

# How to Troubleshoot Business Processes in Control Tower



We have moved to a new documentation platform. This section is no longer supported. For the up-to-date information, see [How to troubleshoot business process in Control Tower](#).

Sometimes a business process that was successfully tested locally stops working after publishing to Control Tower. There can be different reasons that require in-depth investigation and troubleshooting.

- [Basic checks](#)
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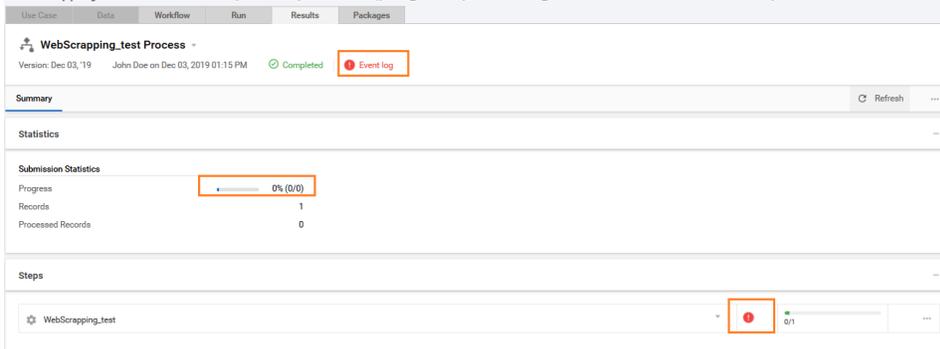
## Basic checks

Usually, you can see that a process has failed in Control Tower. In most cases, it will look similar to the screenshots below:

- in the list of business processes:



- on the **Results** tab of a separate process (progress percentage can differ if a business process contains more than one step):



Follow these basic steps to troubleshoot the business process.

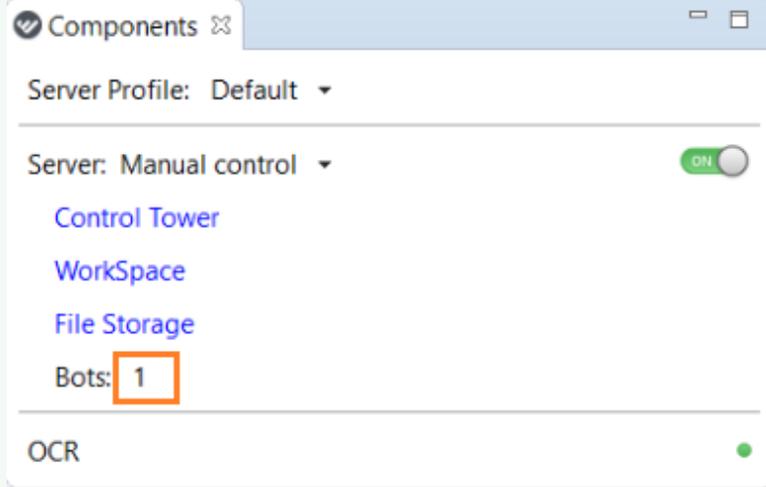
1. Make sure you have **enough free memory and free drive space** on the machine where your business process is running. If you see a lack of drive space, for example, free space is 5% from the whole drive size, remove unnecessary files. Before removing, investigate which files you can remove and which ones you cannot.



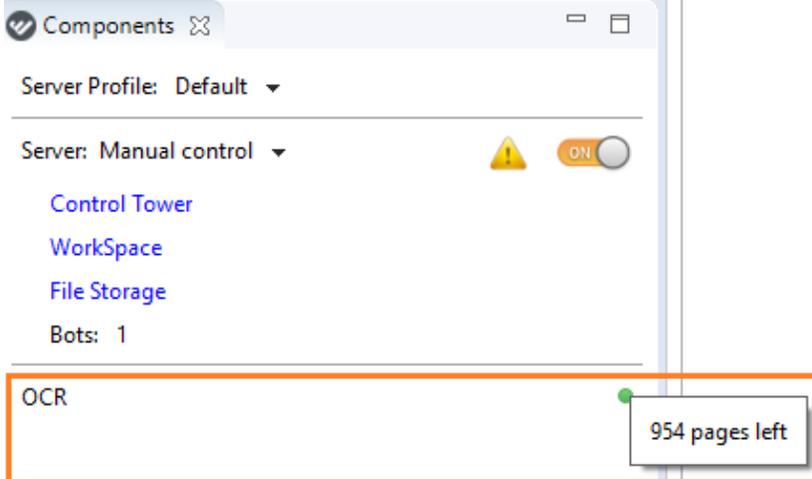
- Remember that files from **Windows system folders** cannot be removed, as this may refer to a fatal system error and outage.
- The same is valid when talking about the **Intelligent Automation Cloud application folder**. Never remove any files from the `C:\IntelligentAutomationCloud` folder and its subfolders. The only exception refers to files with the **.log** extension. You can safely remove such files for the previous dates.

2. If you have a Windows Server machine and several additional bots, make sure that **all Remote Desktop Connection windows are started**. The number of RDC sessions should be equal to the number of additional bots selected during the product installation. For example, if you selected five bots while installing, five RDC session windows should be opened.

✓ Since version 2.3.0, you can see the number of additional active bots on the **Components** tab.



3. If you use OCR actions in your business process, make sure that **OCR** is running and you have the required number of **available OCR pages**. You can check the OCR status and the number of the pages left on the **Components** tab as well.



✓ The OCR status, according to the indicator color, can be:

- green – OCR is up and running
- red – OCR is not working; the notification contains an error message

If you found something that can be fixed while performing these steps, try to fix it yourself, and then restart the business process. In some cases (for example, if you have renewed the OCR license), you may require to restart the whole application and/or the machine. Run your business process after reboot and check how it works.

## Logs review

When you have followed all basic steps and still haven't found any issues with them, you need to investigate specific business process errors.

1. Go to the business process **Results** tab and click on the red information icon.

Use Case | Data | Workflow | Run | **Results** | Packages

**WebScraping\_test Process**

Version: Dec 03, '19 | John Doe on Dec 03, 2019 01:15 PM | ✔ Completed | ! Event log

**View event log**

**Summary**

2. After this, you should see a table with error messages (exceptions); it can be long enough.

Event log

[Export to Excel](#)

Date/Time	Type	Hit ID	Description
12.03.2019 13:15:27	ERROR	70	Step name 'WebScraping_test' has failed. Reason: [urn:uuid:22B45FA62928324E8415753789194638] robotics-flow executePlugin exception: [nodeId=http://127.0.0.1:15410] java.time.format.DateTimeParseException: Text 'Tue Dec 03 13:14:26 UTC 2019' could not be parsed at index 0'
12.03.2019 13:15:22	ERROR	70	Step name 'WebScraping_test' has failed. Reason: [urn:uuid:22B45FA62928324E8415753789194638] robotics-flow executePlugin exception: [nodeId=http://127.0.0.1:15410] java.time.format.DateTimeParseException: Text 'Tue Dec 03 13:14:26 UTC 2019' could not be parsed at index 0'
12.03.2019 13:15:17	ERROR	70	Step name 'WebScraping_test' has failed. Reason: [urn:uuid:22B45FA62928324E8415753789144337] robotics-flow executePlugin exception: [nodeId=http://127.0.0.1:15410] java.time.format.DateTimeParseException: Text 'Tue Dec 03 13:14:26 UTC 2019' could not be parsed at index 0'

Total: 13

[Cancel](#)

3. Sometimes, you can guess what has caused the error by studying the exceptions in the event logs. For example, in the case above, something is wrong with parsing the text that contains a date to. What does it mean? There can be two reasons.
  - a. There is a mistake in parsing a String variable to DateTime format in your script that was published to Control Tower from WorkFusion Studio,
  - b. Your code contains a DateTime variable that has a name like one in [the List of Reserved Words](#).  
In both cases, you should review and analyze the script and correct the mistake. Then republish your script to Control Tower and run the business process once again.
4. In more complicated cases, studying the event logs will not be enough for investigation. Then, you have an option to export all records to an Excel file. You need to click on the **Export to Excel** link.

### Event log

[Export to Excel](#)

Date/Time	Type
12.03.2019 13:15:27	ERROR

5. Save an Excel file to any suitable place and investigate its content. Sometimes, there can be several mistakes in this file; try to find the most relevant one.
6. During the investigation, you can face different exceptions. Some of them are described in the [Control Tower troubleshooting section](#). If you could not find your issue here, you may refer to [Automation Cloud Community Forum](#) or to [Customer Support](#).