Click to verify

This section documents errors you may encounter when you try to sign in to your account. Select an error to view information about its cause and available solutions. Authentication is not enabled in the tenant you are trying to sign in to. This may occur if the tenant was created in an older version of Orchestrator, before the introduction of the interactive sign-in feature. In Orchestrator, go to Tenant > Settings > Security , and then select Allow both user authentication and robot key authentication. Note: Only an administrator can perform this task. In the Studio Sign-in screen, select More Options > Connect to Orchestrator to connect using your machine key instead. The Robot is installed in service mode. Interactive sign-in is supported only if the Robot is installed in user mode. Run the installation again and make sure to select the User mode Robot installation type. For more information, see Install Studio. In the Studio Sign-in screen, select More Options > Connect to Orchestrator to connect using your machine key instead. You are trying to sign in but no attended robot is configured for your user in Orchestrator. In Orchestrator, edit the current user, select the option to create an attended robot for the user, and select a developer license type for which a license is available. You can check license availability by going to Tenant > License. Note: Only an administrator can perform this task. You are using a classic robot defined in Orchestrator using the classic method or via the Windows user and you are already connected to Orchestrator with a machine key. When you then sign in from Studio, a different username is sent to Orchestrator Sign out, and then, in the Studio Sign-in screen, select More Options > Connect to Orchestrator to connect using your machine key. In Orchestrator, set up a modern robot configuration instead of the classic one, and then sign in again. Note: Only an administrator can perform this task. You are trying to sign in but your user is not properly configured to acquire a license from Orchestrator. In Orchestrator, edit the current user, make sure the option to create an attended robot for the user is selected, and select a developer license type for which a license is available. You can check license availability by going to Tenant > License. Note: Only an administrator can perform this task. Connection to Orchestrator could not be established. Make sure your Internet connection is working. You are trying to sign in but your IP address is restricted in Automation Cloud. Add your IP address to the list of trusted IP ranges. For more information, see Restricting access by IP in the Automation Cloud Admin Guide.