



ADDITIONAL GUIDES | Customer
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SAP Enable Now System Requirements

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1 Introduction

This document gives an overview of the minimum system requirements for the SAP Enable Now, in order to successfully install and use the SAP products.

You will find further information about SAP Enable Now on:



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2 SAP Enable Now Producer (author workplace)

Type	Specifications
Operating system	32 & 64 bit version of: <ul style="list-style-type: none"> Microsoft Windows 10 (without tile mode)
Processor	Intel® Core™ i series, at least 1.2 GHz
Memory	A minimum of 4 GB
Monitor	Minimum resolution of 1024x768
Hard drive	Required free space: <ul style="list-style-type: none"> Application files: at least 200 MB of free space Content files: at least 2 GB of free space, depending on amount/size of workarea content and amount of workareas
Browser	<p>Supported browsers and versions:</p> <ul style="list-style-type: none"> Microsoft Internet Explorer 11 Microsoft Edge 80 (<i>Enablement Assistant</i> Microsoft Edge extension required) Google Chrome 80 (<i>Enablement Assistant</i> Google Chrome extension required) <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p> Caution 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 SAP Note.</p> </div>
Soundcard	Any soundcard For production of audio lessons and book pages

Type	Specifications
Microphone	Any microphone For recording of audio

Scenario	Requirement
SAP Business Suite	SAP GUI Scripting activated (serversided and role-specific)
Java Applications	Java Access Bridge activated
Documentation Generation	Supported versions: <ul style="list-style-type: none"> • Microsoft Office 2010 - 2016 (Word and PowerPoint) • Microsoft Office 365 (Word and PowerPoint desktop only)
ViFlow	ViFlow 5.0
HPQC	HPQC 11

3 SAP Enable Now Manager

Type	Specifications
Operating system	<p>Supported operating systems:</p> <ul style="list-style-type: none"> • Microsoft Windows Server 2012 • Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2016 • Microsoft Windows 10 (without tile mode)*
Processor	Intel® Xeon® Processor or equivalent with at least 4 cores at 2,2 GHz or higher
Memory	At least 32 GB RAM
Hard drive	At least 30 GB free
Browser (Client interface)	<p>Supported browsers and versions:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 11 • Microsoft Edge 80 • Mozilla Firefox 74 • Google Chrome 80
Software dependencies (SQL option)	<ul style="list-style-type: none"> • Apache Tomcat Version 7.0.100, Version 8 (8.5.51 max.), Version 9 (9.0.31 max.) <ul style="list-style-type: none"> ◦ 64-bit Oracle Java Runtime Environment (JRE) Version 8, Version 11 or ◦ SapMachine OpenJDK, Version 11.0.1+13 or higher • Visual C++ Redistributable Packages for Visual Studio 2013 • Database <ul style="list-style-type: none"> ◦ Microsoft SQL Server 2014 / 2014 R2 / 2016
Software dependencies (HANA option)	<ul style="list-style-type: none"> • Apache Tomcat Version 7.0.100, Version 8 (8.5.51 max.), Version 9 (9.0.31 max.) <ul style="list-style-type: none"> ◦ Oracle Java Runtime Environment (JRE) Version 8, Version 11 or ◦ SapMachine OpenJDK, Version 11.0.1+13 or higher • Oracle® JavaMail API Version 1.4.7 (tested for compatibility)

Type	Specifications
	<ul style="list-style-type: none"> • Visual C++ Redistributable Packages for Visual Studio 2013 • Database <ul style="list-style-type: none"> ◦ SAP HANA 1.0 - Version 12 (min. Revision 122.04), SAP HANA 2.0 - incl. SP1, SP2, SP3, SP4 (requires 2-Tier environment minimum – please read notes below)

*Observe that these systems are not designed to be used as a server, thus they are not recommended for productive use and not tested for full functionality.

Further requirements

- When using OSGi Tomcat server, please note that it does not support instance names containing periods at any place in the name. Rename server installation file before starting the deployment.
- SAP HANA requires a dedicated server machine running a Linux based operating system with different hardware requirements. The hardware requirements given in this document are only suitable for the application server running the Manager application and its application dependencies. Please check the SAP HANA deployment options and the supported operating systems for SAP HANA server requirements.
- We recommend a minimum memory size of 64 GB for a SAP HANA database instance to be used with the Manager.
- In case you have already a SAP HANA database integrated in your network environment, you can use this database by creating an individual schema in it to be used by the Manager (might require a memory upgrade according to the size of your user scenario).


Caution

- Do not use Tomcat version 8.5.12, since it contains a bug preventing the Manager to work stable.
- The following versions of Apache Tomcat contain Ghostcat vulnerability:
 - Apache Tomcat 9.x < 9.0.31
 - Apache Tomcat 8.x < 8.5.51
 - Apache Tomcat 7.x < 7.0.100
 - Apache Tomcat 6.x

To protect from the vulnerability you can:

- update Apache Tomcat to one of the following versions: Apache Tomcat 9.0.31, 8.5.51, 7.0.100
- disable AJP connector if it is unused, or bind it to local port
- do not leave port 8009 open for internet access in systems which run affected instances of Apache Tomcat.


4 SAP Enable Now Instant Producer (author workplace)

Type	Specifications
Operating system	32 & 64 bit version of: <ul style="list-style-type: none"> • Microsoft Windows 10 (without tile mode)
Processor	Intel® Core™ i series, at least 1.2 GHz
Memory	A minimum of 2 GB
Monitor	Minimum resolution of 1024x768
Hard drive	Required free space: <ul style="list-style-type: none"> • Application files: at least 200 MB of free space • Content files: at least 1 GB of free space, depending on amount/size of content to be created
Browser	Supported browsers and versions: <ul style="list-style-type: none"> • Microsoft Internet Explorer 11 • Microsoft Edge 80 (<i>Enablement Assistant</i> Microsoft Edge extension required) • Google Chrome 80 (<i>Enablement Assistant</i> Google Chrome extension required) <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p> Caution 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 SAP Note.</p> </div>

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

5 SAP Enable Now Desktop Assistant (learner workplace)

The SAP Enable Now Desktop Assistant is essential for the playback of Desktop Assistant content.

Type	Specifications
Operating system	64 & 32 bit version of: <ul style="list-style-type: none"> • Microsoft Windows 10 (without tile mode)
Memory	A minimum of 1 GB
Hard drive	Required free space: <ul style="list-style-type: none"> • Application files: at least 100 MB of free space • Content cache: depending on amount of content/ content size
Browser	Supported browsers and versions: <ul style="list-style-type: none"> • Microsoft Internet Explorer 11 • Microsoft Edge 80 (<i>Enablement Assistant</i> Microsoft Edge extension required) • Google Chrome 80 (<i>Enablement Assistant</i> Google Chrome extension required) <div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p> Caution 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 SAP Note.</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"> • Microsoft Office 2010 – 2016 (Word) • Microsoft Office 365 (Word desktop only)

6 SAP Enable Now SLC Player (learner workplace)

The SAP Enable Now SLC Player is essential for the playback of offline learning content packages in file format .slc. See chapter [Functionality of library, trainer and book reader \(learner workplace\)](#) for additional playback requirements.

Type	Specifications
Operating system	64 & 32 bit version of: <ul style="list-style-type: none">• Microsoft Windows 10 (without tile mode)
Memory	A minimum of 1 GB
Hard drive	2 MB of free space
Browser	Supported browsers and versions: <ul style="list-style-type: none">• Microsoft Internet Explorer 11• Microsoft Edge 80

7 Functionality of library, trainer and book reader (learner workplace)

The following requirements need to be complied with to ensure that the library, the trainer and the book reader can be used without any problem and that simulations can be successfully played back. There is neither a plug-in nor a runtime environment or another proprietary client-installation needed.

Browser	Version	Operating system
Microsoft Internet Explorer	11	<ul style="list-style-type: none">• Microsoft Windows 10
Microsoft Edge	80	<ul style="list-style-type: none">• Microsoft Windows 10
Mozilla Firefox	74	<ul style="list-style-type: none">• Microsoft Windows 10• Mac OS X 10.15.x
Google Chrome	80	<ul style="list-style-type: none">• Microsoft Windows 10

Supported mobile platforms

Content playback will also run in the default browsers of the following mobile device platforms.

i Note

The playback on mobile devices is supported for tablets only.

Platform	OS Version	Browser
Apple iOS	12, 13	Safari Mobile
Google Android	7, 8	Stock Browser (AOSP) (with deactivated <i>Desktop View</i>)
Windows Mobile	10	Microsoft Internet Explorer 11

i Note

A connection to the internet is required for the playback of content.

Common browser settings

Independent from your browser platform this browser settings are required for flawless display and playback.

Requirement	Why?
Enabled JavaScript	All functions are based on the use of JavaScript. You must enable JavaScript.
Deactivated pop-up blocker	No matter which popup blocker you use, you must disable the blocking of popups for the location you are loading your contents from. Read the chapters on specific browsers for instructions on how to disable built-in pop-up blocker functions.
Activated cookies	The attributes and settings for displaying and executing library, trainer and book reader are stored in cookies. You should therefore activate cookies in your browser to ensure that these functions run correctly.

> Recommendation

In some cases, Flash contents are displayed incorrectly. If this problem occurs, uninstall and reinstall the Flash plugin (do not simply update).

8 SAP Enable Now Web Assistant

The following browsers and operating systems are supported:

i Note

To start the Web Assistant framework and to load help content an online connection is required.

Browser	Version
Microsoft Internet Explorer	11
Microsoft Edge	80
Mozilla Firefox	74
Google Chrome	80
Apple Safari	13.x

Operating System Support

Operating System	Version
Microsoft Windows	Any version due to browser-based access.
Apple Mac	Any version due to browser-based access.
Tablet	Apple iOS, Microsoft Windows, Google Android

System support

Prerequisite	Description
<p>SAP S/4HANA Cloud</p> <p>SAP Marketing Cloud</p> <p>SAP Integrated Business Planning</p>	<ul style="list-style-type: none"> Web Assistant is preconfigured. Standard content created by SAP can be consumed directly. To consume the default content of Web Assistant in SAP S/4HANA no further SAP Enable Now applications are required.
<p>SAP S/4HANA On-Premise</p>	<ul style="list-style-type: none"> Web Assistant is not configured by default. It has to be configured manually. Please find details on how to configure Web Assistant in the Web Assistant Integration Guide at SAP Help Portal. To consume the default content of Web Assistant in SAP S/4HANA no further SAP Enable Now applications are required.
<p>SAP Cloud Platform</p>	<ul style="list-style-type: none"> The Web Assistant can be configured for SAP Fiori Launchpad Sites on Neo environment.
<p>SAP SuccessFactors</p>	<ul style="list-style-type: none"> The Web Assistant can be configured for SAP SuccessFactors.

Content Editing

Prerequisite	Description
<p>SAP Enable Now</p>	<p>Using SAP Enable Now you can extend and edit the content provided by default. In this case the SAP Enable Now Manager is required for storing the customized and created content which will be displayed in parallel to the default content provided by SAP.</p> <p>Please read the requirements section for the SAP HANA option of SAP Enable Now Manager for this case.</p> <p>Note:</p> <ul style="list-style-type: none"> The content extensibility of Web Assistant does not work with the SQL option of SAP Enable Now Manager.

9 Important Disclaimers on Legal Aspects

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