# FAQ

## pot SDK

Q. Python 32-bit vs 64-bit

Q. POT SDK supports Python 3.7 but it is out dated.

## Installation

Q. There is an error popup after installation of STU.

Q. I would like to delete STU and PAM clean completely then reinstall. What should I do?

Q. Where can I get the version of STU and PAM?

Q. After running STU, there was the update popup but I accidentally closed it. Where can I update it again?

Q. What do I do when the STU launcher and/or the toolbox are not visible after updating?

Q. Is it safe to ignore 'Windows Protected your PC' message when installing 'ARGOS'?

Q. Can you share STU and PAM among multiple Windows Users on the same laptop?

Q. When I wanted to download ARGOS Low-code, I've found All-in-One, STU and PAM download button. Which one do I have to download?

Q. What are the ways to handle date (date/time) with the ARGOS solution?

Q. ARGOS Low-code EULA

Q. ARGOS Low-code University/Academy

Q. I would like to get trained on ARGOS Low-code.

Q. How to upgrade ARGOS Low code License

Q. Installation/upgrade problem. STU/PAM installation/upgrade may get blocked by your AntiVirus software

Q. AVAST and other antivirus software sometimes delete ARGOS Low-code files causing installation and execution to fail

Q. List of ARGOS servers to be listed in your security whitelist of your firewall

Q. ARGOS LABS technical support policies

Q. ARGOS Servers on AWS must be accessible from STU and PAM

Q. More than one ARGOS account with the same email address

Q. Are there any inbuilt packages which could be used to login into the portals where login is through OTP that we get through SMS?

## Supervisor & PAM

Q. PAM is not working by scheduling or On-Demand in Supervisor.

Q. I would like to delete scenarios no longer used. What should I do?

Q. I am not used to set up 'Cron Text'. Can I see more examples?

Q. I cannot add a Scenario and PAM in Supervisor.

Q. I cannot see my Plugin list. What should I do?

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

Q. Invalid Token error by PAM

Q. What are the reasons for my bot to slow down in performance?

Q. When add new PAM on Supervisor, how to find the MAC address?

Q. I'd like to run some test on different PC which has PAM installed already. How can I change my PAM information?

Q. How to register PAM.

Q. How to activate new plugins via Supervisor

Q. ARGOS Low-code can be deployed even when there is no Internet access (Off-Line PAM)

Q. The image in the job history is black in Supervisor.

Q. Settings for remote PAM to assure User session continuation for bot execution (for Virtual Machine and Headless PC)

Q. What to do when PAM registration fails.

Q. I want to manipulate ARGOS Low-codes virtual environment with Command Line Interface (CMD/CLI)

Q. How do you fix the problem when OCT/Tesseract gives this error message?

## 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)