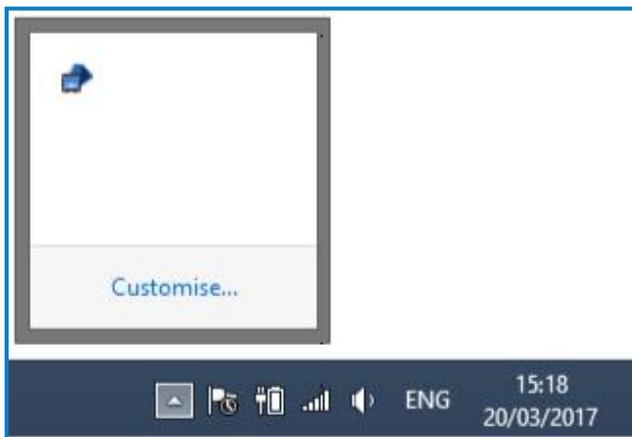
Signing out of the Blue Prism Cloud platform

When you are logged onto the Management Server, you will need to log out of the machine after you have completed your work, rather than just disconnecting. If you simply disconnect, your Windows account will still consume CPU and memory resources.

To sign out:

1. Select the Windows button from the taskbar.

2. Click on your name from the top right of the screen.

3. Select **Sign Out**.

Forced sign out of a user by an administrator

If you have administration privileges for the Digital Worker, you have the capability to sign a user out and terminate processes in a user's session. You should be aware that any unsaved work in a user's session will be lost if you forcibly sign them out. Blue Prism Cloud recommend that you try to resolve the disconnected session by contacting the user directly before forcibly signing them out.

To force the sign out of a user's session:

1. Open Task Manager.

2. Select the **Users** tab.

3. Right-click on a user.

4. Click **Sign off**.

To kill a process under a user's session:

1. Open Task Manager.

2. Select the **Users** tab.

3. Expand the required user's node.

4. Right-click on a process.

5. Select **End task**.

Support

If after performing your internal troubleshooting steps, you still require assistance via our Blue Prism Cloud Support team, please contact them with the below information to help with a timely and efficient response:

- Any applicable log file outputs from sessions or work queues
- Any applicable event log files from the relevant server(s) or Digital Worker(s)
- Screen shots of any part of the process of concern
- Screen shots of any Digital Workers where errors are displayed, or application interaction is of concern
- Information regarding the troubleshooting steps taken and any areas you have already investigated
- An understanding of where you believe there is a problem in the automation

Providing a detailed support ticket query can help Blue Prism Cloud Support to provide you with a quick and effective response to help resolve your query.

To contact Blue Prism Cloud Support: cloudsupport@blueprism.com.