Desktop Automation - "ERROR MCClient - Problem sending event, status=error, error message: Unable to parse parameter 2020-01-20T11.28.56.410Z : Unparseable date: "2020-01-20T11.28.56.410Z"

Question / Problem:

When I try to run the Desktop Automation Service, it fails with the following message:

"ERROR MCClient - Problem sending event, status=error, error message: Unable to parse parameter 2020-01-20T11.28.56.410Z : Unparseable date: "2020-01-20T11.28.56.410Z"

Answer / Solution:

This issue was seen if the Windows Regional format was set to a Format which has the dot as separator for the time. For example [English (Finland)].

Setting the regional format to a format with : as separator in the time solved the issue.

Applies to:

<table>
<thead>
<tr>
<th>Product</th>
<th>Version</th>
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<tbody>
<tr>
<td>RPA</td>
<td>10.7</td>
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https://knowledge.kofax.com/Robotic_Process_Automation/Troubleshooting/Desktop_Automation--_%22ERROR_MCClient--...