

Cloud Preview Sandbox FAQ

The following is a list of frequently asked questions (FAQs) for the Automation Anywhere Enterprise A2019 Cloud Preview Sandbox. 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.

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What is the Cloud Preview Sandbox?

The Enterprise A2019 Cloud Preview Sandbox is a Control Room environment that receives updates 3 to 4 weeks in advance of the automatic cloud updates that all cloud customers receive to their main Bot development life cycle Control Rooms (Dev/Test and Prod environments). This add-on Control Room that provides you with access to the full upcoming release in advance of its general availability.

What are the benefits of the Cloud Preview Sandbox?

The Sandbox provides several advantages for your overall bot lifecycle management practices:

- **Know what to expect well in advance** - Improve your planning, preparation, and internal communication for the upcoming release by understanding new capabilities, enhancements, and fixes that are coming in the next release
- **Sanity test bots** – Run bots from the Sandbox to see ensure they continue to work as expected or identify whether they require any changes based on the enhancements that are coming
- **Develop ahead** – Enhance or build new bots based on the new capabilities available and be release-ready when the Enterprise A2019 update is live in production

What updates are included in the Cloud Preview Sandbox?

Every Sandbox is updated 3 to 4 weeks in advance of the official release with platform and functional updates that include:

- All core RPA platform
- Bot Insight
- AARI and Discovery Bot (access and usage depends on your licensing)
- General enhancements and fixes

What updates are NOT included in the Cloud Preview Sandbox?

IQ Bot updates are currently not included in the Sandbox.

How do I get started with the Cloud Preview Sandbox?

Contact your Automation Anywhere CSM or account team to learn more about purchasing a Sandbox Control Room.

Is the Cloud Preview Sandbox an additional purchase?

Yes, the Sandbox is an additional, optional Control Room that can be purchased. It works like your test Control Room or environment and is updated every 4 to 6 weeks with the full preview of the upcoming Enterprise A2019 release.

Besides the Sandbox Control Room, do I need to purchase additional Bot Creator or Bot runner licenses?

In order to test and run bots, you will need to ensure you have at least one Bot Creator license and one Bot Runner license that you can use with the Sandbox. If you have unused licenses from your previous Enterprise A2019 subscription, you can de-allocate them and reallocate them to the Sandbox through the license management settings in your Control Rooms.

How do I set up the Cloud Preview Sandbox?

All technical details on how to use the Sandbox can be found on the Automation Anywhere [documentation site](#).

Here are some recommendations and tips for set up and use:

- Sandbox Control Room setup for testing:
 - Set up the basic Control Room configurations you will require to run sanity tests and develop ahead.
 - Register a new device with a new Bot Agent to the Sandbox Control Room
 - Set up your Bot Creator (for editing bots) and Bot Runners (for scheduling test runs) using new licenses or reallocating from your other dev/test/production licenses. This may require moving a device or device pool from your other environments to the Sandbox Control Room.
- Testing and Sanity Checks:
 - Sign up for release notifications of Sandbox as for any Control Room
 - Review release notes on the [documentation site](#).
 - Import bots into the Sandbox from your production Control Room that you want to test.
 - Run tests and use the Sandbox like you would your dev and test environments.
- Moving new and tested bots to production:
 - If you make modifications to bots you have imported to the Sandbox, you can use the export/import functionality to move them back into test and then into production per your regular bot development lifecycle.
 - For bots that are developed ahead with new, upcoming features and capabilities, you can export them back to production once the new release is available with the new features or capabilities. Note that there will typically be a one week overlap where the Sandbox and the production environments are on the same release version.

Is the Cloud Preview Sandbox available on the same tenant as my production environment?

No. The Cloud Preview Sandbox is hosted on a separate tenant. You will receive a separate URL to access your Sandbox.

What regions is the Cloud Preview Sandbox available in?

The Sandbox is available for global use. However, the Sandboxes are currently hosted in the United States and in Europe.

When does the Cloud Preview Sandbox get updated with the next release?

The Sandbox is updated 3 to 4 weeks prior to the next automatic production updates. Sandbox updates occur 4-6 weeks apart.

How do I know when a new update is available in the Cloud Preview Sandbox?

Currently, there are two notification methods for when the newest release is available on the Sandbox.

1. Signup of notifications on the live cloud service status site:

<https://status.automationanywhere.digital/>

You will receive advance notice of when a release is coming and any planned interruptions.

2. Opt-in to email notifications about advance releases with details on the updates.

Coming soon in 2021: in-product notifications about upcoming releases and product information.

Can I bring my production bots into the Cloud Preview Sandbox for sanity testing?

Yes, you can use the export and import functions to bring your production bots into the Sandbox for sanity testing.

Can I use the Cloud Preview Sandbox to run production bots?

No. We do not recommend using the Sandbox to run your production automations.

How do I get support for issues with the Cloud Preview Sandbox?

You can use your existing support process to get help or open [a support case](#).