



MASTER GUIDE | Customer
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SAP Enable Now (On-Premise Edition)

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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 Enable Now. 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 Enable Now 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

➤ Recommendation

You can find the most current information about the technical implementation of SAP Enable Now and the latest installation and configuration guides on [SAP Help Portal](#).

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 Enable Now, 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:

Content	Location on SAP ONE Support Portal
Information about creating error incidents	Incidents
SAP Software Download Center (software download and ordering of software)	Software Downloads
SAP Online Knowledge Products (OKPs) – role-specific Learning Maps	Get Involved Early

1.2.2 Further Information

You will find further information about SAP Enable Now on:



SAP Help Portal

Find the most recent versions of product documentation, manuals and guides in the [SAP Help Portal](#).



InfoCenter

Find interactive training material, best practices, conceptual knowledge and more in our [Info Center](#).

2 SAP Enable Now - Overview

SAP Enable Now 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 Enable Now 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 Enable Now provides useful methods for the documentation and e-learning.

As a second stage SAP Enable Now 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 Desktop Assistant guides end users context-sensitively within the live system.

2.1 Software Components of the SAP Enable Now

SAP Enable Now 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 Enable Now is based on the following 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.



Desktop Assistant

The Desktop Assistant is the context-sensitive just-in-time-help for the live application; either as a guided tour or as a context help. By using the Desktop Assistant 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 used for the playback of content as SLC files.

Editions of the SAP Enable Now

There are two different editions of the SAP Enable Now which include different components:

- **SAP Enable Now Authoring Edition**
 - Comprises: Producer, SLC Player
- **SAP Enable Now Consumption Edition**
 - Comprises: Manager, Instant Producer, Desktop Assistant, SLC Player

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

An optional component for both editions of SAP Enable Now is the Desktop Assistant, which is necessary for the playback of navigation content for each author and end user workplace.

2.2 System Landscape

Several system landscape integrations are possible for the SAP Enable Now - depending on the available components and use cases.

Caution

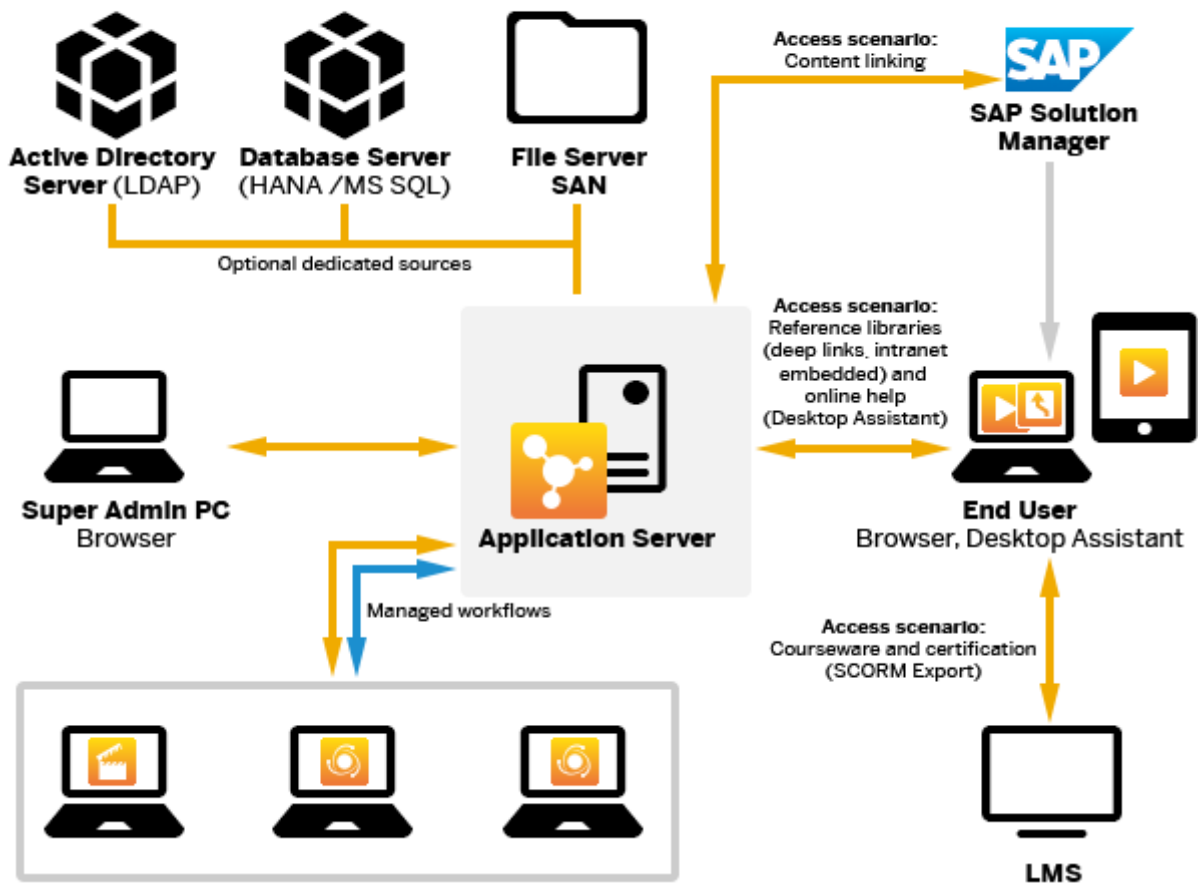
We strongly recommend that you use a minimal system landscape for test and demo purposes only. For performance, scalability, high availability, and security reasons, do not use a minimal system landscape as your production landscape.

2.2.1 Network Architecture with Manager

The Manager the concept of the central workarea. Multiple central workareas can be stored in one instance of the Manager bling 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 a 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.

SAP Enable Now - Consumption Edition Network Architecture

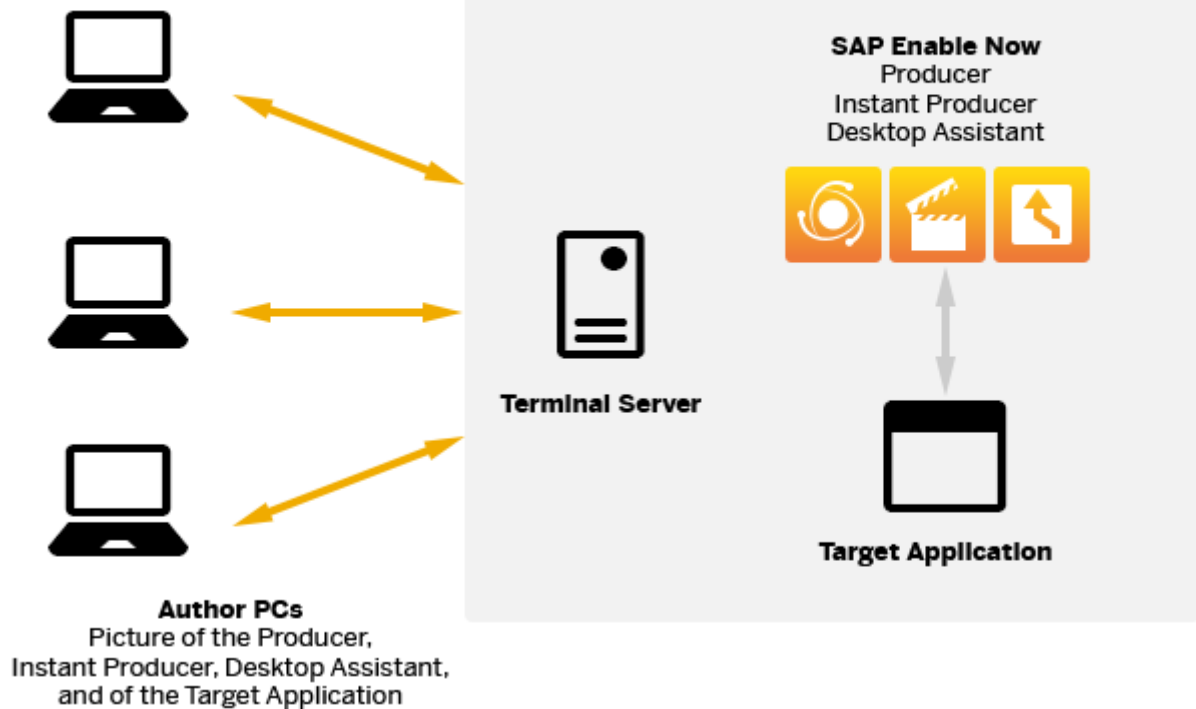


2.2.2 Installation on Citrix

The Producer, the Instant Producer and the Desktop Assistant 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.

SAP Enable Now Citrix Installation



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 Enable Now refer to the appropriate installation guides of the components (see also [SAP Help Portal](#)). The components can be installed in an optional order.

For the installation you need the following installation files:

Product	Installation file
Producer	<i>msi</i> file
Instant Producer	<i>msi</i> file
Manager	<i>war</i> file
Desktop Assistant	<i>msi</i> file
SLC Player	<i>msi</i> file

You can download the installations files from the SAP ONE Support Portal.

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 upgrade guide.

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:

Scenario	Requirement
Recording Web Applications	Microsoft Internet Explorer Microsoft Edge
Content Playback	Microsoft Internet Explorer Microsoft Edge Mozilla Firefox Apple Safari Google Chrome
SAP GUI	Version 7.3 - 7.4
SAP Business Suite	SAP GUI Scripting activated (server-sided and role-specific)
Documentation Generation	Microsoft Office (Word and PowerPoint) 2010 - 2016

Scenario	Requirement
	Microsoft Office 365 (Word and PowerPoint desktop only)
PDF Generation	Microsoft Office 2010 - 2016 Microsoft Office 365 (desktop components only)
Aris import	Symbio installation (license required)

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 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.

4 Important Disclaimers on Legal Aspects

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