

PAM and STU are having problems and not working properly

Need help?

Q. How do I get help when PAM and/or STU are having problems and not working properly?

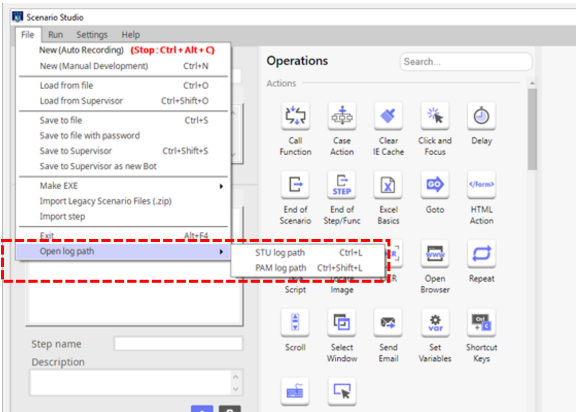
A. Please send us STU/PAM system logs as well as the screenshot of the error message. Please use tech@argos-labs.com.

Technical contact to tech@argos-labs.com

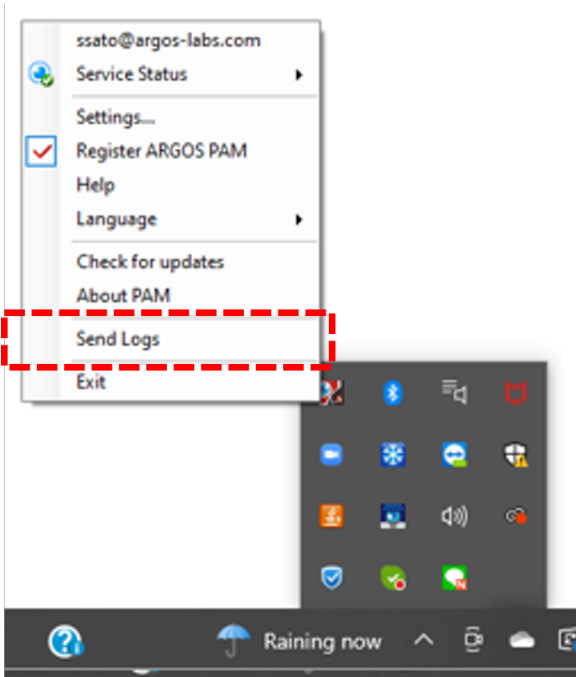
Please see below as to where you find system logs for STU and PAM.

May you search all documents,

- [ARGOS Low-code Documents](#)



PAM has a feature to send logs back to the ARGOS support team just by one click.



STU

Q. Where is the result of OCR stored?

Q. Why does Text Input not work even when the App windows is showing in the foremost layer on the screen?

Q. How does variables in Plugins work?

Q. STU crashed before I saved the bot. Can I recover it?

Q. How to change the default save path?

Q. Do OCR Library's Google Vision API and Tesseract have different usage criteria?

Q. What is 'Duration' in Shortcut keys?

Q. When using Clipping image, what is '0' box?

Q. What should I do if I don't know the column name in CSV entry of the result value in case of result of the plug-in?

Q. How can I use repeat inside of 'Repeat' action?

Q. The scenario isn't working Because of App title has been changed, what should I do?

Q. Do I have to use 'Repeat' to check one word listed in String Manipulation?

Q. What should I do in case of Image match fails?

Q. How can I set 'Image Match' if the setting image changes after setting button?

Q. Java script, HTML action isn't working on my browser, is there a reason for this matter?

Q. I often use 'Send Email' a lot but it's is annoying that I've to enter my mail info every time.

Q. How can I change all the time out value at once?

Q. What is the meaning of line in 'Scroll'?

Q. I want to see the pop-up again after checking "Do not show next" in User Params.

Q. To use 'Window Object', I need to turn on developer mode. Where do I turn it on?

Q. Is there a way to see the last test run results of my scenario in STU?

Q. PAM and STU did not work because an error occurred. What should I do?

Q. Can someone else take over control of my scenario? How can I share my scenario?

Q. I tried to type in my scenario with Text input item but some reason it's not typing anything. What should I check to type in my scenario?

Q. Which operation can use the variable specified in Set Variable Operation?

Q. How to set 'drag' with 'Locate Image'?

Q. It doesn't seems to be recording special keys such as Enter, ESC or any other keys during Auto-Recording system.

Q. How can I start chrome incognito window. How can I do it?

Q. How can I close all the automatic popups of URL homepage? I want to close all the automatic popups of URL homepage How can I do it?

Q. Due to unexpected scenario failure, my browser remained open and process were on processing. Even though my next scenario is schedule to run.

Q. Due to Cache data, sometimes it causes the scenario failure. Can I delete the cache automatically before the scenario starts?

Q. I'd like to check my data where data time is time I want.

Q. I input wrong key in Shortcut Keys but I cannot delete it. How to modify it?

Q. I used my Google account in send E-mail operation but it doesn't seems to be working. Why?

Q. I realized my scenario was very similar with previous ones. So I'd like to reuse part of the scenario . How to bring the step?

Q. What can you do when [Run Program] does not start an application even when it is given a full file path?

Q. My SMTP settings in STU got deleted. Is there any way I can get it back?

Q. How do you set up the IF - Then - Else logic with STU?

Q. I am losing double quotes when executing a bot. How do you handle double quotes in the Plugin parameter?

Q. What do I do when suddenly the "Failed to install plugins" error message appears and all the plugins from STU stopped working?

Q. What should I do when STU plugins like Convert Charset and Excel Advance III give an error saying that Encoding format is invalid?

Q. What happens to the special variable `{{rp.index}}` when multiple Repeat loops are driven simultaneously by Steps and Functions?

Q. What can I do when passing a special character string as value (property value) and it is causing a problem?

Q. What is the best way to repeat inside of 'Repeat' operation?

Q. When you run a loop of operations with Repeat what are the "counters" you can use to manage the loop?

Q. Result Handler value changes after copy and move --- why?

Q. How do you execute multiple scenarios sequentially?

Q. I do not see the plugins on my STU. How do you make them appear?

Q. How to kick start a Scenario externally with options to hand over parameters?

Q. Excel needs not to be closed but needs to be saved for Excel Advanced.

Q. Running ebot file with parameters.

Q. Windows "List separator" settings may cause CSV Return Value of Excel (.xlsx) contents not to separate columns properly with commas.

Q. Tesseract error message in STU when using OCR and/or Text Match operations.

Q. Paste option in Text Input on Excel (merged cells).

Q. ORACLE database support.

Q. The Excel plugins does not read my CSV file.

Q. Run Program does not work.

Q. Space(s) in file name and filepath can cause problem with Run Program.

Q. Python source code for the plugins.

Q. Development of your own plugins.

Q. ARGOS LABS can build your private Plugin on your behalf?

Q. Adding more plugins in the future.

Q. How to view the list of all official plugins.

Q. Executing Python programs from the bot.

Q. Version-ups of ARGOS Low-code solution and the impact to plugins.

Q. Regarding scalability and performance of ARGOS Low-code solution.

Q. Changes in base Python modules and / or base API of the Plugins.

Q. Release and notification of security related information.

Q. Login window does not work.

Q. How to use 'Compare Value' of operations if variable is empty?

Q. Conversion of MS Word (.doc .docx) into PDF

Q. Date and datetime formats from UK, EU, Europe.

Q. Using first row as header when saving return value as CSV with Excel plugins.

Q. Does the tool have process recorder?

Q. Is it possible to optimize CPU usage memory in the tool?

Q. How can the image captcha could be handled if we need to login into some websites where this is mandatory?

Q. Is it possible to automate the desktop applications like MS TEAMS alert using tool?

Q. Is there any way we can have a common module or function which can be used in different bots?

Q. Where can we see the detailed logs in the tool?

Q. In the tool is it possible to use variables like environment and section variables?

Q. In the tool can we have alerts which will notify us in case the bots get stopped?

Q. Is it possible to configure auto scaling of bots in the tool?

Q. We have observed multiple windows handled based on images is not accurate any alternative way for this?

Q. How can we differentiate between the cases where bot stops vs server stops?

Q. Can the tool work with Different browsers?

Q. Is it possible to keep Excel name dynamic for the generated report?

Q. For large excel based data is it possible to build operations using excel functions or need to use pandas only?

Q. Is there try and exception option for the entire flow also available in the tool?

Q. For excel based operations which is faster excel basic or excel advanced?

Q. Is it possible to convert one file stream to another file stream for eg. pdf to MS Word?

Q. Is it possible to download data from database to excel directly in tool?

Q. Can the ShortcutKey operation execute 4 key combo Alt+F+I+N?

Q. Auto Rec and Troubleshooting

Q. Failure Handler feature guide ARGOS Low code Try Catch

Q. How do you bring your Auto Rec output to a deployable scenario file?

Q. Shortcut Key is not working on a Windows App

Q. Text Input is not working on a Windows App

Q. Select Window is not working on a Windows App

Q. Click and Focus is not working on a Windows App

Q. Locate Image is not working on a Windows App

Q. Running STU and PAM with "run as administrator" option

Q. Running ebot file with "run as administrator" option

Q. Some Windows application requires "run as administrator" option to be automated

Q. Large input data to plugins may cause problems (Text Write, Text Read, String Manipulation, etc)