

Automation Anywhere Enterprise A2019 - Frequently Asked Questions

Table of Contents

Q: What is Automation Anywhere Enterprise A2019?	2
Q: Is Enterprise A2019 available?	2
Q: How is Enterprise A2019 different from the previous versions?.....	2
Q: How is Enterprise A2019 delivered to the users?.....	3
Q: Which Operating Systems are supported by Enterprise A2019?.....	3
Q: How is Enterprise A2019 deployed?	3
Q: How is Enterprise A2019 updated?	4
Q: Is A2019 available in languages other than English?	4
Q: What are some of the data privacy and security aspects of A2019?	4
Q: Which cloud platforms are supported by Enterprise A2019?	5
Q: Which programming/scripting languages are supported?.....	5
Q: Where can I find product documentation on Enterprise A2019?	5
Q: Does A2019 offer in-product help?.....	5



Sales Hotline:
Toll Free (USA): 1.888.484.3535

International Customers:
1.408.834.7676

Address:
PO Box 640007
San Jose, CA 95164

URL:
automationanywhere.com

Email:
sales@automationanywhere.com

Q: What is Automation Anywhere Enterprise A2019?

Automation Anywhere Enterprise A2019 is the latest version of Automation Anywhere's industry-leading RPA and Digital Workforce platform. Enterprise A2019 is the first-ever purely web-based, cloud-enabled RPA platform for users of all types. It can be hosted on-prem and in a cloud environment, delivering RPA as a service with enterprise-class data privacy, security and audit compliance.

Q: Is Enterprise A2019 available?

Enterprise A2019 will become available to existing customers for migration later in 2019, exact date to be announced shortly. Enterprise A2019 is available for new deployments now.

Q: How is Enterprise A2019 different from the previous versions?

Enterprise A2019 builds on the solid foundation of Enterprise 11 – the version that is currently in production at over 2000 of the worlds' largest enterprises. Enterprise A2019 includes many new enhancements, many of them industry-firsts, including:

- A purely web-based user interface: this is a zero-footprint bot creator that requires no client download, install or maintenance on the user's machine
- It is the industry's first truly RPA-as-a-Service platform that is easy to deploy, manage and scale across the enterprise. New deployments can be up and running with a few clicks, delivering the first bots in less than four minutes. The platform is always up-to-date – no more manual upgrades.
- In-product learning — step-by-step guides get users started faster
- Individual views to facilitate collaboration between user types: flow view for business users, list view for developer, dual view for collaboration
- The new Universal Recorder simplifies the capturing process by unifying multiple recorders that work across platforms including Citrix, Windows, Web, SAP, more
- Inline Scripting with support for JavaScript, Python, VBScript & more. Pluggable architecture lets you easily add new command packages
- Supports multiple operating systems including Windows, Linux and MacOS
- Attended bots without admin access to the desktop
- Advanced variables capability



Sales Hotline:
Toll Free (USA): 1.888.484.3535

International Customers:
1.408.834.7676

Address:
PO Box 640007
San Jose, CA 95164

URL:
automationanywhere.com

Email:
sales@automationanywhere.com

Q: How is Enterprise A2019 delivered to the users?

With Enterprise A2019, the entire digital workforce platform is now available both on-prem as well as via cloud. Businesses can choose from one of the following options:

- Automation Anywhere Enterprise A2019: available on-prem as well as through public, private and hybrid cloud options.
- Automation Anywhere Enterprise Cloud Edition: available as a purely cloud-hosted version offered as a turn-key solution by Automation Anywhere.
- Automation Anywhere Community Edition: available always free to students, developers and small businesses, cloud-hosted by Automation Anywhere
- Automation Anywhere Free Trial: available free for 30 days, cloud-hosted by Automation Anywhere or on-prem hosted based on customer choice

Buyers can compare these various editions and start their journey with Enterprise A2019 by visiting the [Automation Anywhere website](#).

Q: Which Operating Systems are supported by Enterprise A2019?

The Control Room has been fully web-based since Enterprise 11 and supports Windows, Linux and MacOS. It also supports access through mobile devices. This multi-OS support is continued and improved upon in Enterprise A2019.

The most significant enhancement in Enterprise A2019 is a purely web-based workbench that requires no installation. This bot creation environment supports Windows, Linux and MacOS.

Q: How is Enterprise A2019 deployed?

Enterprise A2019 can be deployed on-prem as well as in the cloud.

- For the on-prem edition of Enterprise A2019, the installation is on the customer's servers. Thanks to the web-based nature of the bot creator, there is no installation or deployment required on the user machines, resulting in a significant reduction in total cost of ownership (TCO).
- For the cloud edition, Enterprise A2019 is available as a true software-as-a-service platform. Automation Anywhere offers this SaaS experience as a turnkey solution where the buyers do not have to worry about choosing the cloud



Sales Hotline:
Toll Free (USA): 1.888.484.3535

International Customers:
1.408.834.7676

Address:
PO Box 640007
San Jose, CA 95164

URL:
automationanywhere.com

Email:
sales@automationanywhere.com

provider, or any other infrastructure elements – Automation Anywhere takes care of it all. Customers simply sign up to Enterprise A2019 as a service. The end users can then access the platform using their browser, log in and start creating their bots. Admins get the complete set of features for user management, security, governance and control that they also access through a web browser.

Q: How is Enterprise A2019 updated?

For Enterprise A2019 Cloud Edition, customers are always on the latest and greatest version with updates rolled out by Automation Anywhere on a regular basis.

For the on-prem edition, regular updates are made available via the customer portal, giving admins an opportunity to keep their business-wide installation on the version of their choice.

Q: Is A2019 available in languages other than English?

Yes, A2019 is available in 10 languages: English, Japanese, Korean, Traditional Chinese, Simplified Chinese, French, German, Spanish, Portuguese, Italian. Support for additional languages is continuously added.

Q: What are some of the data privacy and security aspects of A2019?

Enterprise A2019, both on-prem and cloud edition, include enterprise-class security and data privacy right out of the box.

All the process and PII data resides in the on-prem Bot Agent on the customers infrastructure behind its own firewall. This data is never exchanged with the cloud unless the bot is explicitly told to share it. For data privacy, this includes AES 256-bit encryption for data at rest and TLS/1.2 for network/data in motion, as well as Kerberos-based active directory (AD) authentication. Its microservices architecture leverages the latest in web-scale security methods keeping bots, data, and users secure. No personal data is going outside of the environment – unless you tell it to. It remains completely under the control of the IT manager.

Enterprise A2019 meets the following regulatory requirements for security: PCI, GLBA, GDPR, FISMA, OWASP and SOC2. Enterprise Cloud Edition also employs industry best



Sales Hotline:
Toll Free (USA): 1.888.484.3535

International Customers:
1.408.834.7676

Address:
PO Box 640007
San Jose, CA 95164

URL:
automationanywhere.com

Email:
sales@automationanywhere.com

practices for security including L7 load balancing, Web Application Firewall, private networking to control access.

Q: Which cloud platforms are supported by Enterprise A2019?

Enterprise A2019 supports all major cloud platforms including Amazon AWS, Microsoft Azure, Google Cloud Platform, IBM Cloud and more. Automation Anywhere offers this cloud-based, software-as-a-service model as a turnkey solution where the buyers do not have to worry about choosing the cloud provider, or any other infrastructure elements – Automation Anywhere takes care of it all.

Q: Which programming/scripting languages are supported?

As part of its inline scripting capability to develop bots, A2019 supports Python, JavaScript, and VBScript with support for more languages coming soon. Inline scripting enables automation developers to bring their own code, developed in programming language of their choice, directly into their bots. This also enables easy integration of AI and machine learning capabilities.

Q: Where can I find product documentation on Enterprise A2019?

Complete documentation on all products is publicly available at <https://docs.automationanywhere.com>.

Q: Does A2019 offer in-product help?

Yes. A2019 provides extensive, step-by-step help for new users just getting started as well as for the advanced developer.

We are continually working to improve in-product learning. At this time, RPA best practices are available on the docs site and Apeople community.



Sales Hotline:
Toll Free (USA): 1.888.484.3535

International Customers:
1.408.834.7676

Address:
PO Box 640007
San Jose, CA 95164

URL:
automationanywhere.com

Email:
sales@automationanywhere.com