# Typographic Conventions

<table>
<thead>
<tr>
<th>Type Style</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Example</strong></td>
<td>Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>Emphasized words or expressions.</td>
</tr>
<tr>
<td><strong>EXAMPLE</strong></td>
<td>Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.</td>
</tr>
<tr>
<td><strong>&lt;Example&gt;</strong></td>
<td>Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.</td>
</tr>
<tr>
<td><strong>EXAMPLE</strong></td>
<td>Keys on the keyboard, for example, <strong>F2</strong> or <strong>ENTER</strong>.</td>
</tr>
</tbody>
</table>
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1 Getting Started

1.1 About this Document

1.1.1 Purpose

This Master Guide is the central starting point for the technical implementation of SAP Workforce Performance Builder. This guide provides an overview of the documentation available for this product suite as well as it provides information on how to integrate its components into your landscape.

Use the Master Guide to get an overview of SAP Workforce Performance Builder and its software components from a technical perspective.

This document is a planning tool that helps you to design your system landscape. It refers you to the required detailed documentation, mainly:

- Installation Guides for each component
- Configuration documentation
- Manuals of each component

For a general overview of the available SAP documentation read the chapter List of documents.

Recommendation

You can find the most current information about the technical implementation of SAP Workforce Performance Builder and the latest installation and configuration guides on SAP Help Portal at http://help.sap.com/wpb.

We strongly recommend that you use the documents available there. The guides are regularly updated.

1.1.2 Constraints

This Master Guide primarily discusses the overall technical implementation of SAP Workforce Performance Builder, rather than its subordinate components. This means that additional software dependencies might exist without being mentioned explicitly in this document. You can find more information on component-specific software dependencies in the corresponding Installation Guides.
1.2 Related Information

1.2.1 Further Useful Links

The following table lists further useful links on SAP Service Marketplace:

<table>
<thead>
<tr>
<th>Content</th>
<th>Location on SAP Service Marketplace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information about creating error incidents</td>
<td><a href="http://service.sap.com/incident">http://service.sap.com/incident</a></td>
</tr>
<tr>
<td>SAP Software Distribution Center (software</td>
<td><a href="http://service.sap.com/swdc">http://service.sap.com/swdc</a></td>
</tr>
<tr>
<td>download and ordering of software)</td>
<td></td>
</tr>
<tr>
<td>SAP Online Knowledge Products (OKPs) – role-</td>
<td><a href="http://service.sap.com/rkt">http://service.sap.com/rkt</a></td>
</tr>
<tr>
<td>specific Learning Maps</td>
<td></td>
</tr>
</tbody>
</table>
1.3 References

1.3.1 List of Documents

The following table lists all documents available guides and manuals of the SAP Workforce Performance Builder:

<table>
<thead>
<tr>
<th>Document</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Producer Installation Guide</td>
<td>SAP Help Portal</td>
</tr>
<tr>
<td>Producer Manual</td>
<td>SAP Help Portal</td>
</tr>
<tr>
<td>Producer Security Guide</td>
<td>SAP Service Marketplace</td>
</tr>
<tr>
<td>Instant Producer Installation Guide</td>
<td>SAP Help Portal</td>
</tr>
<tr>
<td>Instant Producer Manual</td>
<td>SAP Help Portal</td>
</tr>
<tr>
<td>Manager Installation Guide</td>
<td>SAP Service Marketplace</td>
</tr>
<tr>
<td>Manager Operations Guide</td>
<td>SAP Service Marketplace</td>
</tr>
<tr>
<td>Manager Manual</td>
<td>SAP Help Portal</td>
</tr>
<tr>
<td>Manager Security Guide</td>
<td>SAP Service Marketplace</td>
</tr>
<tr>
<td>Navigator Installation Guide</td>
<td>SAP Help Portal</td>
</tr>
<tr>
<td>SLC Player Installation Guide</td>
<td>SAP Help Portal</td>
</tr>
<tr>
<td>System Requirements</td>
<td>SAP Help Portal</td>
</tr>
</tbody>
</table>
2 SAP Workforce Performance Builder - Overview

SAP Workforce Performance Builder can help you achieve real operational efficiency by giving your SAP communities the help and information they need, precisely when they need it. It can help your organization to create, edit, deploy, and track context-sensitive user help, transaction documentation, simulations, test scripts and rapid e-learning with unmatched power and flexibility. Best of all, you can put it to work almost immediately.

SAP Workforce Performance Builder is a powerful technology solution supporting companies to rollout, maintain and upgrade very efficiently any SAP software by covering the complete application life cycle. Starting within the design-, implementation- and training stage SAP Workforce Performance Builder provides useful methods for the documentation and e-learning.

As a second stage SAP Workforce Performance Builder supports end users working within live systems (Electronic Performance Support) which ends up in a high user acceptance for live applications and a reduction of operating errors. For instance the Navigator guides end users context-sensitively within the live system.
2.1 Software Components of the SAP Workforce Performance Builder

SAP Workforce Performance Builder supports the whole content administration workflow: beginning with content creation by simplified application recording and multi-author access for simultaneous development via content improvement and maintenance up to the publication and integration of the created content.

SAP Workforce Performance Builder is based on the following 5 product components.

- **Producer**
  The Producer is a user-friendly authoring software to record, maintain and publish simulations of user-interactions.

- **Instant Producer**
  With the Instant Producer the subject matter expert can easily create and edit content which guides the user through the processes of your enterprise applications.

- **Manager**
  The Manager eases the teamwork of authors as a central content management and collaboration platform. Additionally it allows to publish content for specific target groups depending on roles and users as well as measuring the success of the training.

- **Navigator**
  The Navigator is the context sensitive just-in-time-help for the live application; either as a process guide or as a context help. By using the Navigator the whole learning content can be context sensitively integrated into the live application. As a result operating errors within the live environment will be minimized.

- **SLC Player**
  The SLC Player is the tool for playing back content in single file SLC format.
Components included in the SAP Workforce Performance Builder package

The SAP Workforce Performance Builder includes different components:

- **SAP Workforce Performance Builder Enterprise Edition, HANA option**
  - Comprises: Instant Producer, Manager, Navigator, SLC Player
  - Dependency: Producer

The recommendation is to have at least two Producer installations for each 500 end users.
2.2 System Landscape

Several system landscape integrations are possible for the SAP Workforce Performance Builder - depending on the available components and use cases.

⚠️ Caution

We strongly recommend that you use a minimal system landscape for test and demo purposes only. For performance, scalability, high availability, and security reasons, do not use a minimal system landscape as your production landscape.
2.2.1 Network architecture with Manager

The Manager enhances the concept of the central workarea. Multiple central workareas can be stored in one instance of the Manager thus enabling different authoring teams to create and maintain their own content structures. Already existing central workareas can be migrated very fast and easy into the Manager.

The Manager is a web application running on an Apache Tomcat Application Server. The server running this application can hold the file storage (base directory) and the database as well. However, database and file storage can be located on dedicated machines. Consider that such a dedicated data provision will need high speed network connections to the application server itself.
2.2.2 Installation on Citrix

The Producer, the Instant Producer and the Navigator can be installed directly on a terminal server, thereby making it available to the authors. For the access to the terminal server a Citrix client is necessary.

When creating content, it is recommended that an author environment for the authors is set up on a separate server where the authors are able to access all the necessary applications, settings and rights. This ensures that the products will operate smoothly and free from errors.

The author workstations can be regular workstations or else be set up as thin PCs. Thin PCs are workstations on which only an operating system is installed and which draw their data and applications from a server.
2.3 Planning the installation

To install SAP Workforce Performance Builder refer to the appropriate installation guides of the components (see also List of Documents). The components can be installed in an optional order.

For the installation you need the following installation files:

<table>
<thead>
<tr>
<th>Product</th>
<th>Installation file</th>
</tr>
</thead>
<tbody>
<tr>
<td>Producer</td>
<td>.msi file</td>
</tr>
<tr>
<td>Instant Producer</td>
<td>.msi file</td>
</tr>
<tr>
<td>Manager</td>
<td>.war file</td>
</tr>
<tr>
<td>Navigator</td>
<td>.msi file</td>
</tr>
<tr>
<td>SLC Player</td>
<td>.msi file</td>
</tr>
</tbody>
</table>

You can download the installations files from the SAP Service Marketplace.

For the installation of the Navigator there is also an installation free distribution to the users’ workplace - please refer to the installation guide of the Navigator.

A full list of the system requirements that are required for each product can be found in the system requirements overview as well as in the installation guides.

For the update of a component please refer also to the specific installation guides.

The library, trainer and book reader functionality will be handled by resources within the workarea. There is no installation needed.

Additional applications

The following applications are necessary for the recording, editing and playback of content:

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recording Web Applications</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td>Content Playback</td>
<td>Internet Explorer, Mozilla Firefox, Google Chrome or Safari</td>
</tr>
<tr>
<td>SAP GUI</td>
<td>Version 7.3 - 7.4</td>
</tr>
<tr>
<td>SAP Business Suite</td>
<td>SAP GUI Scripting activated (server-sided and role-specific)</td>
</tr>
<tr>
<td>Documentation Generation</td>
<td>MS Office (Word and PowerPoint) 2007 - 2013</td>
</tr>
<tr>
<td>PDF Generation</td>
<td>MS Office 2007 und Plug-In Microsoft Save as PDF</td>
</tr>
<tr>
<td></td>
<td>MS Office 2010 / MS Office 2013</td>
</tr>
<tr>
<td>Aris import</td>
<td>Symbio installation (license required)</td>
</tr>
</tbody>
</table>

A few changes are required to the security settings of the browser used for the playback of content so that the relevant browser works perfectly with SAP products. Please refer to the specific installation guides.
3 Technical Support

Please use the SAP Incident Wizard on the SAP Service Marketplace to submit your incidents on the following components:

- KM-WPB // Workforce Performance Builder
- KM-WPB-PRO // Workforce Performance Builder – Producer
- KM-WPB-IPR // Workforce Performance Builder – Instant Producer
- KM-WPB-MGR // Workforce Performance Builder - Manager
- KM-WPB-NAV // Workforce Performance Builder - Navigator
- KM-WPB-CXH // Workforce Performance Builder - Context Sensitive Help
- KM-WPB-APR // Workforce Performance Builder - Application Profiles
- KM-WPB-SMI // Workforce Performance Builder - Solution Manager Integration

If you are not familiar with the SAP Service Marketplace, please 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 Service Marketplace 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, 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 Service Marketplace 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
Material Number

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