

SAP® Education: Online Learning Technical Readiness Checklist

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Get the most from e-learning courses and various editions of SAP® Learning Hub from the SAP Education organization. Refer to this [technical readiness checklist](#) for details on hardware, software, plug-in, and connectivity requirements, as well as security and active scripting settings.

Hardware Requirements

- **Processor:** minimum 2.4 GHz processor
- **RAM:** 2 GB RAM minimum
- **Sound:** 24-bit sound card, with speakers or a headset (optional)
- **Screen resolution:** 1024 x 768 pixels (minimum)

Software Requirements

- **Operating system:** Microsoft Windows 7, Windows 8, Windows 8.1, and Windows 10. MAC OS 10.5x, MAC OS 10.8.4, and MAC OS 10.11. Courses are not fully compatible with handheld devices.
- **Browser:** Microsoft Internet Explorer version IE 11, Edge. Mozilla Firefox up to version 47 with JavaScript support in the browser configuration, Google Chrome up to version 50, and Safari versions 5 to 7. Browser zoom must be set to 100%.

- **Browser encryption:** must use the TLS 1.2 encryption standard otherwise access to the SAP training site will be disrupted. Contact your IT department or visit the browser's Web site for upgrade support and compliance to the TLS 1.2 encryption standard.

Plug-In Requirements

- The courses require at least the Adobe Flash Player 9 plug-in (subversion greater than 115) in order to function. [Get Adobe Flash Player.](#)
- For Web assessments, Java plug-in JRE 1.7.0_51 or higher is required. [Get the newest Java plug-in.](#)
- For viewing PDF files, Adobe Reader software is required. [Get Adobe Reader.](#)

Note: You must disable pop-up blockers in order to view course content properly. Browser toolbars can interfere with the performance of online learning courses. Toolbars, such as the Google Toolbar, should be disabled while using the courses.

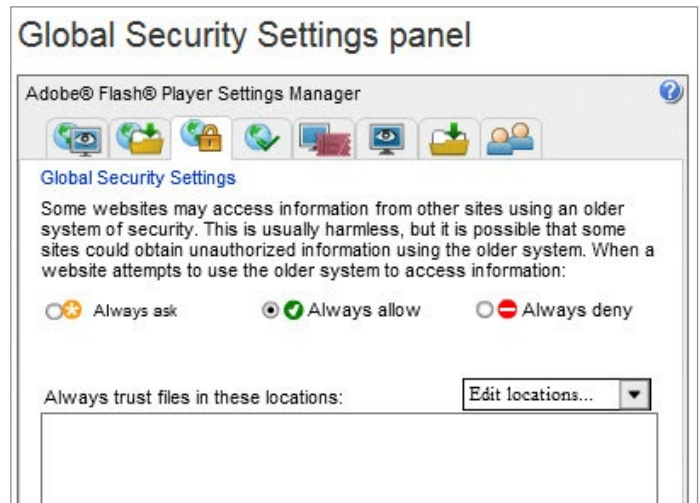
Connectivity Requirements

The minimum required connection speed is 2 MB. We recommend at least 10 MB and above for high-quality performance. While the course will function at the minimum required speed, serious performance degradation may occur due to the multimedia nature of the materials.



Flash Player Security Settings

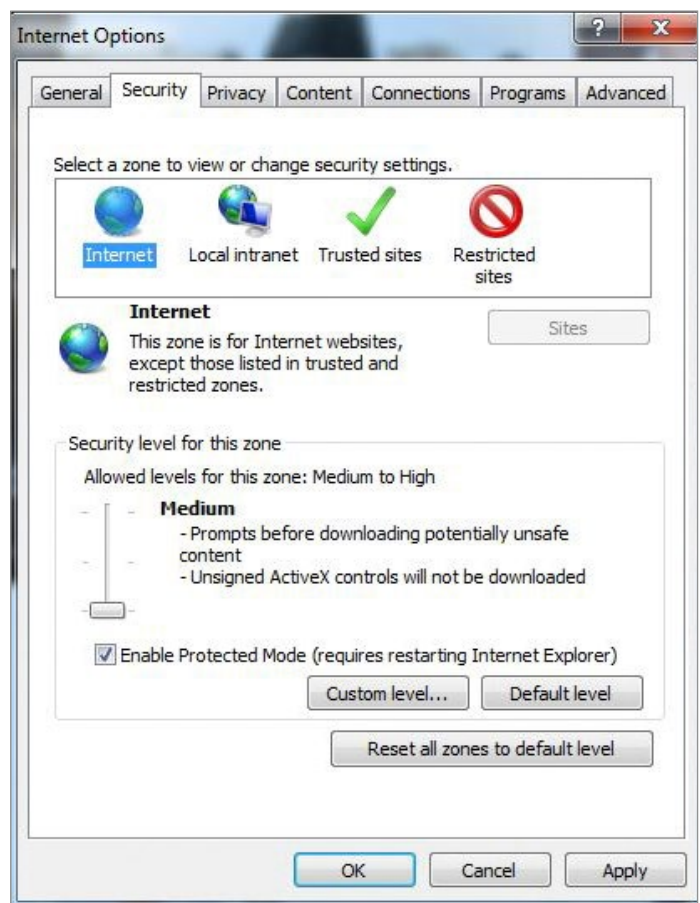
Once you have installed Adobe Flash Player, you are required to set your global security level to *Always allow* in order to enjoy the full functionality of the online learning course from SAP. To change your settings, open Global Security Settings and select *Always allow*.



Internet Options: Security Settings

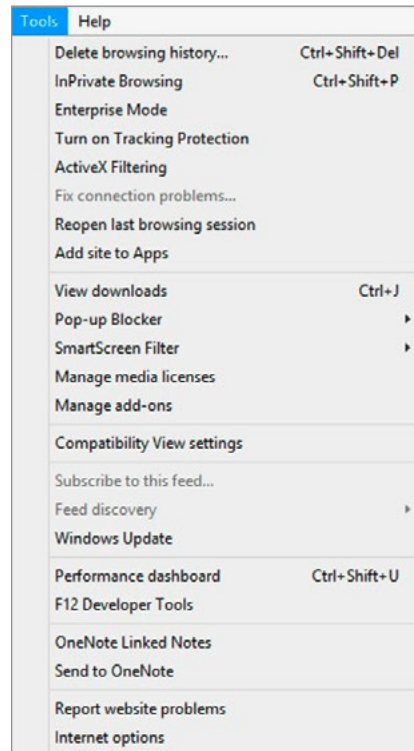
Your Internet security level should be set to either low or medium to be able to accept any required Java applets. Click the *Security* tab and ensure the security level for Java permissions is set to either *Medium* or *Low*.

Note: Changing these settings or operating with an older version of Java may affect your ability to launch online learning offerings or components thereof. Other factors that may impact functionality are pop-up blocking software, third-party security software settings, or firewall security settings.



Playback of Contents Located on the Internet/Intranet

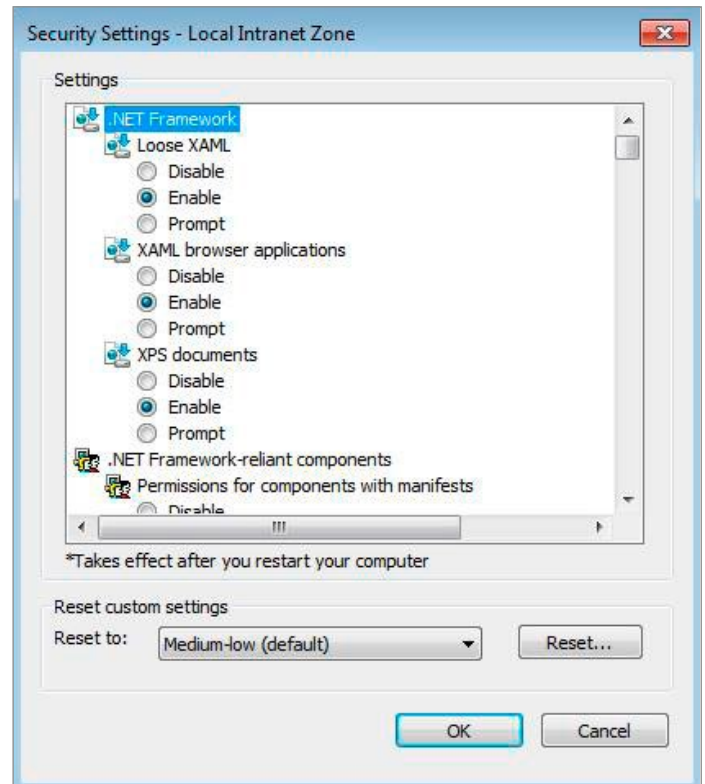
To apply Internet Explorer security settings, open Internet Explorer and navigate to the *Internet Options* command at the bottom of the *Tools* menu.



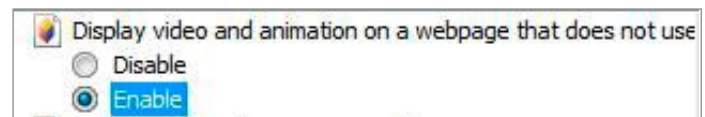
Click on the *Security* tab and select *Local Intranet* or *Internet*, depending on where your contents are located.



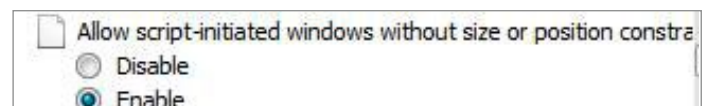
Click on *Custom level...* to open the *Security Settings* dialog. Enable the settings shown below under **Net Framework**.



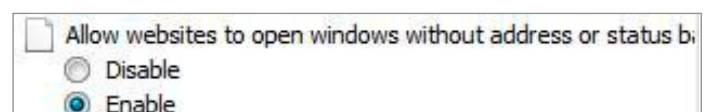
Enable *Display video and animation on a webpage that does not use external media player* under *ActiveX controls and plug-ins*.



Enable *Allow script-initiated windows without size or position constraints* under *Miscellaneous*.



Enable *Allow websites to open windows without address or status bars* under *Miscellaneous*.





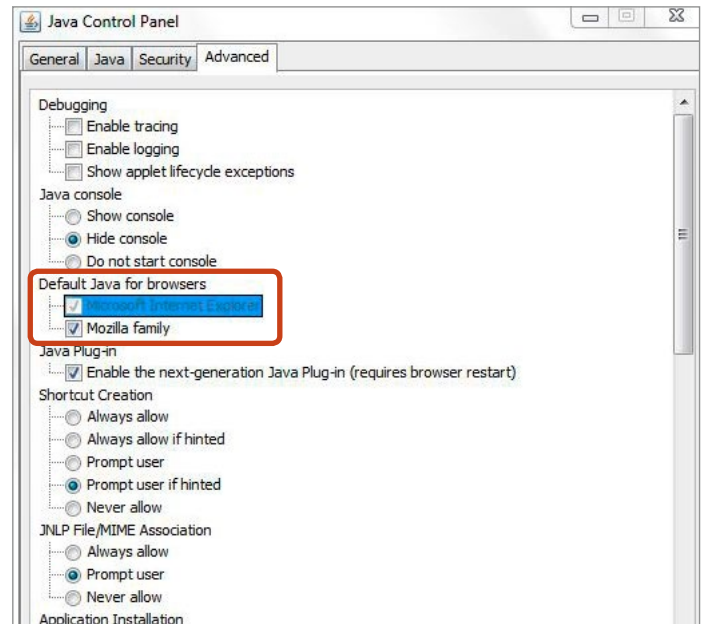
Get E-Learning Support

For further help with your e-learning courses, please go to the help center <https://training.sap.com/shop/help-center>. You can contact the e-learning support team from the SAP Education organization by clicking on the *Support* button under Technical Help on the right-hand corner.

Java Browser Settings

Confirm that your Java plug-in is configured to use Microsoft Internet Explorer.

To locate the Java plug-in, click on the *Start* button, select *Control Panel*, select *Programs*, and click on *Java*. In the Java Control Panel window, click the *Advanced* tab, scroll to *Default Java for browsers*, and click on the check box for *Microsoft Internet Explorer*. Click *OK* and close the window.



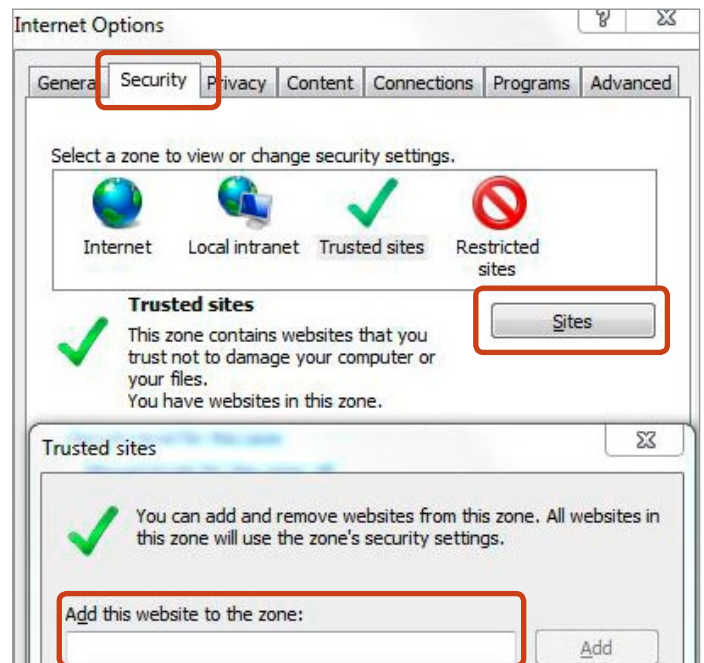
Trusted Web Site Settings for E-Learning Courses

Please ensure that the following Web sites are added to your list of trusted Web sites in your browser:

<https://service.contentplayer.sap.com>

<https://training.sap.com>

To add trusted sites in Microsoft Internet Explorer, open the *Tools* drop-down menu and select *Internet Options*, click on the *Security* tab, select *Trusted sites*, and click on the *Sites* button. Add the URLs above into the list of trusted sites.



Exception Settings for SAP Learning Hub

To properly use SAP Learning Hub, add the following URLs to the list of trusted sites in your preferred browser:

<https://performancemanager.successfactors.com/login>

<https://saplearninghub.plateau.com>

icontent.plateau.com

icontent-entitlement.plateau.com

icontent-entitlement-eu.plateau.com

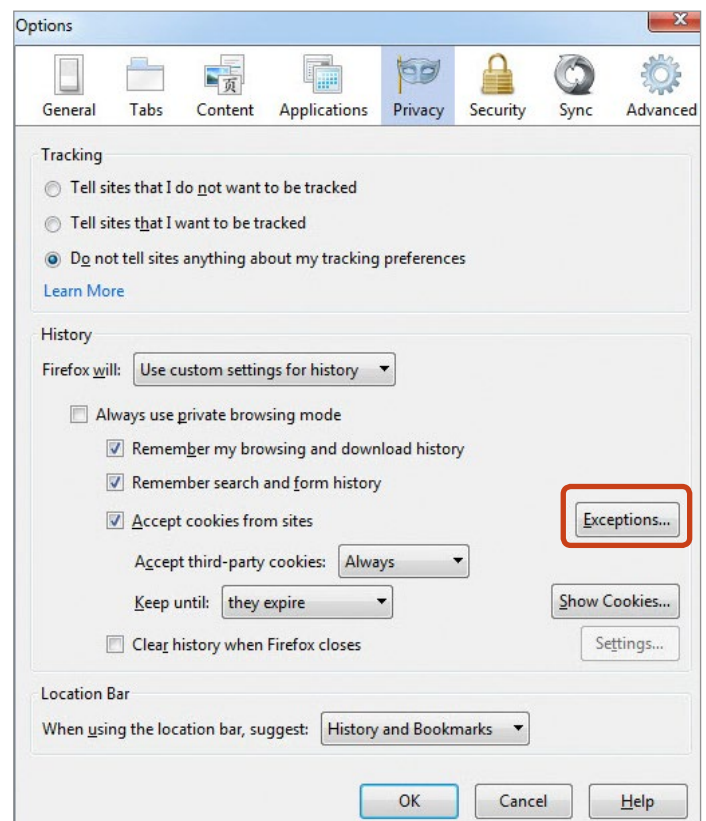
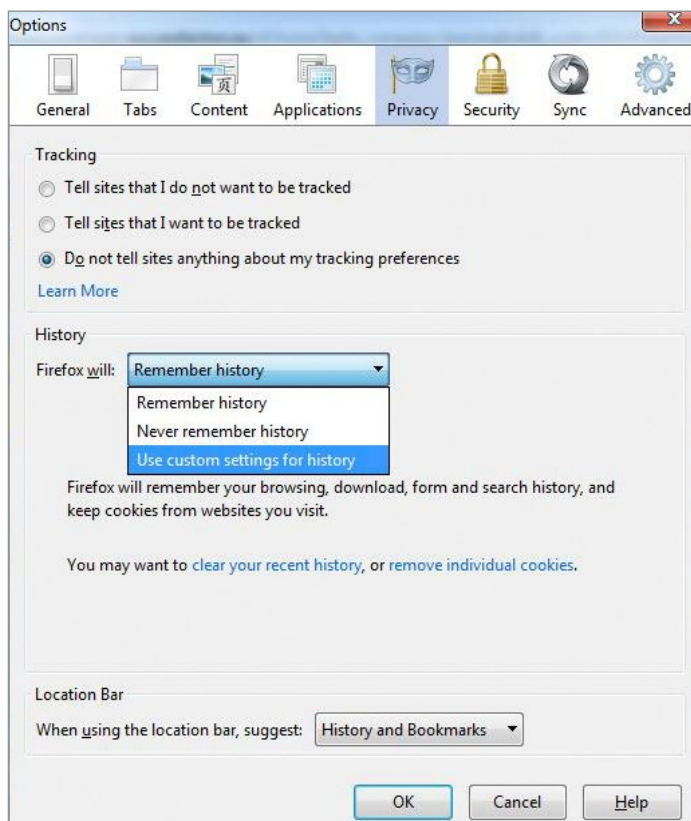
<https://performancemanager.successfactors.eu>

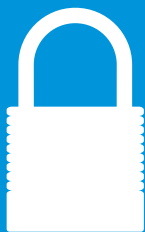
https://*.dispatcher.hana.ondemand.com

https://*.sapjam.com

Mozilla Firefox

To add third-party cookie exceptions in Firefox, click on *Tools and Options*, select the *Privacy* tab, and open the *History* drop-down menu. Select *Use custom settings for history* and click on *Exceptions*.

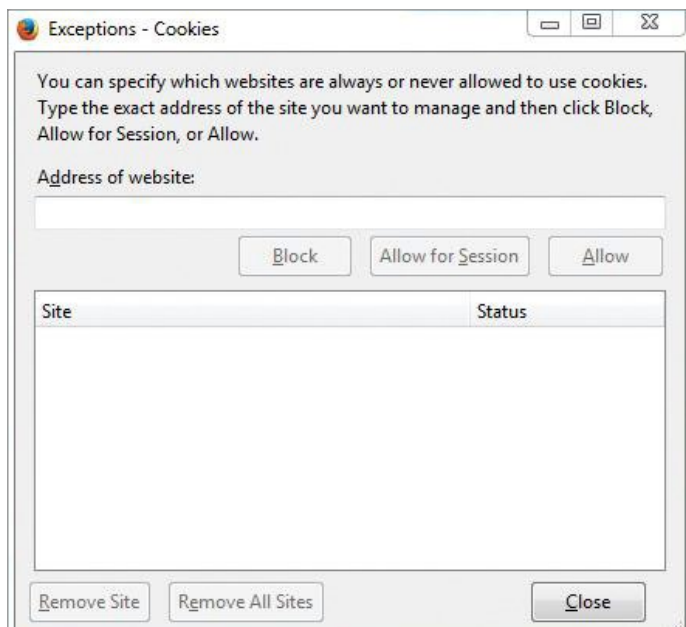




Forgot Your Password?

To get a new password, please [submit an online request](#) or [reset your S-user password](#). For a manual reset of your S-user password, please contact the SAP® Service Marketplace extranet team at service@sap.com.

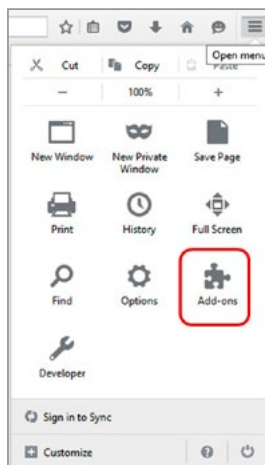
Add the URLs from above to the exception list.



Mozilla Firefox: How to Enable the Windows Media Player Plug-In

To enable the Windows Media Player plug-in in Firefox, click on *Open Menu* and then *Add-ons*. Select *Plugins* to search for Microsoft Windows Media Player Firefox Plug-In.

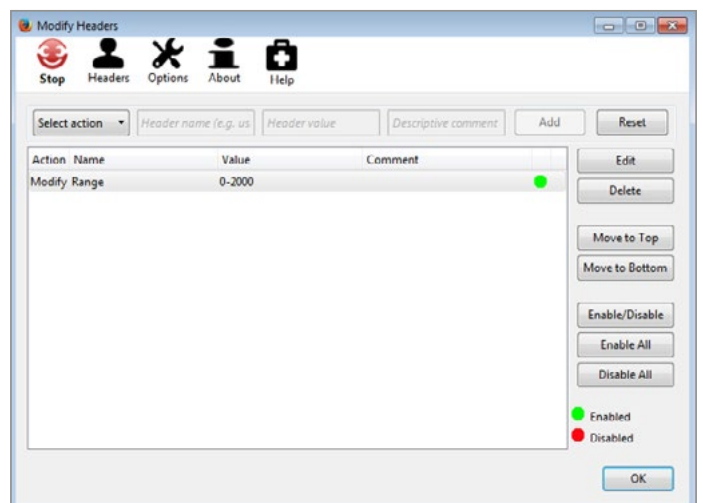
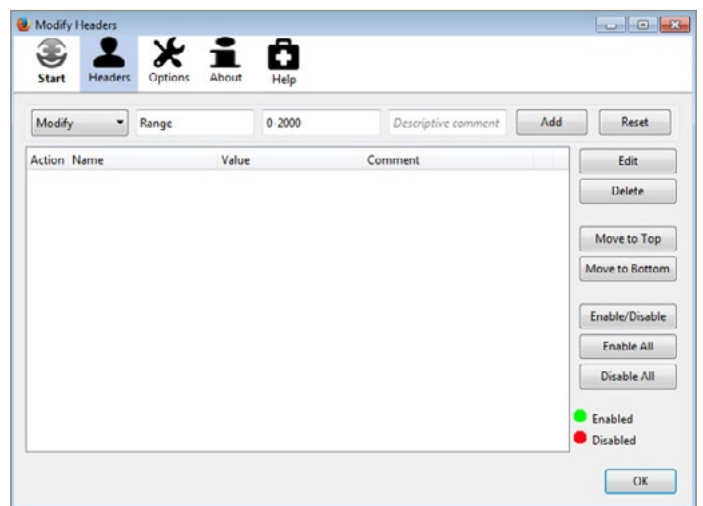
If this plug-in is missing, go to www.interoperabilitybridges.com/windows-media-player-firefox-plugin-download and install it from there.



Mozilla Firefox: How to Play MP4 Courses

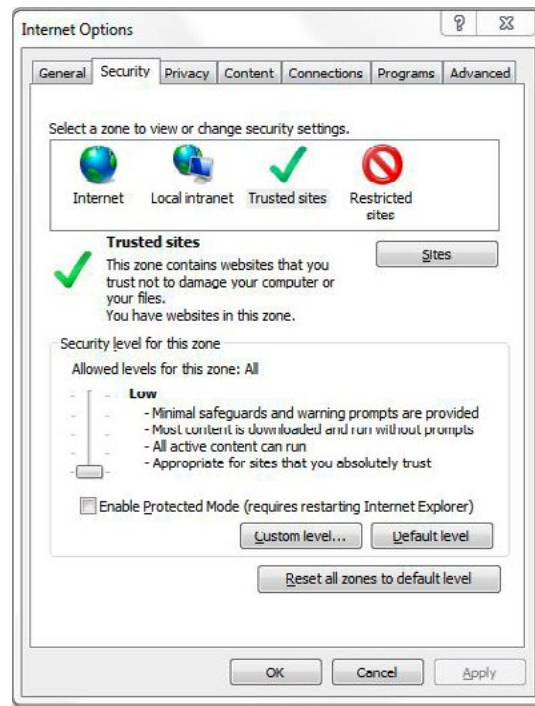
If you want to use Firefox to access MP4 courses through learning solutions (LSO), the Modify Headers plug-in needs to be preinstalled.

To enable the playing of MP4 courses in Firefox, go to <https://addons.mozilla.org/en-US/firefox/addon/modify-headers> and click on the *Add to Firefox* button to download the extension. Wait for the extension to install and then click on *Open Menu*, *Developer*, and then *Modify Headers*. On the pop-up window, select *Modify* from the drop-down box, enter *Range*, enter the value *0-2000*, and then click *Add*. Ensure the rule you just created is enabled. Click *Start* and then access the MP4 course.

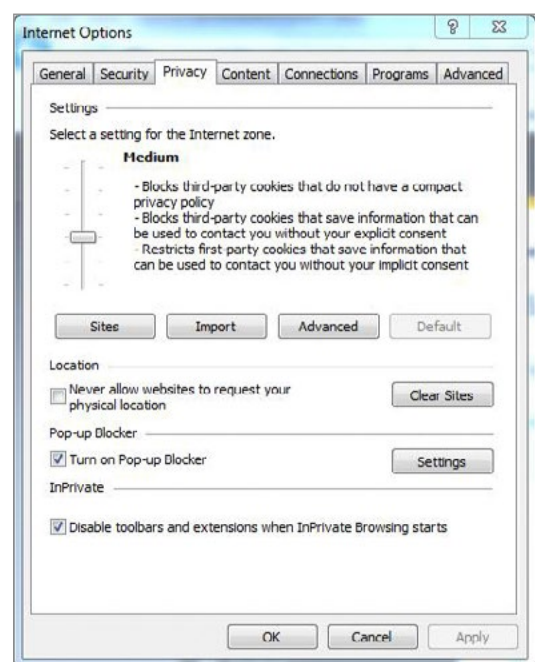


Microsoft Internet Explorer

To add trusted sites and manage exceptions in Microsoft Internet Explorer, open the *Tools* drop-down menu and select *Internet Options*, click on the *Security* tab, select *Trusted sites*, and click on the *Sites* button. Add the URLs above into the list of trusted sites.



To add cookie exceptions in Microsoft Internet Explorer, click on the *Privacy* tab, and click the *Advanced* button.

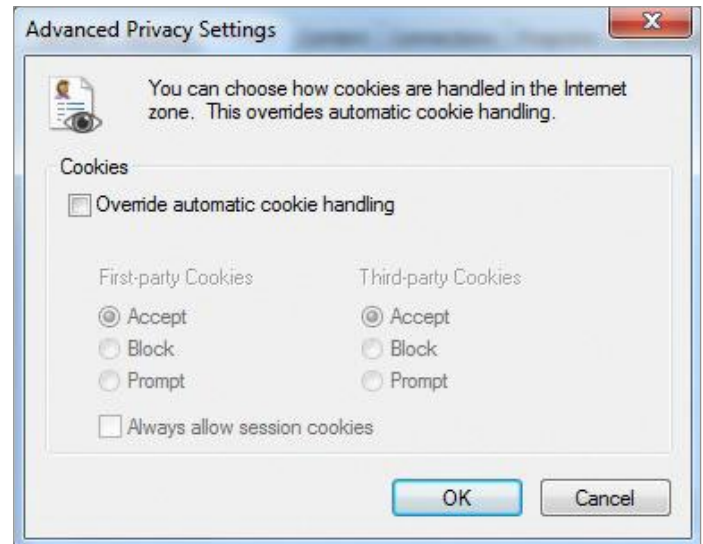




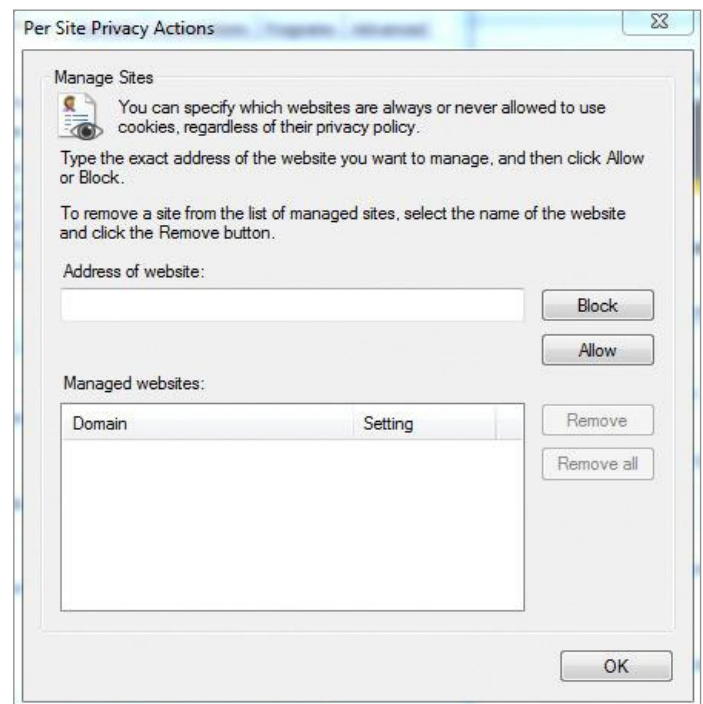
Access Online Knowledge Products

For information about online knowledge products from SAP, please open the SAP® Service Marketplace extranet quick link service.sap.com/okp and log in with your S-user ID and your password.

The default setting is to accept all first-party and third-party cookies.

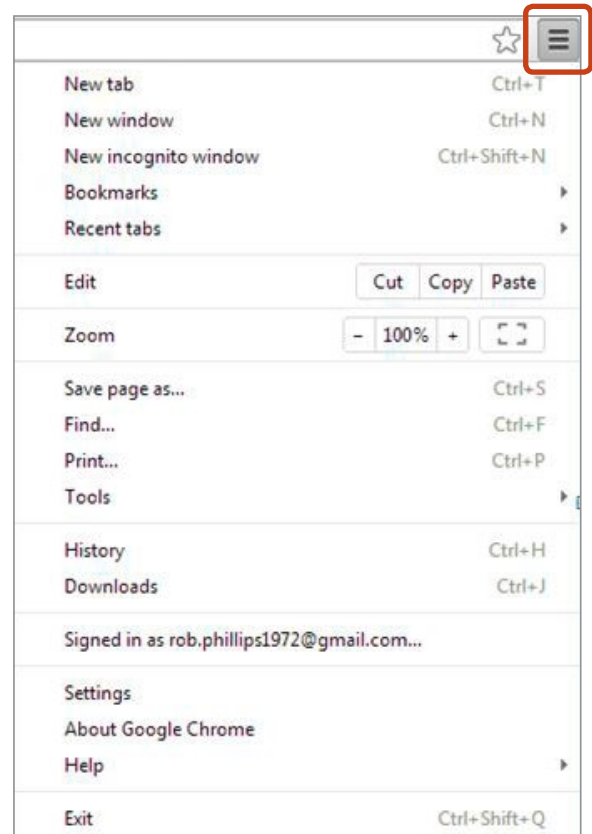


To manually add the URLs above to the sites list, click on the *Privacy* tab, click on the *Sites* button, and enter the URLs.

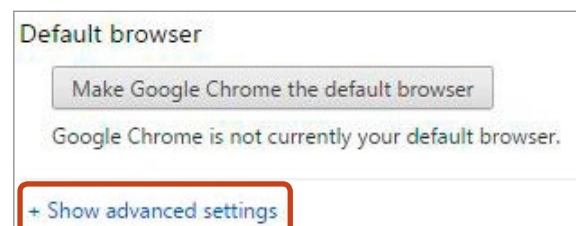


Google Chrome

To add trusted sites in Google Chrome, open the *Customize and control Google Chrome* drop-down menu in the top right corner and click on *Settings*.



Click on *Show advanced settings*.

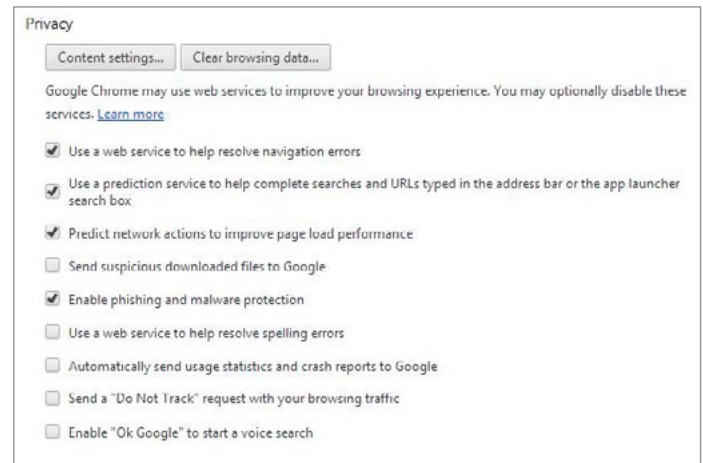




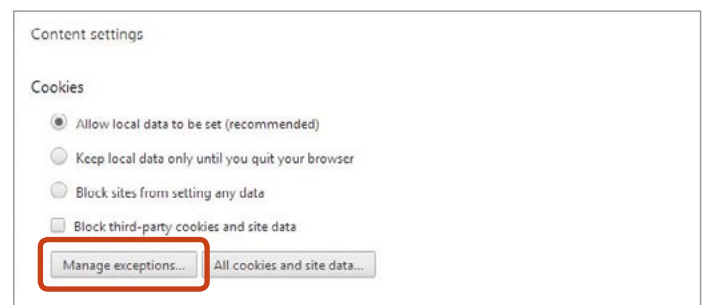
Access Online Learning Courses

For details on all online learning courses from SAP, please go to the **portal for the SAP® Education organization** and log in with your S-user ID and your password.

Scroll down to the *Privacy* section and click on the *Content settings...* button.



Under *Cookies*, click on the *Manage exceptions...* button and add the above URLs.



Active Scripting Settings

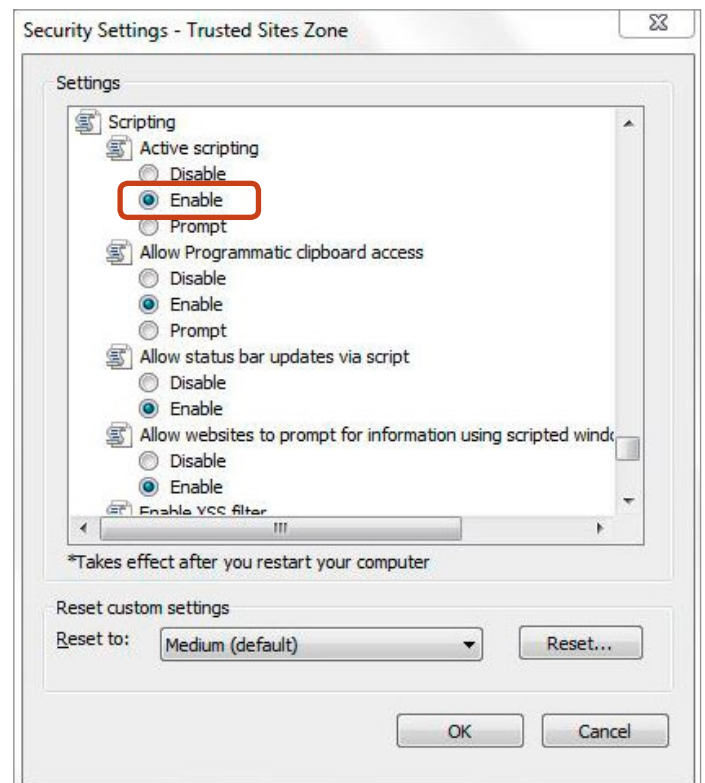
Please ensure the *Active scripting* and *Scripting of Java applets* options are enabled.

In Internet Explorer, open the *Tools* drop-down menu and select *Internet Options*, click on the *Security* tab, and click on the *Custom level...* button.



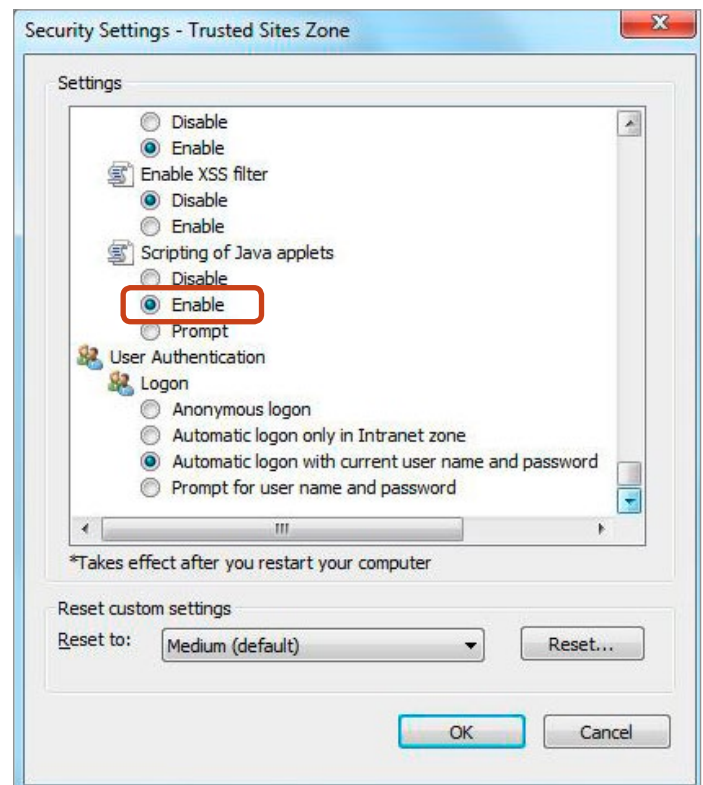


Scroll down to the *Scripting* section.
Under *Active scripting*, select *Enable*.





Scroll down to *Scripting of Java applets*, select *Enable*, and click *OK*.



After carrying out the steps above, please restart Internet Explorer to ensure the changes take effect.

Google Chrome Support for WPB Recordings



If demonstrations or exercises do not work in the Chrome browser, then check the version of Chrome:

- If the version is less than 41, then ensure the QuickTime Player plug-in is preinstalled.
 1. Download the plug-in at www.apple.com/quicktime/download
 2. Install the plug-in
 3. Enable the QuickTime Player plug-in by entering chrome://plugins into the address
- If the version is between 42 and 44, then ensure the NPAPI plug-in is activated.
 1. Open Chrome
 2. Insert chrome://flags/#enable-npapi into the address and activate NPAPI
 3. Enable the QuickTime Player plug-in by entering chrome://plugins into the address
- For version 45, currently our WPB recordings (simulations or exercises) do not support this version at this time.

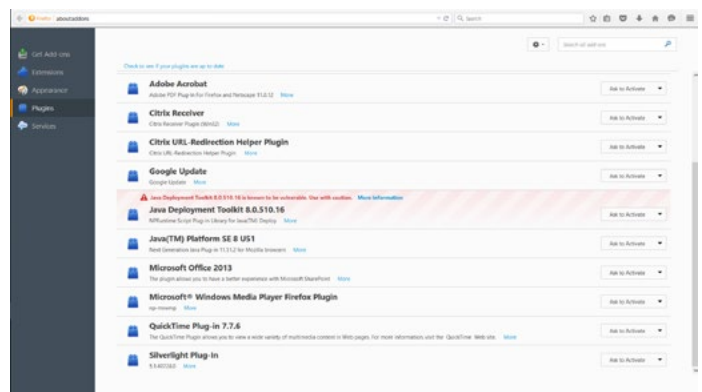
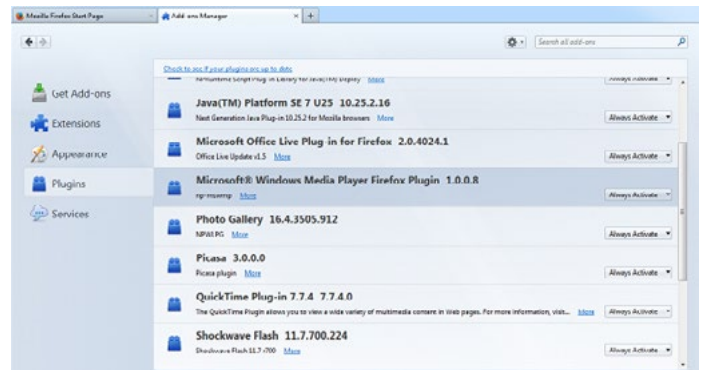


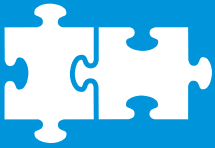
Mozilla Firefox Support for WPB Recordings

If the embedded demonstrations or exercises do not work in Firefox, then review the information below:

1. Click the menu button  and select **Add-ons** 
2. On the *Add-on Manager* tab, select *Plugins*
3. Scroll down the list and look for *Microsoft Windows Media Player Firefox Plugin*

Note: If the plug-in is not there, download it from the *Interoperability Bridges and Labs Center* page at www.interoperabilitybridges.com/windows-media-player-firefox-plugin-download and install it.





Components of SAP Workforce Performance Builder software are included in SAP Learning Hub, user adoption edition. These components have specific system requirements.

Instant Producer Option:

Author Workplace

The instant producer option of SAP Workforce Performance Builder software is an author workplace that helps you create and deploy e-learning materials, user documentation, just-in-time help

tools, and more – all with unprecedented ease and speed. Designed to enhance both training and performance support, the software has options for fast deployment and modest system requirements. It integrates readily with virtually all IT platforms.

Type	Specifications
Operating system	64- and 32-bit versions of: <ul style="list-style-type: none">• Microsoft Windows Vista• Microsoft Windows 7• Microsoft Windows 8 (without tile mode)
Processor	Pentium 4, at least 1 GHz
Memory	A minimum of 1 GB
Hard drive	200 MB of free space
Browser	Internet Explorer 7.0 through 11.0
Java plug-in	JRE 1.7 or higher is required. <u>Get the newest Java plug-in.</u>

Recording scenario	Requirement
SAP® Business Suite software	Activation of SAP GUI scripting (server side and role specific)
Java applications	Java Access Bridge installed
Documentation generation	Microsoft Office (Word) 2003–2013
Java plug-in	JRE 1.7 or higher is required. <u>Get the newest Java plug-in.</u>



Navigator Option: Learner Workplace

The navigator option for SAP Workforce Performance Builder is essential for the playback of navigations. To provide advanced or context-sensitive support, you can substantially enhance the user adoption edition of SAP Learning Hub

with this optional navigator tool. This option uses sophisticated technology to display guidance that matches the task at hand. You do not need to click on another area of the screen to request help; the navigator delivers context-sensitive support automatically.

Type	Specifications
Operating system	64- and 32-bit versions of: <ul style="list-style-type: none">• Microsoft Windows Vista• Microsoft Windows 7• Microsoft Windows 8 (without tile mode)
Memory	A minimum of 1 GB
Hard drive	10 MG of free space
Browser	Internet Explorer 7.0 through 11.0
Java plug-in	JRE 1.7 or higher is required. <u>Get the newest Java plug-in.</u>

Playback scenario	Requirement
SAP® GUI interface	Version 7.1–7.3
SAP Business Suite software	Activation of SAP GUI scripting (server side and role specific)
Windows Vista	Windows Automation application programming interface
Java plug-in	JRE 1.7 or higher is required. <u>Get the newest Java plug-in.</u>



Settings for the SAP Software Client

To record projects through SAP ERP Central Component (SAP ECC) software and properly use the navigator option of SAP Workforce Performance Builder, you should apply the following settings.

Scripting of SAP GUI

Scripting of the SAP GUI interface can help record objects in a window from SAP ECC. Activate SAP GUI scripting on the server side to extract object information.

In some cases, activation on the client side is also necessary. When activated on both sides, a red or white symbol will appear at the bottom right-hand corner.

The table below gives an overview of the recording scenarios and the necessary settings in SAP GUI scripting:

Scenario	Set to client	Requirement
Profound recognition (standard)	Deactivated	Activated
Simple recognition	Activated	Activated

Note: To enable recording and profound recognition in SAP Business Client software with embedded SAP GUI, activate SAP GUI scripting on the client side as well as the server side.

The SAP GUI scripting on the client side can be set under the *Customize Local Layout* → *Options Menu*:

Area	Scenario activation	Scenario deactivation
SAP® GUI scripting, version 7.1 and older:		
Enable scripting	Activate	Deactivate
Notify when a script attaches to live operation of SAP GUI	Off	Disabled
Notify when a script opens a connection	Off	Disabled
SAP GUI, version 7.2 or higher: <i>Accessibility and Scripting</i> → <i>Scripting</i>		
Enable scripting	Activate	Deactivate
Notify when a script attaches to live operation of SAP GUI	Off	Disabled
Notify when a script opens a connection	Off	Disabled

Note: Graphical object recognition is not possible when scripting is active. For graphical object recognition, additional requirements that are not standard are required. Contact your SAP consultant if you have any questions.



Settings for SAP GUI 7.1

Apply the following settings in the SAP software client when customizing the local layout in the *New Design* and *Options* menus.

Settings Under *New Design*

Area	Setting instructions
General	
Active theme	Select the theme according to how you will use the application profile. For example, trade show managers would use the GUI for trade shows.
Font size	100%
Color settings	
Theme	Select the same exact theme chosen in the General area.

Settings Within the *Options* Dialog

Area	Setting instructions
Options	
Quick information	None
Local data	
History	Off
Internationalization (I18N)	
Activation of multibyte functionalities	Off
Cursor	
Narrow cursor	Enabled

Settings for SAP GUI, version 7.2 and higher

Starting with SAP GUI, version 7.2, several upgrades were made to its settings. The following settings can be defined with the option *Customize Local Layout*.

Area	Setting instructions
Theme	
Active theme	Select a theme for the appropriate application profile, such as signature and trade show.
Visual design	
Font settings	Default settings
Interaction design of visualization and interaction	
Cursor width for input fields	Narrow cursor
Interaction design of notifications	
Delay of tool tips	No tool tips
Local data	
History	Off

Settings for Modal Dialogs

The option *Dialog (Modal)* should be activated for optimal recognition of objects on modal dialogs. The setting is located in the *F4 Help* tab of the *Settings* dialog, which can be launched from the *Help* → *Settings* menu.

Font Settings

Position-based objects – such as explanation bubbles, interactive surfaces, and highlights – are dependent on predefined font properties in the SAP software. A variety of settings are available to change the interface layout. However, it is important that the settings are the same when recording and playing back simulations on the end user's computer. This helps ensure that the objects are displayed properly at all times.

To adjust the font in your SAP software system, go to *Font Settings* in your SAP GUI:

- **Font settings in SAP GUI, version 7.1 or older:**

The settings can be changed from the menu *Options → Font (I18N)*. If this menu entry is not enabled, you can activate the setting *Activate Multibyte Functions* under *I18N*.

- **Font settings in SAP GUI, version 7.2 and higher:** You can adjust the settings under *Visual Design → Font Settings*.

Page Titles in Page Keys for SAP ECC

For recordings in SAP ECC, the advanced system information can be included in the page key. For example, you can show *WA1(1)/000 Easy Access to SAP Software* instead of *Easy Access to SAP Software*. By rerecording or playing back a navigation, this can result in incorrect page recognition.

To avoid additional information in the page key, the following adjustment in the registry of the operating system should be done:

1. Open the registry editor with the command *regedit* in the *Run* dialog.
2. Select the entry *HKEY_CURRENT_USER → SOFTWARE → SAP → SAPGUI Front → SAP Frontend Server → Administration* in the editor.
3. Create a new DWORD value in *Edit → New: Value Name: Show Additional Title Info*.
4. Enter *1* as the value data.
5. Restart your SAP software system to allow the registry entry to take effect.
6. Change the value in the registry to *0*. Thus, you can deactivate the display of the title information.

Note: Only administrators should make changes in the operating system registry.



Requirements for Playing Back Navigation

SAP Workforce Performance Builder, navigator option, helps ensure navigation playback in the following SAP and Microsoft applications. Other applications may be supported as well, while not explicitly listed here.

Applications	Types and versions
SAP® software	SAP GUI interface for Windows, version 7.2 or higher
	SAP GUI for HTML from Kernel, version 7.2
	SAP Enterprise Portal component, version 7.3 or higher
	SAP Business Client for Windows 3.5 with SAP GUI embedded
	SAP Business Client for Windows 4.0 with SAP GUI embedded
	SAP Business Client for Windows 4.0 with Web Dynpro development environment embedded
	SAP Business One® application, version 9.0
	Web Dynpro
Microsoft Office	Microsoft Office 2003, 2007, 2010, and 2013 (Word, Excel, Outlook, and PowerPoint)

Detailed information is available in the product availability matrix of SAP Workforce Performance Builder.

Navigation in SAP Software

The following recommendations are necessary for playing back navigations under SAP:

- Playback settings for the SAP software client should be considered.
- Navigation playback requires the corresponding theme set in SAP GUI used for the recording, and the activation of SAP GUI scripting.
- For information about the necessary settings in the SAP client, refer to the settings for the SAP software client above.

LEARN MORE ABOUT SAP EDUCATION COURSES

Please contact your local SAP Education organization team for further information about all online learning courses available. Your local team will be able to evaluate your needs and suggest the most relevant course or range of courses to meet your needs.



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The Best-Run Businesses Run SAP®

