ITC INFOTECH

Business-friendly Solutions

PLM-PasswordReset-ITC Infotech India Ltd

Submitted by:

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<h1 style="text-align: center;">PLM Password Reset – Readme</h1>

Bot Overview

This bot performs the following:

- The Bot fetches service requests raised in PLM Trace and reset the password for the user accordingly and resolves the ticket.

Prerequisites

- Automation Anywhere Enterprise v11.3x
- User should pass the username and password for FlexPLM and response should be tested(authorized)
- User should pass the username and password for PLM Trace and response should be tested(authorized)
- Systems host file should be set up with the PLM's IP address
- Google Chrome Plugin has to be enabled.
- If bot should run 24 hours then enable infinite loop.
- If we want to schedule the bot then do changes in No Incidents Found and kill all applications when no incidents are found and scheduled in control room.

Installation

- Download the bot from Bot Store.
- Double click on the .msi file.
- On Welcome to Installation wizard, click Next to continue.
- Click I agree to the terms in the license agreement radio button to accept the agreement.
- Get/Copy the License key from Bot Store Downloads into License Key, click Next to continue.
- Click Install to begin the installation.
- Click Finish to complete the installation.
- To view the installation, go to 'My Tasks' folder on AAE Client to see bot files.

Uninstall

- Open Add/Remove Programs -> Select the Bot/Digital Worker to be installed
- Click uninstall

Creates the following folder structure of the content in the AA Dir:

        <AA Directory>
            o   My Tasks
                    ▪   Bot Store

- Read Content-AA (Folder)
  - My Tasks
    - PLM_PasswordReset
  - Error Log
    - AuditLog (Folder)
      - Error Logs Month-Day-Year.txt
    - EventLog (Folder)

    - Snapshots (Folder)
      - Error Snap Month-Day-Year.png

  - Input Folder
    - User Config file
  - Output Folder
    -

How to Use the Bot:

Use the following information to configure your bot:

Parameter Name	Type	Direction	Additional Info
vint_Count	Value		0**[Hardcoded]**
vLogfile	Value		Log file is log folder
vLogTxt	Value		Log txt is a text file in log file
vstr_CodeChange	Value		Code Change**[Hardcoded]**
vb_UserNotFound	Value		Flag Vlaue
vint_Delay	Value		2**[Hardcoded]**
vstr_ExtractedText	Value		It will fetch the data from the description
vstr_FlexPLMUrl	Value		**User should provide with FlexPLM website url.**
vstr_NewPassword	Value		Random password will be generated.
vstr_flexPLmUserName	Value	Input	**User should pass the username for FlexPLM**
vstr_FlexplmPassword	Value	Input	**User should pass the password for FlexPLM**
vstr_ExtractedUserID	Value		It will fetch the data from the description
Vstr_FinalUserID	Value		It will fetch the data from the description
vstr_Hrs	Value		00:00**[Hardcoded]**
vstr_PLMsolution	Value		Password Reset successfully**[Hardcoded]**
vstr_PLmTraceUrl	Value		**User should provide with PLMTrace website url.**
Vstr_RandomAlpha	Value		7**[hardcoded]**
vstr_PLMtraceUsn	Value	Input	**User should pass the username for PLMTrace**
vstr_PLMtracePassword	Value	Input	**User should pass the password for PLMTrace**
vstr_Status	Value		Open**[hardcoded]**
vstr_SuperUser	Value		Carters**[hardcoded]**
vstr_Title	Value		Title**[hardcoded]**

vstr_PasswordResetSearch	Value		Password Reset Service Request**[Hardcoded]**
vstr_RandomNumeric	Value		0 to 9**[Hardcoded]**
vErrorFolder	Value	Input	This is error folder inside bot folder which contains Logs and Snapshots folder (Already defined, no need to add value unless want to change location of file).
vLogFolder	Value	Input	This folder contains Log file in case of error (Already defined, no need to add value unless want to change location of file).
vSnapshotFolder	Value	Input	This folder contains Screenshot in case of error (Already defined, no need to add value unless want to change location of file).

Error Handling

- Each Bot folder contains the below hierarchy.
    - o Error Folder
        - Logs
            - Error Logs Month-Day-Year.txt: In case of any error, this file logs error message along with time stamp
        - Snapshots
            - Error Snap Month-Day-Year.png: In case of any error, this file captures screenshot of error.
- Task Status of bot is set to failed in case of errors.

Troubleshooting & Support

Support

Are you looking for any support to configure or running of the BOT?

Email :automation.hub@itcinfotech.com

Contact : Kasthuri Rengan