



INSTALLATION GUIDE | Customer
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SAP Enable Now Desktop Components (Cloud Edition)

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1 Introduction

The desktop components of the SAP Enable Now, cloud edition are used for the content creation, content editing and content playback and are provided on demand.

There are the following components:



Producer



Instant Producer



Desktop Assistant

The document provides you all required information about to use the desktop components of your cloud edition.

2 General

2.1 System Requirements

The system requirements of each desktop component are available in the System Requirements document.

Consider the following:

- **Oracle Java Runtime Environment**
To run the cloud applications, a local installation of Oracle Java Runtime Environment (JRE) 8 or higher is required.
- **Microsoft Windows**
The desktop components run on Microsoft Windows only. Please read the application-specific system requirements.
- **Installation and workarea**
Users need read/write access for (temporary) storage path of the installation and the workarea folder.

2.2 Common Browser Settings

The following browser settings are required to start the desktop components. The settings are browser platform independent.

Requirement	Description
Enabled JavaScript	All functions of the web application and content playback are based on the use of JavaScript. Enable JavaScript in your browser.
Deactivated popup blocker	No matter which popup blocker you use, you must disable the blocking of popups for the location from which you are loading the application and content.
Activated cookies	After successfully logging on, your session information is stored in cookies. You should therefore activate cookies in your browser to ensure that this information is saved correctly.
Security settings	We recommend that you add the Cloud Service pages to the browser's <i>Trusted Sites</i> section to ensure your browser accepts the required Java applets.

2.3 Network Requirements

Your network must meet the following requirements to run the applications and to enable successful communication between cloud applications and the server.

Requirement	Description
Connectivity	Minimum 2 MB connection speed (recommended: 10 MB or higher).
Port availability	All communication is handled by the default port where the server is available. This is usually Port 443 (SSL) or port 80 (HTTP). Ensure these ports are available on each user machine.
Trusted certificates	Ensure that server certificates are signed correctly and trusted on each user machine.
IP ranges	Ensure that IP ranges of the Cloud Service are permitted on each user machine.
Firewall / Browser Security	Ensure that address of the Cloud Service is not blocked by local Firewall routines and is part of the trusted sites location on each user machine.

2.4 Installation

The installation is performed when starting a desktop component for the first time. A desktop component is a portable executable that is embedded inside a JNLP-packaged application (Java). The file is downloaded and unpacked. Afterwards, the desktop component is started locally.

Requirements

To use a desktop component, Java has to be installed on every workstation.

Consider the following:

- Make sure to use the correct Bit version of the Java installation according to your operating system.
- Update Java to the current version.
- Add the Manager URL to the trusted sites in the *Security* settings of the Java configurations.

Installation folder

The downloaded installation files are extracted to the following location:

`%USERPROFILE%\AppData\Local\Temp\wpb_cloud`

Update

With each start of a product component, the version of the local installation is checked. If the installation is outdated, the current version is downloaded.

2.5 Local Workarea

After downloading the Producer or Instant Producer, the workarea is created automatically by directly importing the necessary resources into it. The workarea is the folder where all configurations and content files are stored, including the macroset, bubble styles, trainer and so on.

The workarea is located in the following folder:

`%USERPROFILE%\AppData\Local\CloudWA`

2.6 Settings for Recording and Playback

Depending on your scenario, the setup of some settings may be required for recording and rerecording applications as well as for the playback of recorded contents. Read the chapter "Settings" in the application help of the Producer for detailed instructions.

Consider checking the application manual on [SAP Help Portal](#) for most recent instructions.

2.7 Individualizing the Storage Paths

You can individualize the path where the downloaded application files will be extracted and where the workarea content will be stored. The paths can be specified as environment variables.

This enables you:

- **Workarea**
to store the application files statically, for example to make it unaffected from regular running cleanups of the *Temporary* files directory or status resets of virtual machines.
- **Installation**
to store data statically on machines, which are reset after usage, for example, virtual machines or Citrix environments.

To specify the environment variables of Microsoft Windows, proceed as follows:

1. Open *Control Panel* -> *System and Security* -> *System* -> *Advanced system settings*.
The *System Properties* dialog box is opened.
2. Select *Advanced* tab.
3. Select *Environment Variables...*
The *Environment Variables* dialog box is opened.

4. Select *System variables -> New...*
For a user-specific individualization select *User variables for <user> -> New...*
The *New User Variable* dialog box is opened.
5. Enter the required variable into field *Variable name*:
 - Workarea folder: **WPBCLOUD_WA_BASE**
 - Installation folder: **WPBCLOUD_APP_BASE**
6. Enter your individual path into field *Variable value*.
7. Select *OK*.
8. Select *OK* to close the *Environment Variables* dialog box.

2.8 Starting a Desktop Component

The desktop components are started by workarea-specific links or directly from within the Manager interface.

Start from the Manager interface

To start applications from within the Manager interface, proceed as follows:

1. Logon to the Manager.
2. Select your workarea from the *Workareas* menu.
3. Start a desktop component:
 1. **Producer**
Select *Open Producer* from the header bar.
 2. **Instant Producer**
Select *Open Instant Producer* from the header bar.
 3. **Desktop Assistant**
Select a *Desktop Assistant* group or project. Then select *Play* from the top of the property sheet.

Start by using links

You can build up individual start links to be provided by email or used as a shortcut. To do so, use the following templates and replace the placeholders with your individual values.

Application	Link
Producer	<pre>http(s)://<domain>/<manager_instance>/wa/<workarea_id>/producer</pre> <p>For example: <pre>https://myserver/manager/wa/main/.producer</pre> </p>
Instant Producer	<pre>http(s)://<domain>/<manager_instance>/wa/<workarea_id>/ipro</pre> <p>For example: <pre>https://myserver/manager/wa/main/.ipro</pre> </p>

Application	Link
	<p>Desktop Assistant group</p> <p><a href="http(s)://<domain>/<manager_instance>/wa/<work_area_id>/group/<UID_of_desktop_assistant_group>/i.nav">http(s)://<domain>/<manager_instance>/wa/<work_area_id>/group/<UID_of_desktop_assistant_group>/i.nav</p> <p>Desktop Assistant project (Context help / Guided tour)</p> <p><a href="http(s)://<domain>/<manager_instance>/wa/<work_area_id>/project/<UID_of_desktop_assistant_project>/i.nav">http(s)://<domain>/<manager_instance>/wa/<work_area_id>/project/<UID_of_desktop_assistant_project>/i.nav</p>

3 Desktop Assistant

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.

3.1 Requirements for Playback

Desktop Assistant 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 under SAP

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

- Consider for the playback the settings for the SAP Client.
- The playback 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 installation guide or manual of Producer.

Desktop Assistant content on 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.

3.2 Starting Content from Another Server

You can start your published Desktop Assistant content from another server. To do this, you have to create an *XDNT* file as start file for the content.

i Note

It is not possible to start content with the Cloud Desktop Assistant by using a *DNT* file. A *DNT* file is used to start content with the On-Premise Desktop Assistant.

Creating an XDNT file

You can create an *XDNT* file manually, by using an available *DNT* file of a Desktop Assistant. The *DNT* file contains all information required to start the content.



To create an XDNT file, proceed as follows:

1. Publish your Desktop Assistant from Producer.
Enter a *Desktop Assistant Prefix* for the target folder.
2. Open the folder of the published Desktop Assistant group:
 1. Open the *group* folder.
 2. Open the folder with the UID of the Desktop Assistant group, for example: *GR_DCF904D28224F7B3*
3. Copy the *group.dnt* file. The file contains the base path of the workarea.
Paste it to a separate folder.
4. Rename the *group.dnt* to *group.xdnt*.
5. Import the *group.xdnt* into the Desktop Assistant group:
 1. Select the Desktop Assistant group in *Explorer*.
 2. Select *Insert File...* in object editor.
 3. Select the file and confirm with *Open*.
6. Publish your Desktop Assistant content again.

Now, the published content contains the *XDNT* file.

Creating a start link

To start a Desktop Assistant, you have to create a start link for the published content. The file name of the *XDNT* file has to be used in the start link to start the content.

The start link has the following structure:



Example

```
https://my-server.com/my-instance/my-workarea/~tag/published/group/GR_DCF904D28224F7B3/8896BAF3872DC7BB.xdnt/.inav
```

Create the start link as follows:

1. Open the Manager with your workarea.
2. Copy the *Start Link: Desktop Assistant* of the Desktop Assistant group from the project explorer of the Manager.
Paste the link into a text file.
3. Change the required *server* and *instance* for the published content.
4. Add *~tag/published* in front of the *group*.
This is required to start the published content.
5. Copy the *File name* of the *XDNT* file from the project explorer of the Manager.
Paste the file name to the start link, for example: *8896BAF3872DC7BB.xdnt*.

Now, you can provide the start link to start the Desktop Assistant.

4 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
```

4.1 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
General	
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>Set to:</p> <ul style="list-style-type: none"> • 1 - JavaScript Console is activated • 0 - JavaScript Console is deactivated (default)
SleepMode	<p>Defines, if the watchdog is displayed.</p> <p>Set to:</p> <ul style="list-style-type: none"> • 1 - watchdog is activated (default) • 0 - watchdog is deactivated
Log	
Console	<p>Specifies that the trace is displayed in the JavaScript Console.</p> <p>Set to:</p> <ul style="list-style-type: none"> • 1 - activated (default) • 0 - deactivated
Display	<p>Specifies if the JavaScript Console is opened when the program starts.</p> <p>Set to:</p> <ul style="list-style-type: none"> • 1 - JavaScript Console will be opened • 0 - JavaScript Console will not be opened (default)
OPT_Size	<p>Specifies the maximum size of tracked operations (OpTracker).</p> <p>Set to:</p> <ul style="list-style-type: none"> • define a value - default is 20
WatchDogLog	<p>Specifies if further technical details of the watchdog are inserted into the log files.</p> <p>Set to:</p> <ul style="list-style-type: none"> • 1 - activated • 0 - deactivated (default)

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

5 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-CXH** // Enable Now – Context Sensitive Help
- **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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