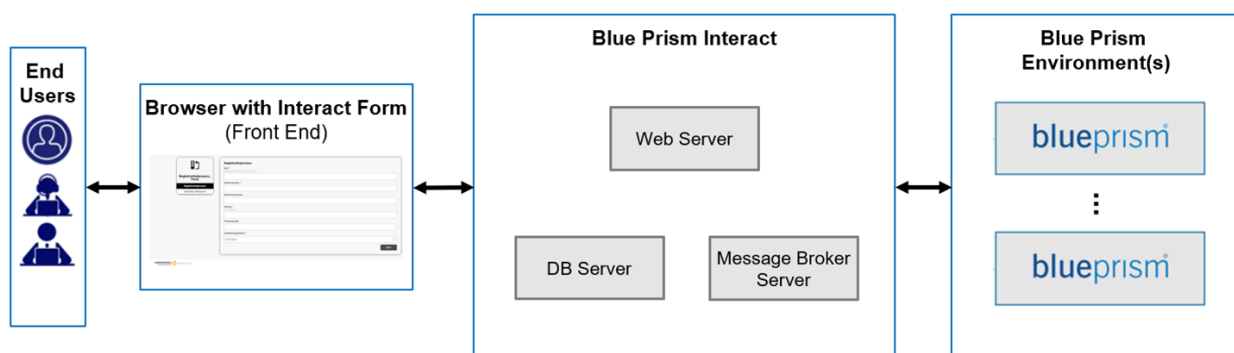


Interact Infrastructure Overview

This data sheet provides technical guidance regarding the specification and configuration of environments for Blue Prism Interact. It is intended as a guide for indicative sizing and configuration however specific environments will vary depending on the profile of the Blue Prism® implementation.

About Interact

Blue Prism Interact is a web interface that acts as a bridge between human and digital workers — allowing for both collaboration and interaction. Accessible via a browser on any computer or mobile device, the customizable Interact web interface lets organizations expand the addressable use cases for automation from front- to back-office.



Further information and resources

More information about Interact can be found in the online help:

- [Installation prerequisites](#)
- [Network ports](#)
- [Software requirements and SQL permissions](#)
- [Interact installation guide](#)
- [Interact user guide](#)

Minimum requirements

Runtime Resource

- Intel Processor
- 2GB RAM
- Minimum 10GB free disk space (after install of Operating System and standard software)
- Windows 10 Enterprise (32-bit/64-bit) versions 1709, 1803, 1809, 1903, 1909.
- Windows Server 2012, 2012 R2, 2016, 2019. 64-bit versions only
- .NET Framework 4.7.2
- Access to in-scope applications
- Must meet the collective recommendations of the in-scope applications

Database Server

- Intel Quad Xeon Processor
- 4GB RAM
- Windows Server 2012 R2 or 2016
- SQL Server 2019

SQL Express versions are only appropriate for non-production environments such as for the purposes of Proof of Concept exercises.

SQL Azure is also supported but is commonly only recommended for evaluation purposes and small deployments or those with low throughput

Message Broker Server

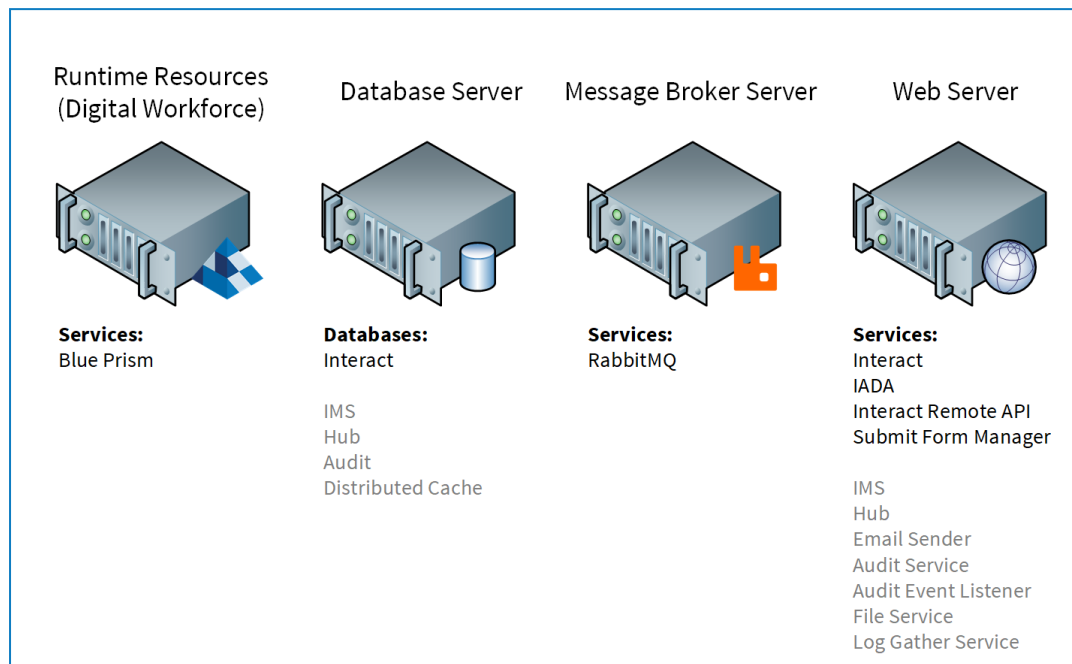
- Intel Dual Xeon Processor
- 8GB RAM
- Windows Server 2012 R2 or 2016
- RabbitMQ Messaging Broker 3.8.5
- Erlang OTP 23.0.1 (11.0.1)

Web Server

- Intel Dual Xeon Processor
- 8GB RAM
- Windows Server 2012 R2 or 2016
- .NET Framework 4.7.2
- IIS 11.0
- Prerequisites as detailed in the [installation guide](#)

Implementation profile

The following diagram shows the components used in a Blue Prism Interact implementation.



Items in gray text are installed as part of the Blue Prism Hub installation process.

A Blue Prism Interact implementation consists of a database server coupled with any number of Runtime Resources, a Web Server and a Message Broker server.

The components perform the following functions:

- **Blue Prism Runtime Resource** – A physical or virtual Machine with Blue Prism installed that runs automated processes against target applications, often referred to as the robot.
- **SQL Server Database** – A centralized repository that holds Interact forms.
- **Message Broker Server** – A physical or virtual machine with the RabbitMQ message broker software enabling applications, systems, and services to communicate with each other and exchange information.
- **Web Server** – A physical or virtual machine which provides IIS capabilities for the Blue Prism components, IMS and Hub.

It is common for most components to be deployed into a production strength virtual infrastructure, for pilot or proof of concept projects a server infrastructure is required as the applications are only supported under a server operating system.

Web server components

Submit Form Manager

This component is used to act as the “middle-man” between Interact and where the form will be submitted to. For example, if the form submission needs approval before being sent to the work queue, the Submit Form Manager will place the submission into the Interact Approver’s “Approval” folder. Another example, if a submission is configured to go straight to the work queue, the Submit Form manager will pass the submission to IADA.

IADA

This component will place the submission into a work queue in an XML format.

Interact Remote API

This component allows the Digital Worker to cooperate with the Interact APIs (i.e. Create Form Submission).

Email Sender

This component is used when emails need to be sent out to users. SMTP settings in Hub are used to setup this component.

Audit Service

This component is used to retrieve Audit information from the Audit database and display the information within the Audit page in Hub.

Audit Event Listener

This component is used to “listen out” for any audit event triggers, it will then pass this information to the Audit database.

SignalR

This component is used to display elements within an Interact form in real-time.

Log gatherer service

This Windows service removes old product logs from each web server component (Hub, Interact, IMS, Audit Service, Audit Service Listener, Email Sender, Log Gatherer Service, IADA, Interact Remote API, SignalR, Submit Form Manager). This service is scheduled to do so on the 7th of every month and the logs are moved to C:\\Program Files (x86)\\Blue Prism\\ArchivedLogs.

You can change the archived log folder path and scheduler date within appsettings.json – “ArchivedFolder” will allow you to change the archive path and “DayOfMonth” will allow you to change the scheduler date.

Distributed cache database

This database is used as our caching mechanism and is used to store user session details, license details, and retired user data.

The Distributed cache database is architected using [Distributed SQL Server Cache](#).

RabbitMQ use in Hub and Interact

The following table indicates where RabbitMQ is used in Blue Prism Hub and Interact.

The queues referred to in this topic relate to RabbitMQ queues and not Blue Prism work queues.

Components	Queues											
	Audit		Email		Environment		IADA		Submission		Inbox	
	Send	Listen	Send	Listen	Send	Listen	Send	Listen	Send	Listen	Send	Listen
Hub	✓		✓		✓							
Interact									✓			
IMS	✓		✓									
Windows Audit Queue Listener		✓										
Windows IADA						✓		✓				
Windows Submit Form Manager			✓				✓			✓		
Windows SignalR												✓
Windows Interact Remote API									✓		✓	
Windows Email Sender				✓								

Description of table

Queue

- **Send** – Posting an object to a queue.
- **Listen** – Retrieving an object from a queue.

Audit queue

Hub and Interact post objects to this queue.

Audit Event Listener retrieves objects from Hub and Interact to store audit events into the Audit database.

Email queue

Hub, Interact, and Submit Form Manager posts objects to this queue.

Email sender retrieves object from this queue so it can send emails to the relevant users.

Environment Changes queue

Hub posts object to this queue.

IADA retrieves objects from this queue so it knows exactly which RPA database to start submitting forms to.

IADA queue

Submit Form Manager posts object to this queue.

IADA retrieves objects from this queue so it can place submission data into work queues.

Submission queue

Interact and Interact Remote API posts objects to this queue.

Submit Form Manager retrieves object from this queue so it can then determine where to place the submission.

Inbox queue

Interact Remote API posts object to this queue.

SignalR retrieves objects from this queue so it knows what form elements to input in real time.

Network architecture

The following diagram gives an overview of a typical Blue Prism Hub and Interact network architecture.

