

Automation 360 Migration FAQ

The following is a list of frequently asked questions (FAQs) for the Automation Anywhere Enterprise 10 or Enterprise 11 to Automation 360 Migration. While every effort has been made to address all possible questions, please let us know if you have additional questions that you feel should be added and answered here.

Question Quick Links

General Questions:	3
What is Automation 360?	3
Why upgrade to Automation 360?	3
What does migration mean?	3
What previous Automation Anywhere product versions can be upgraded to Automation 360?	3
What is the difference between Automation 360 and previous Automation Anywhere platforms?.....	3
What is the migration process?	3
Can I perform the migration myself?	4
What is self-service migration?.....	4
Are there any services I can purchase to have the migration process performed for me?.....	4
Where do I go if I need help during the migration process?	4
Questions on Step 1: Check readiness to migrate	5
How do I start the migration process?	5
What is the Bot Scanner?.....	5
What are the steps to use the Bot Scanner?	5
How do I analyze the Bot Scanner summary report?	5
When can I start my migration?	5
Questions on Step 2: Plan and prepare	6
What are my deployment options for the upgrade?.....	6
Is there an increase in cost?	6
Will I need to shut down my existing Enterprise 10 or Enterprise 11 environment in order to migrate to Automation 360?	6
What happens to my current bots in Enterprise 10 and Enterprise 11?.....	6
Do I need to acquire new licenses to migrate to Automation 360?.....	6
How do I get a migration license?.....	6
What happens to the user data and licenses setup in my current control rooms after migration is complete? ..	6
If my current Enterprise 10 or Enterprise 11 license is due to be renewed soon, should I renew them before I opt to migrate to Automation 360?.....	6
What are the system requirements to install Automation 360?.....	6
What are the technical requirements to prepare for migration?	7
What does migration from Enterprise 10 or Enterprise 11 to Automation 360 entail?	7
Questions on Step 3: Migrate my bots	7
What is the Cloud Migration Utility	7
What is the Bot Migration Wizard?	7
What are the steps to use the Bot Migration Wizard?	7
How do I know if my bots were successfully migrated?.....	7
What are reasons some bots are not migrated by the Migration Wizard?.....	8
Questions on migrating IQ Bot	9
Automation Anywhere Automation 360 Migration FAQ	1

Are there any bot changes needed to utilize the IQ Bot command?	9
For IQ Bot deployed in the cloud, where is the extracted data stored?	9
Where can I find more features about IQ Bot?	9
Are there any modification that are needed to the TaskBots that use the IQ Bot command?	9
How can I migrate IQ Bot learning instances?	9
Questions on migrating Bot Insight	9
How can I migrate Bot Insight dashboards?	9
If a bot in Bot Insight enabled, will it convert successfully and migrate the Bot Insight data?	9
Post-Migration Questions	10
What happens to my Enterprise 10 or Enterprise 11 license after I start my migration process?	10
After a bot is converted from .ATMX to .BOT, what testing is recommended?	10
Do I need to validate each and every bot after conversion?	10
Additional Questions	11
Is the need for different environments (DEV, UAT, PROD) still recommended for Automation 360?	11
Are there any differences between the hardware requirements for Bot Runners between Enterprise 11 and Automation 360?	11
Can I use my existing Enterprise 10 or Enterprise 11 Bot Runner infrastructure to run Automation 360 bots?	11
What is the relationship between the Enterprise 10 or Enterprise 11 TaskBots and MetaBots and their converted counterparts in Automation 360 bots?	11
Is the bot format, .atmx, used in Enterprise 10 and Enterprise 11 compatible with Automation 360?	11
Once I start the migration process, can I continue developing and building bots on Enterprise 10 or Enterprise 11?	11
If I am currently using Enterprise 10, do I need to upgrade to Enterprise 11 before migrating to Automation 360?	11
If my current version of Enterprise 10 or Enterprise 11 is not amongst the certified versions for migration, can I still migrate to Automation 360?	11
Does the installation of Automation 360 require any external internet access? Can it be installed in a dark datacenter?	12
Do customers need to recreate bot runner device pools, or will they be automatically created during migration?	12
As part of the migration from Enterprise 10 or Enterprise 11 to Automation 360, what data/entities are migrated to Automation 360?	12
Do customers need to recreate all of the User ID, Roles, and assignments in Automation 360?	12
How are the Credential Vault entries moved from Enterprise 10 or Enterprise 11 to Automation 360?	12

General Questions:

What is Automation 360?

Automation 360 is a single platform for end-to-end automation that offers process discovery, data understanding, robotic process automation, and smart analytics in your business. To learn more about Automation 360, use the following resources:

- a) [Automation Anywhere website](#)
- b) [Documentation Portal](#)
- c) [Automation Anywhere University](#)
- d) [Getting started videos](#)
- e) [Automation Anywhere Partner Portal](#)

Why upgrade to Automation 360?

Since October 2019, Automation Anywhere has offered Automation 360, the latest version of the platform. Automation 360 has been built from the ground up as the world's only purely web-based, cloud-native Digital Workforce platform. In addition to the advantages of its cloud-native architecture, Automation 360 includes advancements such as native integration with Discovery Bot, IQ Bot, and Bot Insight to deliver an end-to-end automation experience that is continuously improving. Now that Automation 360 has gained maturity and more advancements than Enterprise 11, the focus for Automation Anywhere will be on delivering the best possible experience for our customers and partners on the latest platform.

What does migration mean?

In the context of application migration, it is the movement, relocation, and switching from one platform of application to another, or from a legacy version of an application to the new version of the same application. In this case of RPA, it refers to transferring user details, roles, schedules, credentials, automation processes or bots from Enterprise 10 or Enterprise 11 to Automation 360.

What previous Automation Anywhere product versions can be upgraded to Automation 360?

The list of Enterprise 10 and Enterprise 11 versions certified for migration can be found [here on the documentation portal](#). This list is updated on a regular basis.

What is the difference between Automation 360 and previous Automation Anywhere platforms?

With Automation 360, customers have the option to deploy on-prem or to cloud without losing access to any features. With Cloud, customers can benefit from a web-based interface allowing them to automate easier and faster than ever before, all the while reducing maintenance overhead and TCO. Customers will also always be up to date with the latest technology with automatic updates delivering enhancements on a regular cadence. If customers choose to deploy Automation 360 on-prem, they will have access to the same features as the easy to use web-based interface while having complete control over the deployment and maintenance of the platform.

What is the migration process?

At a high-level, the steps are:

1. Evaluate the conversion of bots from the format used in Enterprise 10 or Enterprise 11 to Automation 360. This evaluation is done with the Migration Bot Scanner tool.
2. Provision the new Automation 360 Control Room user and application settings. This can be done via database cloning for on-prem deployment or use the cloud migration utility for cloud deployment. Or if needed, the initial setup can be done manually by creating the users, roles, credentials, etc. before migrating the bots.
3. Convert the bots from Enterprise 10 or Enterprise 11 to Automation 360 using the Bot Migration Utility
4. Validate that the new bots are functioning as expected per your SDLC processes or business requirements.

All that is left to do is to deploy the new bots to production in Automation 360.

Can I perform the migration myself?

Yes. Customers can perform self-serve migration with the numerous types of resources we are offering on our [website](#).

What is self-service migration?

Self-service migration requires customers to utilize the resources on the migration resource page as well as Automation Anywhere's [documentation page](#) to migrate from Enterprise 10 or Enterprise 11 to Automation 360.

Are there any services I can purchase to have the migration process performed for me?

No. There is currently no paid services available for migration from Enterprise 10 or Enterprise 11 to Automation 360.

Where do I go if I need help during the migration process?

If you need help during the migration process, please visit the [migration resource page](#) where you can access guides, videos, and more to help you through the migration process. If you still need help, please contact your sales representative.

Questions on Step 1: Check readiness to migrate

How do I start the migration process?

To begin the migration process, download the Bot Scanner tool to evaluate the conversion of your bots from the format used in Enterprise 10 or Enterprise 11 to Automation 360.

What is the Bot Scanner?

The Bot Scanner is a utility that analyzes your Enterprise 10 or Enterprise 11 bots to identify which ones are ready for migration to Automation 360. You can [download the Bot Scanner here](#). For more information on the Bot Scanner tool, [visit the documentation page](#).

What are the steps to use the Bot Scanner?

When using the Bot Scanner, you will go through 3 steps:

1. Prepare your bot files for analysis
2. Download and run the Bot Scanner
3. Analyze the results

For step-by-step instructions on how to use the Bot Scanner, follow the [“How to Analyze Your Bots for Migration with the Bot Scanner” video](#).

How do I analyze the Bot Scanner summary report?

After you get your Bot Scanner results, there will be a recommendation on whether to proceed with migration or not. This is based on:

- Number of bots ready for migration
- Number of bots that will require action after being migrated
- Number of bots not yet supported for migration
- Which commands and variables supported for migration

For more information on how to read your Bot Scanner results, visit our [docs portal](#).

When can I start my migration?

We recommend beginning the migration process after you have run the Bot Scanner with the result showing at least 90% of your bots are ready for migration.

Questions on Step 2: Plan and prepare

What are my deployment options for the upgrade?

Users will have the option to deploy Automation 360 to on-premises or cloud. While cloud enabled is offered, migration to cloud-enabled is not currently supported.

Is there an increase in cost?

There is no increase in cost if the customer maintains the exact current licensing arrangement. It is recommended to discuss your licensing requirements with an Automation Anywhere representative.

Will I need to shut down my existing Enterprise 10 or Enterprise 11 environment in order to migrate to Automation 360?

No, you do not need to shut down your current Enterprise 10 or Enterprise 11 environments to start migrating to Automation 360. We recommend running your existing environment and Automation 360 in parallel for a few months to ensure the converted automations are running as you programmed them before decommissioning your Enterprise 10 or Enterprise 11 environment. If you choose to do this, be sure to follow the instructions for your environment:

- [Migration path from v11 to Automation 360 on-prem for dual environments](#)
- [Migration path from v10 to Automation 360 on-prem for dual environment](#)
- [Migration path from v11 to Automation 360 Cloud for dual environments](#)

What happens to my current bots in Enterprise 10 and Enterprise 11?

Customers will be asked to migrate their bots from Enterprise 10 and 11 to Automation 360. Follow this [guide](#) to ensure all of your bots are successfully migrated.

Do I need to acquire new licenses to migrate to Automation 360?

You will need a new license configured for Automation 360 before you start your migration. But rest assured, this license won't cost you anything extra if the license configuration/entitlements set for your Enterprise 10 or Enterprise 11 is maintained. If you wish to get more bot runners, then there would be an added cost – please contact your sales representative to find out more details.

How do I get a migration license?

To obtain a migration license, contact your assigned CSM representative or sales representative.

What happens to the user data and licenses setup in my current control rooms after migration is complete?

The user data and licenses of the existing setup remains valid until the expiration date of your current license of Enterprise 10 or Enterprise 11, at which point they naturally age out.

If my current Enterprise 10 or Enterprise 11 license is due to be renewed soon, should I renew them before I opt to migrate to Automation 360?

If your current Automation 360 is scheduled to be renewed soon and you wish to migrate to Automation 360, we will provide you a 3-month extension on your Enterprise 10 or Enterprise 11 platform, along with a migration license for your new Automation 360 environment at no additional cost to you. Before the 3-month grace period expires, you would need to purchase Automation 360 licenses that meet your requirement.

What are the system requirements to install Automation 360?

Complete list of requirements to install Automation 360 on-prem can be found [here](#).

What are the technical requirements to prepare for migration?

To ensure you're ready to begin your migration process, you need to take into consideration the following:

- 1) Prepare a backup of the database of your current Enterprise 10 or Enterprise 11 deployment
- 2) Finalize the Automation 360 deployment model you would like to use
- 3) Acquire the Automation 360 migration license
- 4) Ready the infrastructure needed to install Automation 360 (for on-premises deployment) and the infrastructure to install the Bot Agents to run your Automation 360 automations
- 5) Ensure you have the required licenses for the applications you will be automating using the bots migrated to Automation 360

For more details on the requirements, refer to the [migration resource center](#).

What does migration from Enterprise 10 or Enterprise 11 to Automation 360 entail?

The high-level steps are:

1. Evaluate the conversion of bots from the format used in Enterprise 10 or Enterprise 11 to Automation 360. This evaluation is done with the Migration Bot Scanner tool.
2. Provision the new Automation 360 Control Room and manually create the user accounts, roles, and credentials in Automation 360 cloud.
3. Convert the bots from Enterprise 10 or Enterprise 11 to Automation 360 using the Bot Migration Utility
4. Validate that the new bots are functioning as expected per your SDLC processes or business requirements.

For more details, refer the migration guide available [here](#).

Questions on Step 3: Migrate my bots

What is the Cloud Migration Utility

The Cloud Migration Utility is a tool that will help you package and upload your Enterprise v10 and v11 bots to the cloud Control Room. Unlike the Bot Migration Wizard, it does not convert them to the required .bot (JSON) format.

What is the Bot Migration Wizard?

The Bot Migration Wizard is a tool that will migrate your Enterprise v10 or v11 bots (TaskBots and MetaBots) individually or in bulk to Automation 360 and converts them to the required .bot (JSON) format.

What are the steps to use the Bot Migration Wizard?

The steps you will go through to use the Bot Migration Wizard are:

1. Create your migration session
2. Migrate your bots
3. Validate your bots functionality

For step-by-step instructions on how to use the Bot Migration Wizard, check out this [video](#).

How do I know if my bots were successfully migrated?

Bots that were successfully migrated will be available in the Automation 360 Control Room public repository. After the migration process has been completed, the Bot Migration Wizard tells you how many bots were successfully migrated and how many bots could not. You can find details on which bots were migrated and which ones weren't by going to the "Bot Migration Results" tab.

What are reasons some bots are not migrated by the Migration Wizard?

Bots that are not migrated by the Bot Migration Wizard may contain commands or actions that are not yet supported. For a detailed explanation of why your bot could not be migrated, refer to your Bot Scanner report for information on unsupported commands in your bots.

Questions on migrating IQ Bot

Are there any bot changes needed to utilize the IQ Bot command?

The TaskBot that uses the IQ Bot upload command that sends file to IQ Bot data extraction is not expected to need any modifications. The TaskBot that deals with the extracted data may need some modification to work on Automation 360.

For IQ Bot deployed in the cloud, where is the extracted data stored?

All the data extracted by IQ Bot deployed in the cloud are saved in the cloud. You need to either create a bot that downloads those files or modify your post-extraction bot to download the data automatically.

Where can I find more features about IQ Bot?

Information about IQ Bot for Automation 360 can be found on [IQ Bot documentation page](#).

Are there any modification that are needed to the TaskBots that use the IQ Bot command?

Yes, for cloud deployments, the IQ Bot extraction files are typically saved in the cloud tenant They will need to be downloaded using the IQ Bot download command for use.

How can I migrate IQ Bot learning instances?

The transfer of IQ Bot learning instances has not changed between Enterprise 11 and Automation 360 versions. A guide that walks through the process is available [here](#). Currently only IQ Bot learning instances of the same IQ Bot server version can be imported or exported across systems.

Questions on migrating Bot Insight

How can I migrate Bot Insight dashboards?

Migration of Bot Insights dashboards is done as part of the overall migration exercise. At a high-level, the process is as follows:

1. Clone the Enterprise 11 Bot Insight database after the Enterprise 11 Control Room database has been cloned.
2. Use provided utility to export audit data and the Bot Insight Migration Utility to export dashboard metadata and dashboard profile into a zip file.
3. Install Automation 360 on the server with the cloned Enterprise 11 Control Room and Bot Insight databases.
4. Create the required folder structures on the Automation 360 server and place the generated Bot Insight zip file (from step 2), and the bots and exported audit data into respective folders.
5. Start the bot migration process using bot migration wizard. This migrates the bots and Bot Insight dashboard.

If a bot in Bot Insight enabled, will it convert successfully and migrate the Bot Insight data?

Yes, the Bot Insight data and dashboard will be converted and migrated to the Automation 360 successfully.

Post-Migration Questions

What happens to my Enterprise 10 or Enterprise 11 license after I start my migration process?

Once you obtain the migration license, you are given a 90 day window to complete the migration process. After that the remaining duration on your Enterprise 10 or Enterprise 11 license is transferred to your Automation 360 license and your Enterprise 10 or Enterprise 11 license will be decommissioned.

After a bot is converted from .ATMX to .BOT, what testing is recommended?

It is recommended to first perform a visual inspection of the bot to ensure that there are no visible warnings. Then it is recommended to run the bot to check that it runs properly and performs the expected behavior. If the bot has dependencies with other bots, it is recommended to run after all dependent bots have been converted and validated.

Do I need to validate each and every bot after conversion?

It is best practice that each bot is inspected and validated post-migration as the bot format has changed and the conversion is done automatically.

Additional Questions

Is the need for different environments (DEV, UAT, PROD) still recommended for Automation 360?

Yes, best practice is to maintain a Development, UAT/Test environment, and production setups. Some customers choose to combine development and UAT/Test, but that is dependent on your business requirements. If your existing automation infrastructure has 3 environments, then we recommend having 3 Automation 360 environments as well.

Are there any differences between the hardware requirements for Bot Runners between Enterprise 11 and Automation 360?

No, there is no difference between the hardware requirements for Bot Runners in Enterprise 11 and Bot Agents in Automation 360. More details about the requirements can be found [here](#).

Can I use my existing Enterprise 10 or Enterprise 11 Bot Runner infrastructure to run Automation 360 bots?

Yes, it is possible to use your existing Enterprise 10 or Enterprise 11 bot runner infrastructure by installing the Automation 360 Bot Agent on those devices. But it is not recommended. For more details, please contact your account representative to fully evaluate your requirements.

What is the relationship between the Enterprise 10 or Enterprise 11 TaskBots and MetaBots and their converted counterparts in Automation 360 bots?

There is a 1:1 mapping between Enterprise 10 or Enterprise 11 TaskBots with Automation 360 bots, but there is a 1:Many mapping between the MetaBots and the Automation 360 bots. More information on MetaBot migration can be found [here](#).

Is the bot format, .atmx, used in Enterprise 10 and Enterprise 11 compatible with Automation 360?

No, .atmx format was built specifically for Enterprise 10 or Enterprise 11 and with the new Automation 360, the bots are in the .bot format. Hence .atmx files are not supported in Automation 360. As part of the migration process, the Bot Migration Wizard will automatically convert the .atmx files into .bot files and save them in the Control Room for you.

Once I start the migration process, can I continue developing and building bots on Enterprise 10 or Enterprise 11?

If you've started your migration journey from Enterprise 10 or Enterprise 11 to Automation 360, you should not make further changes to your Enterprise 10 and Enterprise 11 environment or build new bots there. All future bot development should take place in Automation 360 itself.

If I am currently using Enterprise 10, do I need to upgrade to Enterprise 11 before migrating to Automation 360?

No, you do not need to upgrade to Enterprise 11 before migrating to Automation 360. The provided migration tools will guide you through the steps to be followed to migrate from Enterprise 10 to Automation 360.

If my current version of Enterprise 10 or Enterprise 11 is not amongst the certified versions for migration, can I still migrate to Automation 360?

Yes, you can migrate from non-certified versions, but only after installing the relevant upgrade for a certified version to your environment. You can find the installation files [here](#).

Does the installation of Automation 360 require any external internet access? Can it be installed in a dark datacenter?

Automation 360 does not require any external internet access to complete an On-Premises installation. But all the necessary installation files like Automation 360 installer, Audit Log Export Utility, and Bot Insight Export utility will need to be downloaded beforehand.

Do customers need to recreate bot runner device pools, or will they be automatically created during migration?

The bot runner device pools will be migrated along with the other Control Room settings, but they will not contain any devices since Automation 360 Bot Runners have not been setup yet and configured on the new Control Room. Once all the necessary devices/Bot Runners have been configured, you can reconfigure the imported device pools and add the new devices to them as per your requirements.

As part of the migration from Enterprise 10 or Enterprise 11 to Automation 360, what data/entities are migrated to Automation 360?

- During migration, all the data from the Enterprise 10 and Enterprise 11 database are made available in Automation 360 by doing a database clone, except for the devices, device pools and Audit Log trails.
- Devices and device pools would need to be configured manually after Automation 360 Control Room is setup, but the Audit Log can be moved separately.
- Bot run schedules are migrated in a disabled state and will need to be enabled after Automation 360 Control Room is setup and all the bots with schedules have been converted successfully. More details can be found [here](#).

Do customers need to recreate all of the User ID, Roles, and assignments in Automation 360?

If the Automation 360 on-premises deployment option is chosen as target for migration, all of the existing roles and users that were in the Enterprise 10 or Enterprise 11 Control Room will be created in the Automation 360 Control Room as part of the database restore and upgrade phase of the migration. Migration permission will need to be granted to predetermined Users and Roles to convert bots to Automation 360 format.

If Automation 360 cloud deployment option is chosen, user accounts, roles, credentials, etc. will need to be manually added once the control room is setup.

How are the Credential Vault entries moved from Enterprise 10 or Enterprise 11 to Automation 360?

The Credential Vault variables, lockers etc. are copied over to the Automation 360 database during the database cloning step of migration.

For migration to Automation 360 on-prem:

- If your current Enterprise 10 or Enterprise 11 Credential Vault is setup in Express Mode, the CredentialVault.dat file must be copied manually to Automation 360 repository folder.
- If your current Enterprise 10 or Enterprise 11 Credential Vault is setup in Custom Mode, then the respective master key file should be copied to Automation 360.

For migration to Automation 360 Cloud:

- If your current Enterprise 10 or Enterprise 11 Credential Vault is setup in Express Mode, the Cloud Migration Utility will take care of the CredentialVault.dat file automatically as part of the migration process.
- If your current Enterprise 10 or Enterprise 11 Credential Vault is setup in Custom Mode, then you need to change it to Express Mode and then the Cloud Migration Utility will transfer CredentialVault.dat file automatically.

How long does the migration process typically take?

The duration of the migration process varies from customer to customer depending on variables such as source vision, desired deployment to cloud or on-prem, number and complexity of bots, etc.

Are there any changes required for my bots once they have been migrated?
Very rarely will there be required changes to your bots after you have completed migration. To confirm, please refer to your Bot Scanner report in the 'Action Required' section



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