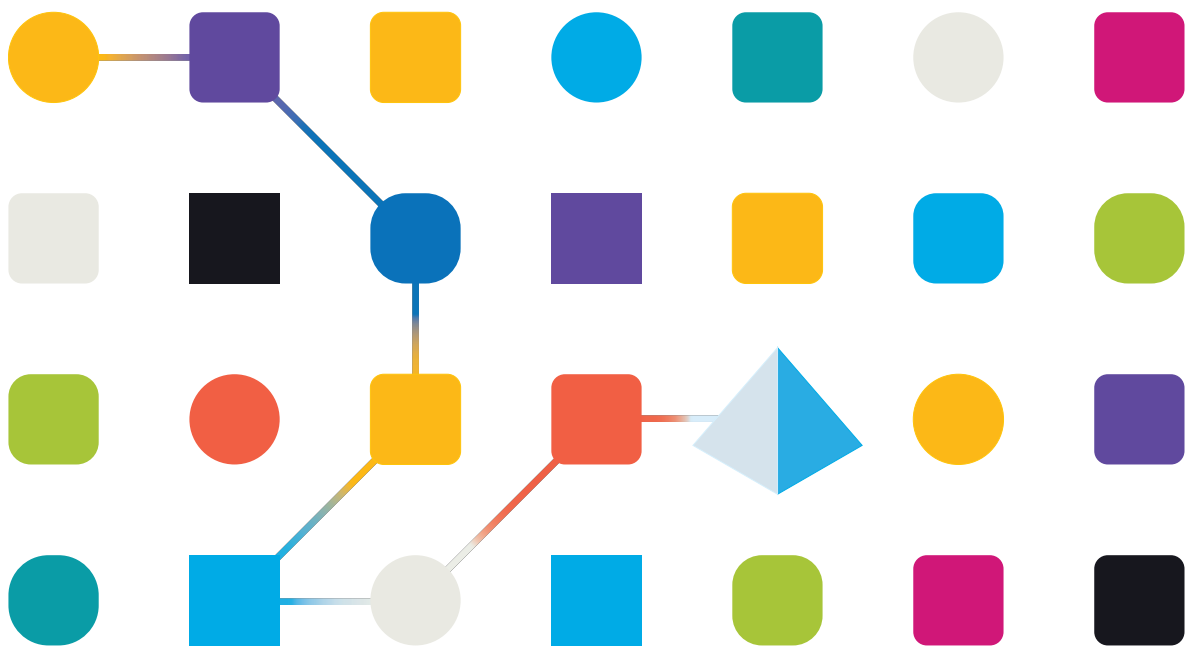




Interact 4.4

Release Notes

Document Revision: 1.0



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Contents

Release Notes	4
Interact 4.4 – September 2021	4
Upgrade Hub and Interact	8
Upgrade Hub and Interact 4.0 to version 4.1	8
Upgrade Hub and Interact 4.1 to version 4.2	9
Upgrade Hub and Interact 4.2 to version 4.3	16
Upgrade Hub and Interact 4.3 to version 4.4	19
Upgrade Interact API VBO	21
Troubleshooting upgrades	22
Previous Releases	23
Interact 4.3 – May 2021	23
Interact 4.2 – April 2021	25
Interact 4.1 – November 2020	27
Interact 4.0 – September 2020	30

Release Notes

Interact 4.4 – September 2021

This release note is for the 4.4 release of Blue Prism® Interact (Interact) delivered in an on-premise configuration.

Enhancements

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

Area	Description of Change	Reference
Interact plugin – Forms	The Interact – Forms user interface has been further refined to improve usability and readability. For more information about the user interface, please see Creating Interact forms .	HUB-1093
	<p>The following enhancements have been made to the Text capture type:</p> <ul style="list-style-type: none"> A new option has been added, Purge data on submission. If this is selected when setting up the text field, any data entered in this field by the Interact user will be removed when the form is submitted, and will not be stored in the Interact database, or present in the audit log in Blue Prism® Hub. The data will only be stored in the Blue Prism database, and any additional storage destinations configured as part of the automation process for the form. <p>For fields where this option is set, an information icon displays next to the field in the testing area. When the user hovers the mouse pointer over the icon, a tooltip displays.</p> <ul style="list-style-type: none"> The field Mask data on submission has been renamed to Mask data on entry to reflect the functionality of this field. No functional changes have been made. <p>For more information on the Text capture type, see Using the capture types in forms.</p>	INTER-48 HUB-1118 HUB-1594 HUB-1618
	A new capture field type has been added to Interact Forms: Text area . The Text area field can be added to forms and enables users to enter up to 3500 characters in a multi-line text field. It supports the use of regular expressions and rules. For more information, see Using the capture types in forms .	INTER-64
	A new feature has been added to enable forms to be deleted. For more information, see Delete a form .	INTER-57
	<p>Auditing of Interact Forms events has been added. The audit events can be accessed from the Audit page in Blue Prism® Hub. In addition to a new Interact category filter, the following event filters are available:</p> <ul style="list-style-type: none"> Created form Removed form Form increase major 	HUB-1117

Area	Description of Change	Reference
Interact	An information icon displays next to the field label when the new Purge data on submission option is set for a text field. When the Interact user hovers the mouse pointer over the icon, a tooltip displays informing the user that data in this field will be purged. The data will not be stored in the Interact database; it will only be stored in the Blue Prism database, and any additional storage destinations configured as part of the automation process for the form.	INTER-48 HUB-1594
Interact API	Functionality has been added to support the Text area field and replacing files. See Web API Service updates on the next page .	INTER-64

Fixes and improvements

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

Area	Description of Change	Reference
Installer	The Configure Interact Cache SQL configuration screen has been removed from the installation wizard as this is no longer required for Interact 4.4.	HUB-1515
	The Interact Remote API secret key no longer displays at the end of the installer. The secret key is now generated by a service account in Hub for the Interact Remote API.	HUB-1564
Interact plugin – Forms	An issue has been fixed in the Edit rule page. Previously, if a rule was created to restrict uploads to a maximum file size, it was not applied correctly and uploads were prevented even when they were smaller than the maximum size specified in the rule.	HUB-1233
	If a field has been made a key field, the key can now be removed from the field without having to delete the field and recreate it.	INTER-51
	An improvement has been made to the Create form page. When a user clicks Preset icons , the page now scrolls to the end of the list of icons displayed under the Icon category field, enabling the user to easily view and select an icon. Previously, if the Preset icons link was at the bottom of the browser window, the icons appeared below the viewing area and the user had to manually scroll down to find them.	INTER-50
	When a file is uploaded via the Interact Remote API for a form with an upload field and email delivery type, clicking the link sent in the email now opens the uploaded file as expected. Previously, clicking the link in the email would display an error.	HUB-2168

Area	Description of Change	Reference
Interact	An issue has been fixed where Interact continually attempted to reload while displaying the "Something went wrong" error message. Interact now loads correctly. The issue was due to an incorrect token refresh and was reported in environments that use Windows Authentication to authenticate with the SQL Server.	HUB-1201 HUB-1299
	An issue has been fixed where, after applying an ALM license and rebooting the system, Hub and Interact could not be accessed. When Hub was selected from the selection screen displayed after logging in, an <i>HTTP Error 502.5 - ANCM Out-Of-Process Startup Failure</i> message was observed; where as Interact appeared as unavailable on the selection screen. Blue Prism Hub and Blue Prism Interact can now be accessed without experiencing these issues.	DS-597 HUB-2300 IADA-102

Web API Service updates

As part of this release of Interact, the Interact API Service release file has been updated to version 1.5. 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	A new Edit Text Area Field Value action has been added. This field enables the value of a Text Area field to be updated with text up to 3500 characters.
	A new Edit Upload Field Value action has been added. This field enables a file to be replaced, such as an image or a document. This field can only be used to replace an existing file on a submission, and not to add a new file to a submission.
	Create Submission and Raise Submission have been improved to enhance the user experience and follows Blue Prism best practices. The actions within the VBO have been simplified to enable users to clearly see the process flow. The static flow that is used by both actions has been moved onto a separate unpublished page (Clean JSON for Submission) to avoid cluttering the user's visual automation process in Object Studio.

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.

Secure development policy

As part of our secure development policy, Blue Prism products are evaluated against the following security standards:

- OWASP Top 10 –The security vulnerabilities that pose the most risk to applications development. For more information, see the [OWASP website](#).
- SANS CWE Top 25 – The most common software security vulnerabilities found throughout the software development industry. For more information, see the [SANS website](#).


- Federal Information Processing Standard (FIPS) Publication 140-2 – U.S. government standard that defines minimum security requirements for cryptographic modules in information technology products.
- Payment Card Industry Data Security Standard (PCI DSS).
- Health Insurance Portability and Accountability Act (HIPAA).
- Federal Information Security Management Act (FISMA).

A compliance highlight summary report is available upon request via Product Support.

Upgrade Hub and Interact

Upgrading Hub and Interact is a simple process that uses dedicated tools. You need to run the upgrade tools in the following order, starting with the version you are currently using:

- Upgrade from 4.0 to 4.1.
- Upgrade from 4.1 to 4.2.
- Upgrade from 4.2 to 4.3.
- Upgrade from 4.3 to 4.4.


 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.

Upgrade Hub and Interact 4.0 to version 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.
-
- 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 for version 4.0 to 4.1 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.

Upgrade Hub and Interact 4.1 to version 4.2

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

Prerequisites

- Version 4.1 of Hub and Interact is installed.
-
- 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.
- You have created DNS records for the License Manager and Notification Center to use during this upgrade. This prerequisite is not required for single machine environments.
- SSL certificates for the new web sites; License Manager and Notification Center. See the [Hub Install Guide](#) for more information about SSL certificates.
- You have sufficient database permissions to configure the new databases created as part of this upgrade, such as, dbcreator or sysadmin.
- GB of free disk space on the server where Hub and/or Interact are installed – This is required for the backup that is created until the installation process is complete.

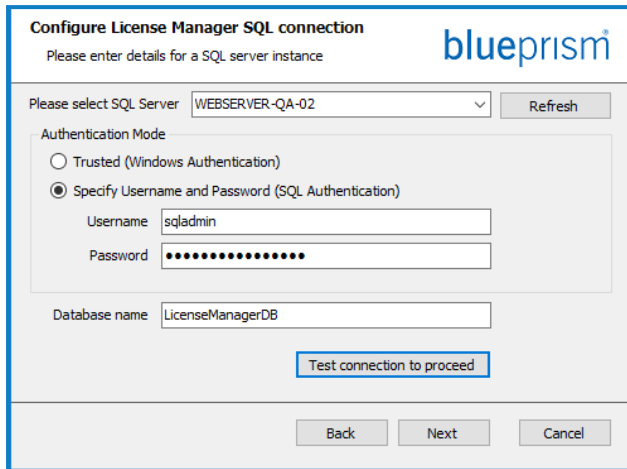
 The upgrader automatically stops any running websites as part of the upgrade process. You do not need to manually stop them.

Upgrade steps

1. Download the Blue Prism Interact and Hub Upgrader for version 4.1 to 4.2 from the [Blue Prism Portal](#).
2. Unzip the installer on the machine where Hub and Interact 4.1 are installed. It contains two files:
 - Blue Prism Interact and Hub Upgrader.exe – The upgrader executable.
 - BluePrismHubAndInteractUpdate4.2.bin – The binary file needed to upgrade to 4.2.These files must be saved in the same directory.
3. Double-click the upgrader executable to start the upgrader wizard, and on the Welcome to the Hub and Interact Upgrader screen, click **Next**.
4. On the End-User License Agreement screen, read the End-User License Agreement and, if you

agree to the terms, select the check box and click **Next**.


5. On the Configure License Manager SQL connection screen:



a. Configure the settings for the License Manager database by providing the SQL Server host name or IP address, and the credentials for the account to create the database:

- If **Windows Authentication** is selected, the account must have the appropriate permissions.
- If **SQL Authentication** is selected, enter the username and password.

Confirm that **SQL Authentication** is selected, and enter the username and password.

 You must ensure that your database password does not contain an equals sign (=) or a semi-colon (;). These characters are not supported, and will lead to issues when trying to connect to the database.

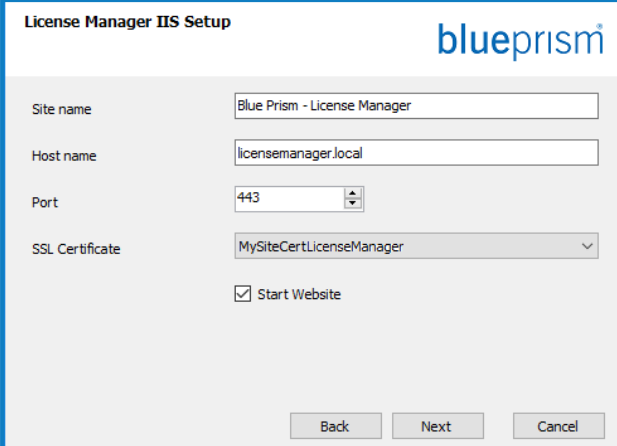
The database name can be left as the default value or changed as required.

b. Click **Test connection to proceed** to test the SQL credentials and verify connectivity.

A notification will display the result of the test. You will only be able to move on to the next step if the test is successful.

c. Click **Next**.

6. On the License Manager IIS setup screen:




The screenshot shows the 'License Manager IIS Setup' dialog box. It has a title bar with the text 'License Manager IIS Setup' and the 'blueprism' logo. The dialog contains the following fields and controls:

- Site name:** A text box containing 'Blue Prism - License Manager'.
- Host name:** A text box containing 'licensemanager.local'.
- Port:** A spin box set to '443'.
- SSL Certificate:** A dropdown menu showing 'MySiteCert.LicenseManager'.
- Start Website:** A checked checkbox.
- Buttons:** 'Back', 'Next', and 'Cancel' buttons at the bottom right.

a. Configure the License Manager website.

You need to:

- Enter a site name.
- Enter a host name in lowercase characters – This will be used as the URL for the site. The first part of the default host name must not be changed. You can only change the `.local` part of the host name. Ensure that you consider your DNS and Domain structure when choosing a host name.

 The use of uppercase characters in URLs is not supported.

- Enter the port number.
- Select the appropriate SSL certificate.
- Select **The One Cert** SSL certificate.
- Leave **Start Website** selected, unless you do not want the website to automatically start at the end of the installation.

b. Click **Next**.

7. On the Notification Center SQL connection screen:

Configure Notification Center SQL connection
Please enter details for a SQL server instance

Please select SQL Server: WEBSERVER-QA-02 Refresh

Authentication Mode

☐ Trusted (Windows Authentication)

☒ Specify Username and Password (SQL Authentication)

Username: sqladmin

Password: [masked]

Database name: NotificationCenterDB


Test connection to proceed

Back Next Cancel

- a. Configure the settings for the Notification Center database by providing the SQL Server host name or IP address, and the credentials for the account to create the database:

- If **Windows Authentication** is selected, the account must have the appropriate permissions.
- If **SQL Authentication** is selected, enter the username and password.

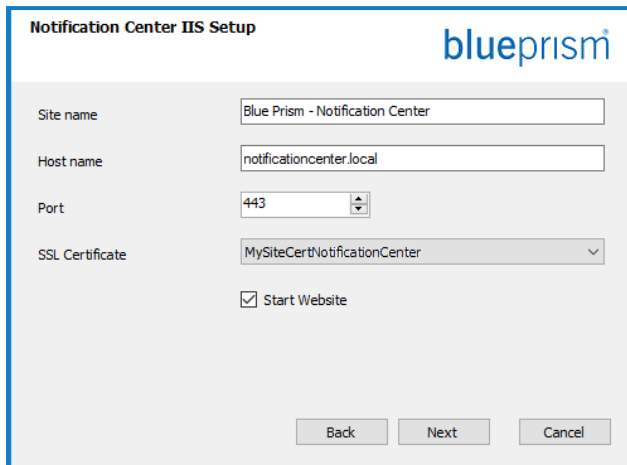
Confirm that **SQL Authentication** is selected, and enter the username and password.

 You must ensure that your database password does not contain an equals sign (=) or a semi-colon (;). These characters are not supported, and will lead to issues when trying to connect to the database.

The database name can be left as the default value or changed as required.

- b. Click **Test connection to proceed** to test the SQL credentials and verify connectivity.
A notification will display the result of the test. You will only be able to move on to the next step if the test is successful.
- c. Click **Next**.


8. On the Notification Center IIS setup screen:



a. Configure the Notification Center website.

You need to:

- Enter a site name.
- Enter a host name in lowercase characters – This will be used as the URL for the site. The first part of the default host name must not be changed. You can only change the *.local* part of the host name. Ensure that you consider your DNS and Domain structure when choosing a host name.

 The use of uppercase characters in URLs is not supported.

- Enter the port number.
- Select the appropriate SSL certificate.
- Select **The One Cert** SSL certificate.
- Leave **Start Website** selected, unless you do not want the website to automatically start at the end of the installation.


b. Click **Next**.

9. On the Configure IADA SQL configuration screen:

a. Configure the settings for IADA by providing the SQL Server host name or IP address, and the credentials for the account to create the database:

- If **Windows Authentication** is selected, the account must have the appropriate permissions.
- If **SQL Authentication** is selected, enter the username and password.

Confirm that **SQL Authentication** is selected, and enter the username and password.

 You must ensure that your database password does not contain an equals sign (=) or a semi-colon (;). These characters are not supported, and will lead to issues when trying to connect to the database.

The database name can be left as the default value or changed as required.

b. Click **Test connection to proceed** to test the SQL credentials and verify connectivity.

A notification will display the result of the test. You will only be able to move on to the next step if the test is successful.

c. Click **Next**.

10. On the Ready for Upgrade to 4.2 screen, click **Next** to upgrade Hub and Interact to 4.2.

11. On the Completed the Blue Prism Hub and Blue Prism Interact upgrade screen:

- When the upgrade completes successfully, click **Finish**.
- If the installation failed, the **View Log** option will give you details of the error that was encountered. For more information, see [Troubleshooting upgrades](#).

12. Ensure the database permissions for the new databases are:

Application name	Example service account name for SQL Windows Authentication	SQL Server permissions required during installation	Database permissions required during application running	Default database name
Blue Prism - Notification Center	IIS APPPOOL\Blue Prism – Notification Center	dbcreator / sysadmin	db_datawriter / db_datareader	NotificationCenterDB
Blue Prism - License Manager	IIS APPPOOL\Blue Prism – License Manager	dbcreator / sysadmin	db_owner Or db_datawriter / db_datareader with execute permissions (see below)	LicenseManagerDB

When the application is running, the License Manager requires appropriate permissions to execute stored procedures. If you do not want to use db_owner as the permission level, you can use db_datawriter/db_datareader and run the following SQL script to provide the required level to that user:


```
USE [LicenseManagerDB]
GRANT EXECUTE to "IIS APPPOOL\Blue Prism - License Manager"
```

Where:

- [LicenseManagerDB] is the database name for License manager.
- "IIS APPPOOL\Blue Prism - License Manager" is the username.

13. If using Windows Authentication:

- Change the Application Pools Identity of the newly installed License Manager and Notification Center to match the Application Pools that already exist for Hub and Interact.
- Give the Identity, under which the IIS pools run, access to the BPC_SQL_CERTIFICATE certificate. To do this, open Manage Computer Certificates from the Windows taskbar. In the Personal folder, right-click the certificate and select **All tasks > Manage Private Keys**. Add the user that matches the Identity and give the user Full control.

 Access to this certificate is required by Identity running the Blue Prism – Hub and Blue Prism – IADA Application Pools.


- Check the file permission is set to Full Control for the service account on the new folders:
 - C:\Program Files (x86)\Blue Prism\Notification Center
 - C:\Program Files (x86)\Blue Prism\License Manager.

14. Restart the RabbitMQ Service.

15. Restart all Application Pools.


16. Restart IIS.

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

 The plugins are automatically updated to the latest version as part of the upgrade process.


Upgrade Hub and Interact 4.2 to version 4.3

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

 In 4.3, IMS has been replaced with Authentication Server, any new installs will create a URL, Application Pool and database name that reflect this change. Using this upgrader, only the IMS folder and site name are changed from IMS to Authentication Server, however, your Application Pool, URL and IMS database name remain unchanged. It will also rename the Blue Prism – Email Sender site to Blue Prism – Email Service, however, the address remains unchanged. It is important that everyone is logged out of the IMS Server when you perform this upgrade.

Prerequisites

- Version 4.2 of Hub and Interact is installed.
-
- 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.
- Sufficient database permissions to configure the new database created as part of this upgrade, such as, dbcreator or sysadmin.
- 2.5 GB of free disk space on the server where Hub and/or Interact are installed – This is required for the backup that is created until the installation process is complete. Remove any backups from any previous upgrades.

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

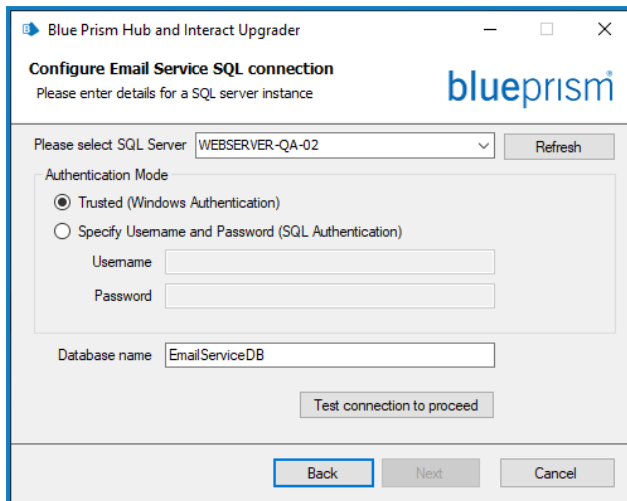
Upgrade steps

1. Download the Blue Prism Interact and Hub Upgrader for version 4.2 to 4.3 from the [Blue Prism Portal](#).
2. Unzip the installer on the machine where Hub and Interact 4.2 are installed. It contains two files:
 - Blue Prism Interact and Hub Upgrader.exe – The upgrader executable.
 - BluePrismHubAndInteractUpdate4.3.bin – The binary file needed to upgrade to 4.3.


These files must be saved in the same directory.

3. Double-click the upgrader executable to start the upgrader wizard, and on the Welcome to the Hub and Interact Upgrader screen, click **Next**.
4. On the End-User License Agreement screen, read the End-User License Agreement and, if you agree to the terms, select the check box and click **Next**.

5. On the Configure Email Service SQL connection screen:



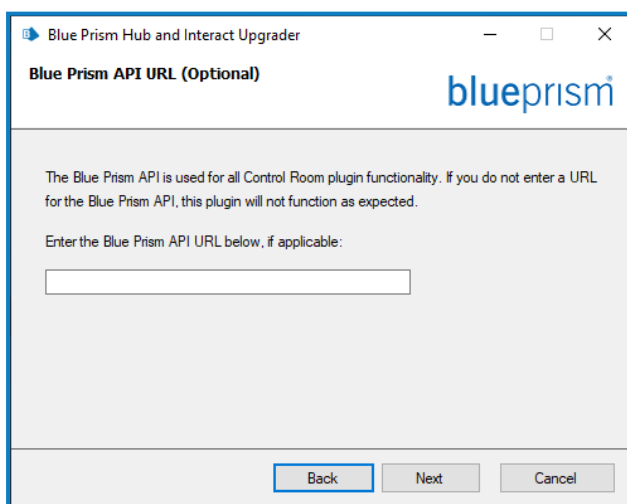
- a. Configure the settings for the Email Service database by providing the SQL Server host name or IP address, and the credentials for the account to create the database:
- If **Windows Authentication** is selected, the account must have the appropriate permissions.
 - If **SQL Authentication** is selected, enter the username and password.
- Confirm that **SQL Authentication** is selected, and enter the username and password.

 You must ensure that your database password does not contain an equals sign (=) or a semi-colon (;). These characters are not supported, and will lead to issues when trying to connect to the database.

The database name can be left as the default value or changed as required.

- b. Click **Test connection to proceed** to test the SQL credentials and verify connectivity.
A notification will display the result of the test. You will only be able to move on to the next step if the test is successful.
- c. Click **Next**.

6. On the Blue Prism API URL (Optional) screen:



If required, enter the URL for the Blue Prism API. This URL is essential if you want to use the Control Room plugin. The Control Room plugin is compatible with Blue Prism 7.0 or later.


If you decide to use the Control Room plugin and you have not entered a URL at this point, you will need to update the configuration file. For more information on how to do this, see the [Troubleshoot a Hub installation](#) section in the [Blue Prism Hub install guide](#).

7. On the Ready for Upgrade to 4.3 screen, click **Next** to upgrade Hub and Interact to 4.3.

8. On the Completed the Blue Prism Hub and Blue Prism Interact upgrade screen:
 - When the upgrade completes successfully, click **Finish**.
 - If the installation failed, the **View Log** option will give you details of the error that was encountered. For more information, see [Troubleshooting upgrades](#).
9. Ensure the database permissions for the new database is:

Application name	Example service account name for SQL Windows Authentication	SQL Server permissions required during installation	Database permissions required during application running	Default database name
Blue Prism - Email Service	IIS APPPOOL\Blue Prism – Email Service	dbcreator / sysadmin	db_datawriter / db_datareader	EmailServiceDB

10. Restart the RabbitMQ Service.
11. Restart all Application Pools.
12. Restart IIS.
13. Repeat the process on all machines on which Hub is installed.

 The plugins are automatically updated to the latest version as part of the upgrade process.


Upgrade Hub and Interact 4.3 to version 4.4

For new installations of 4.4, the Cache database is no longer used and there is now a File Service database to store files, rather than storing files within a folder. For upgrades, these changes are not applied and this functionality remains as it was.

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


Prerequisites

- Version 4.3 of Hub and Interact is installed.
- Everyone is logged out of Authentication 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.
- Sufficient database permissions to configure the new database created as part of this upgrade, such as, dbcreator or sysadmin.
- 2.5 GB of free disk space on the server where Hub and/or Interact are installed – This is required for the backup that is created until the installation process is complete. Remove any backups from any previous upgrades.

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

Upgrade steps

1. Hub 4.4 requires version 3.1.11 of the .NET Framework. If you do not have this version, you will need to update your Hub web server.


Step	Details
1	<p>Download the following components and store them in a temporary location, for example, C:\temp:</p> <ul style="list-style-type: none">• .NET Core 3.1.11 Windows Server Hosting https://dotnet.microsoft.com/download/dotnet/thank-you/runtime-aspnetcore-3.1.11-windows-hosting-bundle-installer• .NET Core 3.1.11 Windows Desktop Runtime https://dotnet.microsoft.com/download/dotnet/thank-you/runtime-desktop-3.1.11-windows-x64-installer
2	<p>To install the .NET dependencies, run each of the following commands using the PowerShell command prompt, waiting until each completes, before running the next command:</p> <pre>start-process "C:\temp\dotnet-hosting-3.1.11-win.exe" /q -wait start-process "C:\temp\windowsdesktop-runtime-3.1.11-win-x64.exe" /q -wait</pre> <p> Ensure the file path matches the location where the files were stored in step 1.</p>

 To watch this installation step, see our [.NET installation video](#).


2. Download the Blue Prism Interact and Hub Upgrader for version 4.3 to 4.4 from the [Blue Prism Portal](#).
3. Unzip the installer on the machine where Hub and Interact 4.3 are installed. It contains two files:
 - Blue Prism Interact and Hub Upgrader.exe – The upgrader executable.
 - BluePrismHubAndInteractUpdate4.4.bin – The binary file needed to upgrade to 4.4.

These files must be saved in the same directory.

4. Double-click the upgrader executable to start the upgrader wizard, and on the Welcome to the Hub and Interact Upgrader screen, click **Next**.

 If you have not installed .NET Framework 3.1.11 or later, the Prerequisites screen displays and you will need to exit the installer and update the .NET Framework.

5. On the End-User License Agreement screen, read the End-User License Agreement and, if you agree to the terms, select the check box and click **Next**.
6. On the Ready for Upgrade to 4.4 screen, click **Next** to upgrade Hub and Interact to 4.4.
7. On the Completed the Blue Prism Hub and Blue Prism Interact upgrade screen:
 - When the upgrade completes successfully, click **Finish**.
 - If the installation failed, the **View Log** option will give you details of the error that was encountered. For more information, see [Troubleshooting upgrades](#).
8. Restart the RabbitMQ Service.
9. Restart all Application Pools.
10. Restart IIS.
11. Repeat the process on all machines on which Hub is installed.

 The plugins are automatically updated to the latest version as part of the upgrade process.

Upgrade Interact API VBO

The Interact API VBO is used within the Blue Prism interactive client, and it is updated independently to utilize any new features within the Interact API Service that are available when Interact is upgraded. The latest version of the VBO is available in the Interact API Service release zip file on the [Blue Prism Portal](#).

To upgrade the VBO, you only need to update the Utility - Interact VBO:

1. Download the Interact API Service release file from the [Blue Prism Portal](#).
2. Unzip the Interact API Service release file.
3. In the Blue Prism interactive client and select **File > Import > Release/Skill**.
The Choose the input file screen displays.
4. Click **Browse** and select the extracted Interact API Release.bprelease file, then click **Next**.
The Resolve Import Conflicts screen displays.
5. In the **Resolution** column:
 - a. Leave the setting for **Utility - Interact API** as **Overwrite the existing business object**.
 - b. Change the settings for all the other components to **Don't import this business object**.
6. Click **Next**.
The Process logging overview screen displays.
7. Ensure that only **Utility - Interact API** is listed for import. If:
 - Other components are listed, click **Back** and change the settings as detailed in step 5 above.
 - It is the only component, click **Next** to complete the import.
8. Click **Finish**.

Troubleshooting upgrades

The upgrade says it ended prematurely, what happens now.

The upgrade process has been designed so that if a failure is encountered, it rolls back the install and reinstates the version you were upgrading from. During the upgrade, the folder *backup_4.n* is created in the installation location (by default, C:\Program Files (x86)\Blue Prism\), where *4.n* reflects the existing version number. This contains a copy of the existing installed files and is used as the roll back source if an error is encountered during the installation.

You can try running the upgrader again. 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.

I have upgraded to version 4.4 but the 4.1 user interface still displays.

If this is encountered, clear your browser cache and reload the page.

I have upgraded from 4.1, however, none of my new queues are being created.

This is likely due to the quorum queue feature not being enabled in RabbitMQ. If you check the Hub logs, you will see the error "*the 'quorum_queue' feature is disabled*".

1. On the Message Broker server, run the RabbitMQ command:

```
rabbitmqctl enable_feature_flag quorum_queue
```

2. On the Hub web server, restart the application pools.

The queues are created.

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 4.3 – May 2021

This release note is for the 4.3 release of Blue Prism Interact (Interact) delivered in an on-premise configuration.

Enhancements

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

Area	Description of Change	Reference
Forms	<p>Interact Forms has been enhanced:</p> <ul style="list-style-type: none">• The Create form page includes a refresh icon next to the Queue name field, which appears when Queue is chosen as a delivery method. When clicked, the refresh icon pulls over the list of queues from the selected environment, allowing the user to select the required queue. Previously, only Hub administrators could refresh the queues through the Environment management page.• The Change type icon has been added to the Create {field type} page for the different field types. This enables a user to select and switch to a different field type. Any information entered on the Create {field type} page will be lost.• The Search fields icon has been added to the Edit form page. When the user clicks this icon, the Search fields panel displays. This enables the user to enter a field type, or part of the name or description to find a field within the form. Any matching results are displayed in the panel.• The Play test area has been moved into a new testing area on the Edit form page. The user can now see an interactive mockup of the final form and test the fields whilst they design and build the form.• Tooltips have been added to non-labelled icons, and Create field or Create rule labels have been added next to the + icons.• When Create another is selected on the Create field page or the Create rule page, the user is returned to the top of page when they create the new page or rule, ready to enter the information for the next item.	HUB-791

Fixes and improvements

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

Area	Description of Change	Reference
Forms	If a Time type field is added to the form and set with an initial state of Read only , the testing area does not allow the user to change the time. Previously, in the Play test area, the user could click the close cross at the end of the time field and then enter a new time.	HUB-694
	An improvement has been made to the display of the prefix characters for a number field type to ensure that the defined prefix characters stay on one line. Previously, if a space was include the Prefix character field when creating a number field, the characters would display on two lines in Play test and in Interact itself. The line break would occur where the space had been entered.	HUB-704

Known issues

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

Secure development policy

As part of our secure development policy, Blue Prism products are evaluated against the following security standards:

- OWASP Top 10 –The security vulnerabilities that pose the most risk to applications development. For more information, see the [OWASP website](#).
- SANS CWE Top 25 – The most common software security vulnerabilities found throughout the software development industry. For more information, see the [SANS website](#).
- Federal Information Processing Standard (FIPS) Publication 140-2 – U.S. government standard that defines minimum security requirements for cryptographic modules in information technology products.
- Payment Card Industry Data Security Standard (PCI DSS).
- Health Insurance Portability and Accountability Act (HIPAA).
- Federal Information Security Management Act (FISMA).

A compliance highlight summary report is available upon request via Product Support.

Interact 4.2 – April 2021

This release note is for the 4.2 release of Blue Prism Interact (Interact) delivered in an on-premise configuration.

Enhancements

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

Area	Description of Change
API	Create Submission and Raise Submission now allow the uploading of files. See Web API Service updates on the next page .
Application	The Interact user interface has been redesigned.
History	History is a new tab in Interact. The History tab includes submission history, items waiting for approval and archived items.
Localization	The IMS login page and Interact now display in the language compatible with the user's language settings set in their browser. If the user has an unsupported language selected in their browser settings, English is used as the default. If required, the user can manually change the language they want to use from the drop-down list on the login page.
My Work	My Work is a new tab in Interact. This contains Drafts and Inbox.
Notifications	Notifications is a new feature in Interact. The following types of notifications may display: <ul style="list-style-type: none">• My submission has been approved• My submission has been declined• Submission requires approval by you• A Digital Worker has assigned a submission to you As part of this enhancement, archived notifications can also be viewed by clicking the View archived notifications link at the bottom of the notification panel. The archived view allows for the filtering of notifications based on type. For more information, see Interact notifications .
Supported software	Interact now supports the use of Azure SQL Database.

Fixes and improvements

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

Area	Description of Change
Application	Interact approvers are now required to provide a reason when declining submissions.
Installer	The following changes have been made to the Interact Installer: <ul style="list-style-type: none">• The screen to install SignalR has been removed, this is now installed as part of the Hub installation.• A screen to configure the IADA SQL connection has been added.

Web API Service updates

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	A new Upload File action has been added to the Interact Web API and the Utility - Interact API Blue Prism VBO. Files can now be uploaded and used with the Create Submission and Raise Submission actions.

For more information about the Interact Web API Service, see the [user guide](#).

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 on page 8](#).

Enhancements

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

Area	Description of Change
API	<p>Two new APIs have been introduced:</p> <ul style="list-style-type: none">• 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	<p>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.</p>
Installer	<p>The following enhancements have been made to the Interact installer:</p> <ul style="list-style-type: none">• 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:<ul style="list-style-type: none">• 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	<p>The following improvements have been made to the Interact installer:</p> <ul style="list-style-type: none">• 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:<ul style="list-style-type: none">• 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	<p>Version 1.2.1 contains the following new actions:</p> <ul style="list-style-type: none">• Raise Submission• Get Users by Form Name <p>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:</p> <ul style="list-style-type: none">• 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	<p>The following actions in the Utility - Interact API VBO have been replaced by the actions above:</p> <ul style="list-style-type: none">• Update Config• Update Status <p>These two actions will be removed in a future release.</p>

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.

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