Interact 4.1

Release Notes

Document Revision: 1.3
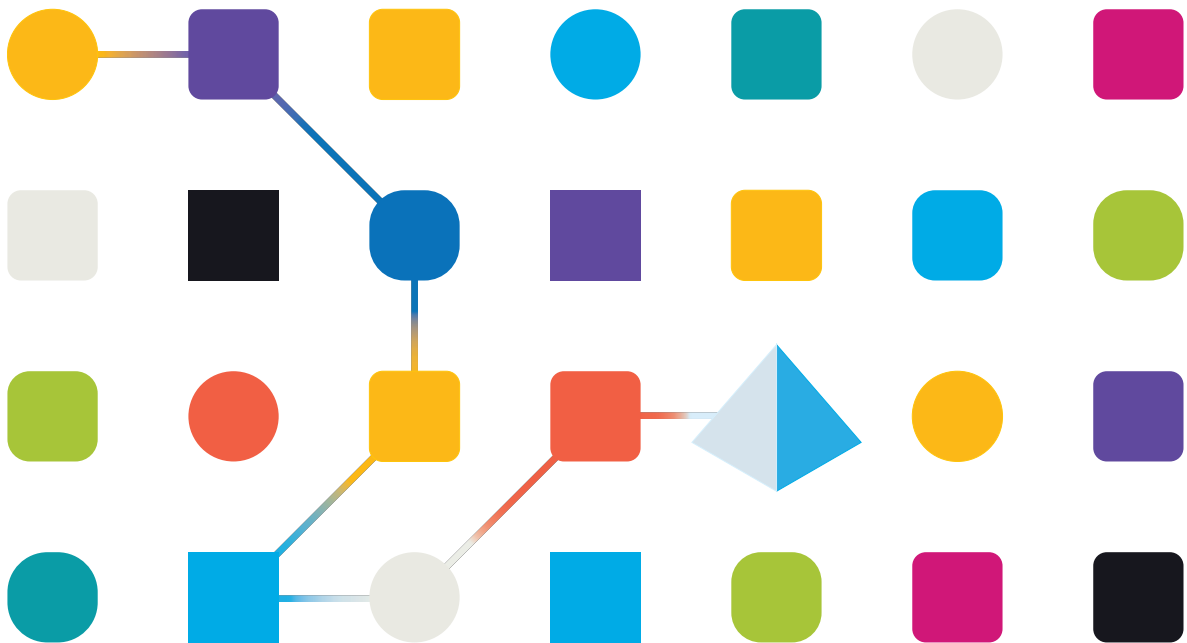
Trademarks and Copyright

Contents

Release Notes

Interact 4.1 – November 2020

This release note is for the 4.1 release of Blue Prism Interact (Interact) delivered in an on-premise configuration.

Upgrading

The Blue Prism Interact and Hub Upgrader can be downloaded from the customer portal. This easy-to-use tool will upgrade 4.0 to 4.1. For more information, see Upgrade Hub and Interact 4.0 to version 4.1 on page 7.

Enhancements

The following new features and enhancements are introduced in this version of Interact.

Area	Description of Change
API	Two new APIs have been introduced: • **Raise Submission** – This enables the Digital Worker to raise a submission on behalf of an Interact user. This fundamentally enhances the human-to-Digital Worker collaboration. • **Get User by Form Access** – This enables the Digital Worker to view the different users who have access to a specified form. This is required by the new Raise Submission API detailed above.
Forms	When an Interact form is submitted to a work queue, the details of the submitter are now included. The submitter's information can be used as part of an automation. This information includes the users Hub ID, username, first name and last name.
Installer	The following enhancements have been made to the Interact installer: • Display API key on screen – At the end of the installation, the Interact Remote API secret key displays and can be copied to the users' clipboard. This key is used to set up the Interact APIs in Blue Prism. The key will still be stored in the installation root directory. • Enhanced SQL screens: 　• Test connection button – This ensures that the information entered establishes a successful SQL connection. The installation cannot progress to the next step without a successful connection. 　• Inherited values from the previous SQL screen – This prevents the user from having to enter the same SQL information across multiple screens.

Fixes and improvements

The following fixes and minor improvements are included in this version of Interact.

Area	Description of Change
Installer	The following improvements have been made to the Interact installer: • Increased maximum number of users – Previously the maximum pool size used the default value. The maximum pool size has now been set to 500, thus allowing more users. • Legal and visual enhancements: • The End-User License Agreement (EULA) has been reformatted. • The publisher name has been updated to "Blue Prism Limited" throughout the installer.

Web API Service updates

As part of this release of Interact, the Interact API Service release file has been updated to version 1.2.1.

The following new features and enhancements are introduced to the Web API Service and the Utility - Interact API Blue Prism VBO in this version of Interact.

Area	Description of Change
Actions	Version 1.2.1 contains the following new actions: • Raise Submission • Get Users by Form Name The following actions are only shown in the Utility - Interact API VBO and map to the Update Config action (Change actions) and the Update Status action (Move actions) in the Web API Service: • Change Field State to Optional • Change Field State to Mandatory • Change Field State to Read Only • Change Field State to Hidden • Change Page State to Visible • Change Page State to Hidden • Move Submission to History • Move Submission to Approved • Move Submission to Review • Move Submission to Declined • Move Submission to Draft • Move Submission to Inbox • Move Submission to Archived

Area	Description of Change
Actions	The following actions in the Utility - Interact API VBO have been replaced by the actions above: • Update Config • Update Status These two actions will be removed in a future release.

For more information about the Interact Web API Service, see the user guide.

Known issues

A list of any prominent issues with this release is maintained in the knowledge base, click here for more information.

Upgrade Hub and Interact 4.0 to version 4.1

> After you have completed the upgrade, advise your users to log into Hub and clear the cache by pressing **CTRL** + **F5**. This will refresh all web pages and ensure that any user interface changes are updated.

Upgrading Hub and Interact is a simple process that uses a dedicated upgrade tool; the Blue Prism Interact and Hub Upgrader. The upgrader can only be used to upgrade version 4.0 of Hub and Interact to 4.1.

It is recommended that you schedule the upgrade to take place outside of working hours.

Prerequisites

- Version 4.0 of Hub and Interact is installed.
- Everyone is logged out of the IMS Server.
- You have backed up all relevant databases. Although the databases are not impacted by the upgrade, it is recommended that databases are backed up before performing any upgrade.

> The upgrader automatically stops any running websites as part of the upgrade process. You do not need to manually stop them.

Upgrade steps

1. Download the Blue Prism Interact and Hub Upgrader from the Blue Prism Portal.
2. Run the upgrader and follow the instructions.
3. Once the upgrader has completed, log in to Hub and open the plugin repository.

   The repository will show that there are plugins ready to update with details of the currently installed and available versions displayed.
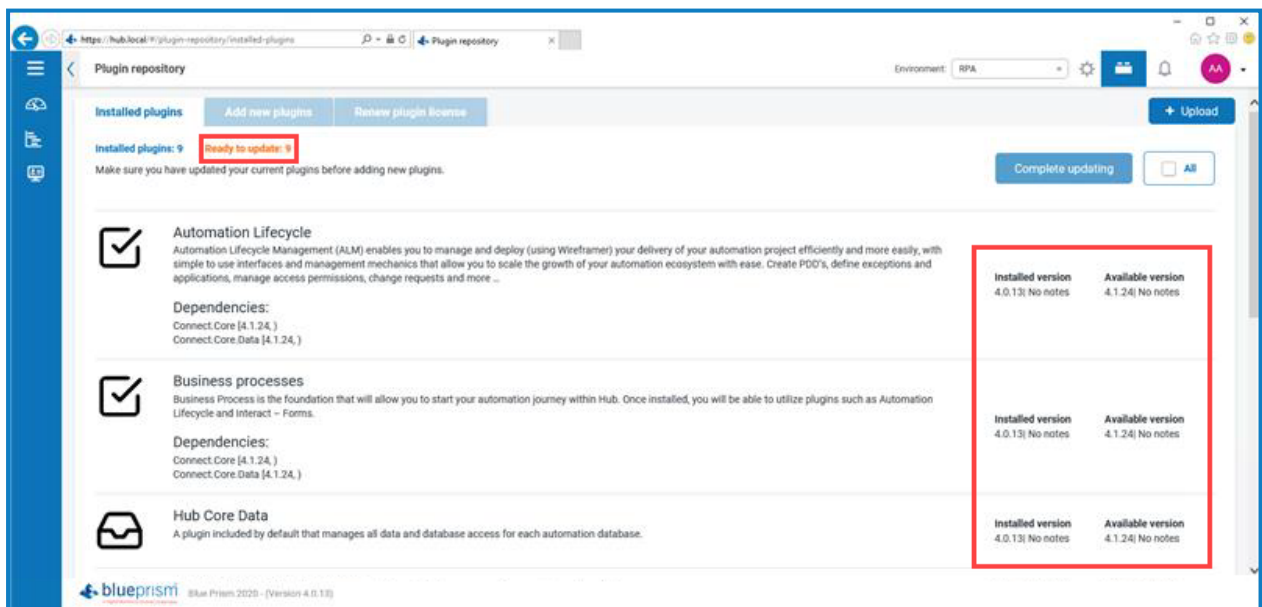
4. Select the **All** check box and click **Complete updating**.

The new versions of the selected plugins are installed and the upgrade to version 4.1 is complete.

5. Repeat the process on all machines on which Hub is installed.

Troubleshooting upgrades

My upgrade ended prematurely with errors.

Before retrying an upgrade, read any error messages and log files created during the upgrade and ensure any issues have been addressed before attempting the upgrade again. If this issue persists, please contact Blue Prism Support.

Following an upgrade, when I attempt to log into Interact or Hub, I am seeing an error related to SignalR about overloading the web server in IIS.

This error is very rare but if it does occur, reload the site and restart the application pools in IIS.

I canceled an installation during the upgrade process and I am now seeing errors.

It is recommended that installations are not canceled during the upgrade process. However, although errors may be seen, the rollback operation will complete successfully.

Previous Releases

Interact 4.0 – September 2020

This release note is for the 4.0 release of Blue Prism Interact (Interact) delivered in an on-premise configuration.

Important notices

Please review the limitations section before installing this release.

Enhancements

The following new features and enhancements are introduced in this version of Interact.

Description
Interact has been migrated to .NET Core 3.1 to ensure supportability.
A new inbox feature has been added to the Submission tab. The inbox is the location which enables human/Digital Worker collaboration. A submission is moved to the inbox through using the Interact Web API service, this in turn allows a user (human) to work collaboratively with the Digital Worker, responding by updating requested information and reviewing returned content.
The Interact installer has been added to manage and coordinate the installation process. Previous the installation required a Blue Prism consultant.
To increase security, code obfuscation has been introduced into Interact in this release.
All sensitive information in appsettings.json for Interact is now encoded.
Load balancing infrastructures are now supported in Interact.

Fixes and Improvements

The table below list the fixes and improvements made to this release of Interact.

Description
To support the on-premise version of Interact, the cloud services have been deprecated and alternatives such as RabbitMQ message broker and file services.
The font face has changed in the user interface to Roboto for all languages except Japanese which uses the Kento font.

Limitations

The table below list the limitations within this release of Interact.

Theme	Description	Workaround
IADA	Number elements are delivered as 'Text' format into a Blue Prism queue	Cast to Number once inside Blue Prism
Get Submission	Number elements are delivered as 'Text' format when using the Get Submission Web API Service	Cast to Number once inside Blue Prism

Theme	Description	Workaround
Get Submission	Retrieving a Date element using the Get Submission Web API Service, returns the Date in 'DateTime' format	Cast to Text once inside Blue Prism. The use of Text is recommended to support the different Date formats within Interact
Create Submission	When creating a new submission using the Web API Service the submission will not be successful if a Number element is left blank	Submit Number element fields with a number set
Create Submission	When creating a new submission using the Web API Service the submission will not be successful if a Radio Group element is left blank	Submit Radio Group element fields with a value set
Create Submission	When creating a new submission using the Web API Service you cannot send anything back when using the Upload element	None, roadmap feature
Edit Submission	When editing a submission using the Web API Service you cannot send anything back when using the Upload element	None, roadmap feature
Interact Form Priority and SLA	Though the Priority and SLA can be set in the Interact Form creator, they have no significance in this release as IADA 'Get Next Prioritized Item' (GNPI) function is not available in an on-premise configuration.	Not applicable
Rules	Rules are not enforced when updating Interact Forms from Blue Prism. For example, a rule that reveals a hidden field when a flag is set, will not be initiated if the flag is set correctly when updated. If the field is **not** read-only a user can click in the field and then click elsewhere in the Form to see the Rule applied	You can use the Update Config Action in the Interact API Object to replace some rules.
Verification	Regex and other verification such as character string lengths are not enforced when updating Interact Forms from Blue Prism. If the field is **not** read-only a user can click in the field and then click elsewhere in the Form to see the Rule applied	None

To utilize these new features and functionality please see the Interact user guide.