



INSTALLATION GUIDE | Customer  
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# SAP Enable Now Desktop Assistant

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# 1 Introduction

The SAP Enable Now Desktop Assistant is the tool for playing back Desktop Assistant content. It is required on every workstation on which Desktop Assistant content are to be played back. Before you can install the Desktop Assistant, and in order to ensure that it can be used for playback without problems, certain requirements must be satisfied and certain procedures must be followed. These instructions will assist you with the administrative handling of the Desktop Assistant.

## 2 System Requirements

The Desktop Assistant is mandatory for playing back Desktop Assistant content. Note the following minimum system requirements for installation:

Type	Specifications
Operating system	32 & 64 bit version of: <ul style="list-style-type: none"> <li>Microsoft Windows 10 (without tile mode)</li> </ul>
Memory	A minimum of 1 GB
Hard drive	Required free space: <ul style="list-style-type: none"> <li>Application files: at least 100 MB of free space</li> <li>Content cache: depending on amount of content/ content size</li> </ul>
Browser	<p>Supported browsers and versions:</p> <ul style="list-style-type: none"> <li>Microsoft Internet Explorer 11</li> <li>Microsoft Edge 80 (<i>Enablement Assistant</i> Microsoft Edge extension required)</li> <li>Google Chrome 80 (<i>Enablement Assistant</i> Google Chrome extension required)</li> </ul> <div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p> <b>Caution</b> Starting from SAP Enable Now 2005, the application will work correctly only in combination with the "Enablement Assistant" browser extension. If you have a previous version of the extension, called "SAP Enable Now", installed, you need to deactivate it and install the new extension instead. For detailed information, please follow this <a href="#">SAP Note</a>.</p> </div>

Scenario	Requirement
SAP Business Suite	SAP GUI Scripting activated (serversided and role-specific)
Documentation Generation	Supported versions: <ul style="list-style-type: none"> <li>• Microsoft Office 2010 - 2016 (Word)</li> <li>• Microsoft Office 365 (Word desktop only)</li> </ul>

# 3 Installation

To install the Desktop Assistant, proceed as follows:

1. Start the installation program with the installation file.
2. The installation program will guide you through the installation process:
  1. A welcome dialog box with the Producer version will be displayed.  
Select *Next*.
  2. **Installation Folder**  
Specify the installation folder.  
The default folder is: C:/Program Files/SAP Enable Now/Desktop Assistant Version.  
The *Change...* button allows you to change the installation location.
  3. **Google Chrome Extension**  
Select the option to install the Google Chrome extension. The extension is used for the page recognition during playback of the Desktop Assistant.
  4. Select *Next*.
  5. Select *Install* to start the installation process.
3. The installation will now be executed.
4. After installation, you can close the installation program with *Finish*.

# 4 Installation in User Directory

Pre-parameterization of the Installer file will enable you to roll-out Desktop Assistant in a central remote installation scenario, whereas you can install in the user directory instead of default program directory.

## Prerequisites

To pre-parameterize the installation process of the Desktop Assistant you will need the following prerequisites:


- Desktop Assistant installation file, for example, *SAP-Enable-Now-Desktop-Assistant-<version>-<init.language>.msi*.
- Windows command line. Open the *Run* dialog (Windows key + R), type in *CMD* and press *Enter*.

## Use

Install the Desktop Assistant in the user directory of every workstation without administrator rights.

## Procedure

1. Open command line.
2. Type in the following command. Replace the <placeholders> with your individual values.

 Syntax

```
msiexec /i sap-enable-now-producer-<version*>.msi MSIINSTALLPERUSER=1
```

3. Finish installation.

## Result

On installation the Desktop Assistant is installed in the user folder:

```
C:\Users\<username>\AppData\Local\Programs\SAP Enable Now\
```

# 5 Uninstalling the Desktop Assistant

The Desktop Assistant can be uninstalled via the software dialog of your operating system. This can be called up via the menu *Settings -> Control Panel -> Software*.

Alternatively, you can also uninstall the program via the installation file *Desktop Assistant.msi* of the corresponding version of your Desktop Assistant: Launch the installation file and click on *Next*. Select the option *Remove* and click on the *Remove* button to confirm. The Desktop Assistant software is then uninstalled.



# 6 Requirements for Playback

The Desktop Assistant installation ensures the playback of Desktop Assistant content for specific applications. Detailed information is available in the Product Availability Matrix (PAM) of SAP Enable Now.

## Desktop Assistant for SAP applications

The following recommendations are necessary for the playback of Desktop Assistant content under SAP:

- For the playback, consider the settings for the SAP Client.
- The playback of content requires the corresponding GUI Theme (such as SAP Tradeshow) used for the recording.

For information about the necessary settings in the SAP client, refer to the Producer or manual.

## Desktop Assistant content on the Manager

For the playback of Desktop Assistant content from a Manager environment, the following requirements are necessary:

- **SSO**  
An activated single sign on (SSO) is necessary for the playback of assigned content. Import the active directory of the user and activate SSO afterwards.

### **i** Note

While SAP Enable Now, Cloud Edition offers several options to enable **user authentication / single-sign-on**, SAP strongly recommends leveraging the [SAP Cloud Platform Identity Authentication](#) for this purpose. SAP Enable Now (Cloud edition) takes responsibility for any authentication issue only if the target applications are configured using [SAP Cloud Platform Identity Authentication](#). Please be aware that using any other user authentication approach will be at your own risk.

- **Anonymous**  
Without the login, the Manager allows the playback for anonymous users. Activate the [Anonymous](#) user in your Manager and assign the content to the user.

## Playback in Google Chrome

You are able to playback in Google Chrome. The Desktop Assistant has to be recorded in Microsoft Internet Explorer.

To support correct page recognition, you have to install a Google Chrome extension. During installation of the Desktop Assistant, activate the option [Install Google Chrome Extension](#). The extension can be uninstalled from the [Extensions](#) settings of Google Chrome.

### **i** Note

After deinstalling the extension in Google Chrome, it cannot be installed again with the Desktop Assistant installer. Google Chrome blocks the installer. You can install the extension from the Chrome Web Store. Search for [Enablement Assistant](#).

# 7 Adapting the DNT File

You are able to adapt the DNT file of your content to use several workareas by starting a Desktop Assistant. This can be done for the desktop assistant group as the type allows a centralized start and playback of the content. There are the following scenarios:

- Different Desktop Assistant and workarea versions
- IP switch for localized content

## **i** Note

The created navigation content and the used Desktop Assistant are version dependent. Playback your content of a SAP Enable Now Producer version with the correspondent Desktop Assistant.

## **Adapting the DNT file**

The DNT file is stored in the group folder of the Desktop Assistant content in the workarea. The folder has the UID of the group as name, which can be read out in the Producer.

Open the file in a text editor and execute the changes. Save the DNT file afterwards.



## **i** Note

After generating and publishing a new desktop assistant, the changes are discarded. Save your adaptations in a different file to replace your needed adaptations easily.

## **i** Note

When adapting the DNT file do not change the structure. This is necessary to ensure an error free playback. Use always quotation marks for the attributes and finish a line with a comma.

## 7.1 Using different Desktop Assistant Versions and Workareas

The created Desktop Assistant content and the installed Desktop Assistant for the playback is version dependent. It is not possible to playback newer content with an older Desktop Assistant version.

As the content and the Desktop Assistant versions can be different you are able to add several workarea paths of the content versions in the DNT file of your Desktop Assistant content. The installed Desktop Assistant calls the correct content of the defined workarea path.

Example of a Desktop Assistant DNT file with different workarea paths (bold text):

```
{
  "type":"desktop_assistant",
  "entity_type":"group",
  "cfg_contentlanguage":"en-US",
  "disp_name":"Group 201402111111702",
  "uid":"GR_8F6D32752FA92CB3",
  "wa_base":"http://server-adress/workarea_standard/",
  "wa_base_9.5":"http://server-adress/workarea_new/",
  "wa_base_9.5.1":"http://server-adress/workarea_new_ServicePack/",
  "wa_base_9.5.1.876":"http://server-adress/workarea_new_ServicePack_BuildNumber/"
}
```

'wa\_base' is the standard path for the workarea, for example, for version 9.4, and should always be kept.

'wa\_base\_NewVersion' allows you to add the new workarea content for a newer Desktop Assistant version, for example, 9.5.

In special cases you also can call the workarea regarding the Service Pack or the build number.

## 7.2 Using an IP Switch

In order to launch Desktop Assistant content from within a decentralized network structure, the setup of an IP switch is necessary to call the workarea base URLs. Thus the distribution of workareas on several web servers is enabled and the end user is able to call local learning materials. This is especially meaningful when several international locations are given.

Example of a Desktop Assistant DNT file with an IP switch (bold text):

```
{
  "type": "desktop_assistant",
  "entity_type": "group",
  "cfg_contentlanguage": "en-US",
  "disp_name": "My Desktop Assistant",
  "uid": "GR_8F6D32752FA92CB3",
  "wa_base": {
    "12.34.56.78": "http://server-adress_1/workarea_1/",
    "12.34.56.90": "http://server-adress_2/workarea_2/"
  }
}
```

You are able to use wildcards to support a wide range of IP addresses, for example: "12.34.56.\*", "12.\*"

## 7.3 Using Both Scenarios

You can combine both scenarios in one DNT file - different versions of the workarea and Desktop Assistant as well as the IP switch. The structure of the DNT file should be as follows:

```
{
  "type": "desktop_assistant",
  "entity_type": "group",
  "cfg_contentlanguage": "en-US",
  "disp_name": "My Desktop Assistant",
  "uid": "GR_8F6D32752FA92CB3",
  "wa_base": {
    "12.34.56.78": "http://server-adress/workarea_1/",
    "12.34.56.90": "http://server-adress/workarea_2/"
  },
  "wa_base_9.3.0": {
    "12.34.56.78": "http://server-adress/workarea_3/",
    "12.34.56.90": "http://server-adress/workarea_4/"
  }
}
```

## 8 Designating MIME Types While Using a Server

In order to playback Desktop Assistant content from a Microsoft Internet Information Server (IIS), it is necessary to clear several file types (MIME types) for the administrative area of operations as well as for playback. This is necessary as the server does not recognize the filename extensions by default and therefore is unable to run the files. Thus, the error message "File not found" will be displayed when accessing the file.

The respective files can be designated in the *MIME type/File type* dialogue of the server settings. Define the following extensions and types:

Extension	Type/Sub-type	Description
<b>General</b>		
.dnt	application/x-wpb-navigation	Navigation project playback file
<b>Microsoft IIS (additional MIME types)</b>		
.index	text/xml	Contains the list of files in a folder to map the structure in the published area of operations.
.wa	text/xml	Defines the folder for a specific area of operations. Contains the information regarding this area and, where applicable, a central work area.
.deploy	text/xml	Indicates a published area of operations. File has no further content.

# 9 Specifying Content for the Autostart Function

Desktop Assistant content can be specified for regular use in the Autostart function. This can be used for example to automatically open a Desktop Assistant every time the computer is started up so that it is ready for work. Especially the Desktop Assistant is recommended for the use with the autostart.

## Creating a Autostart function

To specify Desktop Assistant content for the Autostart, open the task planning via the menu *Control Panel (Category -> Small icons) -> Administrative Tools -> Task Scheduler*. The *Create Basic Task Wizard* is opened.

Proceed as follows:

1. Select the *Create Basic Task...* option to create a task.
2. Enter a name. Select *Next*.
3. Specify when the Desktop Assistant should start, for example, *When the computer starts*. Select *Next*.
4. Select *Start a program* as the action. Select *Next*.
5. Specify the program:
  1. *Program/script*:  
In the corresponding field, specify *navigator.exe* as the program. Use the *Browse...* option to select it in your folder structure.  
The default program path is: `C:\Program Files (x86)\SAP Enable Now\Desktop Assistant`.
  2. *Add arguments*:  
Specify the Desktop Assistant in the field *Add arguments*. To do this, enter the path with quotation marks to the dnt file, for example: `"http://server/[...]/workarea/group/groupID/navigation.dnt"`.
  3. Select *Next*.
6. Select *Finish* to transfer the task to your Autostart function.

# 10 watchdog

The watchdog is a functionality of SAP Enable Now and is used to show a feedback to the user if a product component is not responding during a process.



In such a case a dialog box with a hint is opened. The dialog box contains the following buttons:

- *Restart:*  
Restarts the product component.
- *Please Wait:*  
Waits for finishing the process. The product component will not be closed.
- *Close:*  
Closes the product component. In case of an exception the button is displayed instead of *Please Wait*.
- *Open Log Folder:*  
Opens a folder with a log file and closes the product component.  
The log file contains information about the executed processes and can be used by the support to analyze the occurred problem.

The log files are stored in the folder:

```
C:\Users\User\AppData\Local\Temp\Low\watchdog_logfiles
```

## 10.1 Configuration of the watchdog

You can adapt the configuration of the watchdog to influence the behavior and the usage of the JavaScript Console. This allows you to change the response time or to specify the log information.

The configuration can be changed in the file *watchdog.xml*. The file is stored in the installation folder of the product component. Open the file to adapt the parameters.

The XML structure is defined as follows:

```
<?xml version="1.0" encoding="utf-8"?>
<Settings>
    <General SleepMode="0" DebugMode="0"/>
    <Log Console="1" Display="0" OPT_Size="20" WatchDogLog="0" />
    <Heartbeat Pulse="60000" Threshold="1" />
    <TopWindows List="#32770,ipro.basewnd" />
    <ExcludeWindows List="dgoEffectWindow" />
</Settings>
```

The XML contains the following parameters:

Parameter	Description
<b>General</b>	
DebugMode	<p>Specifies if the JavaScript Console is shown. The Producer will not be closed, if the window is opened.</p> <p>The JavaScript Console shows details about the last steps.</p> <p><b>Set to:</b></p> <ul style="list-style-type: none"> <li>• 1 - JavaScript Console is activated</li> <li>• 0 - JavaScript Console is deactivated (default)</li> </ul>
SleepMode	<p>Defines, if the watchdog is displayed.</p> <p><b>Set to:</b></p> <ul style="list-style-type: none"> <li>• 1 - watchdog is activated (default)</li> <li>• 0 - watchdog is deactivated</li> </ul>
<b>Log</b>	
Console	<p>Specifies that the trace is displayed in the JavaScript Console.</p> <p><b>Set to:</b></p> <ul style="list-style-type: none"> <li>• 1 - activated (default)</li> <li>• 0 - deactivated</li> </ul>
Display	<p>Specifies if the JavaScript Console is opened when the program starts.</p> <p><b>Set to:</b></p> <ul style="list-style-type: none"> <li>• 1 - JavaScript Console will be opened</li> <li>• 0 - JavaScript Console will not be opened (default)</li> </ul>
OPT_Size	<p>Specifies the maximum size of tracked operations (OpTracker).</p> <p><b>Set to:</b></p> <ul style="list-style-type: none"> <li>• define a value - default is 20</li> </ul>
WatchDogLog	<p>Specifies if further technical details of the watchdog are inserted into the log files.</p> <p><b>Set to:</b></p> <ul style="list-style-type: none"> <li>• 1 - activated</li> <li>• 0 - deactivated (default)</li> </ul>



Parameter	Description
<b>Heartbeat</b>	
Pulse	<p>Defines the interval of checks in milliseconds. The default value is 6000 ms (1 min).</p> <p><b>Set to:</b></p> <ul style="list-style-type: none"> <li>define a value: for example, 30000 ms (5 min)</li> </ul>
Threshold	<p>Specifies the number of tries, before the watchdog appears.</p> <p><b>Set to:</b></p> <ul style="list-style-type: none"> <li>define a value - default is 1</li> </ul>
<b>TopWindows</b>	
List	<p>Specifies the top-level window, which is checked if a thread is frozen.</p>
<b>ExcludeWindows</b>	
List	<p>Specifies the excluded window, which is ignored for the check.</p>

# 11 Technical Support

Please use the SAP Incident Wizard on the SAP Support Portal to submit your incidents on the following components:

- **KM-WPB** // Enable Now
- **KM-WPB-PRO** // Enable Now – Producer
- **KM-WPB-IPR** // Enable Now – Instant Producer
- **KM-WPB-MGR** // Enable Now – Manager
- **KM-WPB-NAV** // Enable Now – Desktop Assistant
- **KM-WPB-APR** // Enable Now – Application Profiles
- **KM-WPB-SMI** // Enable Now – Solution Manager Integration

## Using the SAP Support Portal

If you are not familiar with the SAP Support Portal, read the following information:

- To access the SAP Support Portal you need an S-user ID and password. You can request access data from your SAP Super Administrator or register online on the SAP Support Portal page under [Registration](#).
- With this user, you have read-access to all the contents of the SAP Support Portal, you can use the SAP Community Network and SAP Help Portal, and you can also book courses under SAP Education.
- If you want to work with the support applications (Incident Wizard, license key request, system data maintenance, manage remote connections, software download and so on), you need the corresponding authorizations, which your SAP Super Administrator can give you.
- You can find information for new users and about support applications on the Support Portal Homepage under [Learn More](#). There you can also register for a personal overview demonstration of the SAP Support Portal.
- In case of problems with SAP Support Portal contact your local Customer Interaction Center. An online web form is available on <http://support.sap.com/contactus>. This web form should be used for all written communication with your local customer interaction center. More Details about Incident Processing, Support Addresses and Hotline Numbers can be found here: <http://service.sap.com/sap/support/notes/560499>
- Are you interested in a tour through the SAP Support Portal? [Register for an online demo](#).

## Diagnosis function in Producer

The Producer diagnosis function can also be used to check the technical data of the installation on your computer (version, operating system, browser, etc.). Open Producer and select *Diagnosis...* by using the *Help* menu. The Producer transmits the required information automatically and lists this in a corresponding dialog box. This information can also be saved as a text file and sent as an E-mail attachment to the SAP support staff.

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