

Version 4 – January 21, 2009

### **Virtual Classroom Training Technical Environment:**

Each SAP virtual classroom training event will be supported by two separate technologies used for presentation and hands-on activities. The specific technologies used are:

- Adobe Connect - used by virtual classroom students to participate in course lecture, demonstration, chat, question & answer, etc. activities for all SAP courses except SAP Business Objects courses.
- WebEx – used by virtual classroom students to participate in course lecture, demonstration, chat, question & answer, etc. activities for all SAP Business Objects courses.
- SAP Windows Terminal Server (WTS) & Citrix Secure Gateway (CSG) -- used by virtual classroom students to perform hands-on exercises in all SAP courses except CPM311, CPM321, and SAP Business Objects.
- Surgient - used by virtual classroom students to perform hands-on exercises for CPM311, CPM321 and for all SAP Business Objects courses.

### **PC Software Installation and Other Activities Required for Participation in a Virtual Classroom Delivery:**

In order for the student to participate successfully in a virtual classroom delivery they must load their PC with specific software and perform necessary connection, bandwidth, and latency tests. It is the customer's responsibility to ensure all of these activities are performed within the two business days prior to the start of delivery. The following outlines the software and other activities required:

- Adobe Connect:
  - A plug-in must be installed to allow the student to be a presenter and share his screen with the class. Students may need to share their screen with the instructor during hands-on exercises in order to resolve a problem they are having in completing an exercise step.
  - Instructions to load the plug-in will be given to the student via e-mail 2 business days before the start of virtual class delivery. The plug-in takes approximately 5 minutes to install and is available at: <http://sap.support.pgiconnect.com/marketing/addin.html>
- WebEx:
  - Prior to taking the course a test must be performed to verify you can join a meeting. During this test all required software or plug-ins are installed to successfully join a meeting if not already present. The link to the meeting test is: <http://developers.webex.com/api/jointest/index.php>.
- SAP Windows Terminal Server (WTS) & Citrix Secure Gateway (CSG):
  - Instructions will be provided to the student 2 business days before the start of virtual class delivery to install the Citrix ICA Client available through the "Download Center" at <http://mywts.sap.com>.
  - Upon installation of the Citrix ICA Client the student will be asked to perform a connection, latency, and bandwidth test to check the quality of their connection to the SAP network.
- Surgient:
  - Instructions will be provided to the student two business days before the start of the virtual class delivery to perform a web browser and connectivity test.

- LockLizard Safeguard PDF Viewer:
  - An electronic version of the course manual will be provided to each registered student for download. In order to view, copy, print, etc. the manual the student must first install the Safeguard PDF Viewer on their PC.
  - A link to the viewer download will be provided 2 business days prior to the start of virtual class delivery.

### Hardware Requirements:

- PC with 1 GHz processor or higher. Minimum 1 GHz processor recommended for screen sharing. Students may be asked to share their screen during hands-on exercise portion of virtual class.
- 17 inch or larger monitor is recommended set at 1024 X 768. Larger monitor and 1024 X 768 setting will make presentation and system screens easier to read.
- Phone with Headset/Microphone or Speakerphone feature – to maximize student listening and comfort during presentation and demonstration portion of course.

### Software Requirements:

For all SAP courses except CPM311, CPM321, and SAP Business Objects

	<b>Adobe Connect &amp; SAP Windows Terminal Server (WTS)</b>
Operating System:	Microsoft Windows 98 SE, 2000, XP and Vista Linux Mac OS X
Browsers Supported:	Microsoft Internet Explorer 5.5 – SP2 or Higher Firefox Version 2 or higher
Browser Options:	Cookies Enabled
Plug-ins:	Adobe's Macromedia Flash Player 6.0.79 or higher
Minimum Bandwidth:	DSL, Cable, or Network connection is required. Wired connection is recommended. 30 to 50 kbps per student. Network or ISP connection latency should be less than 150ms
Other:	Microsoft Installer Version 2 or higher

For SAP Courses CPM311 and CPM321

	<b>Adobe Connect &amp; Surgient</b>
Operating System:	Microsoft Windows Server 2003, Microsoft Windows 2000 and XP. Note: Vista is not Supported for Surgient. Red Hat Linux 9.0, Novell SUSE Linux 9.0, 9.1 Mac OS X
Browsers Supported:	Microsoft Internet Explorer 6.0 or higher Firefox Version 2 or higher
Browser Options:	Cookies Enabled Popups Enabled Support for Frames enabled JavaScript and VB Script enabled Java Applets and/or Microsoft's ActiveX controls are enabled
Plug-ins:	Adobe's Macromedia Flash Player 6.0.79 or higher
Minimum Bandwidth:	DSL, Cable, or Network connection is required. Wired connection is recommended. Network bandwidth should exceed 80kb/s per student

<b>Adobe Connect &amp; Surgient</b>	
Other:	Java 2 Platform Standard Edition (J2SE) version 1.4.2 or later; available from <a href="http://www.java.com">http://www.java.com</a>

For SAP Business Objects Courses:

<b>Webex &amp; Surgient</b>	
Operating System:	Microsoft Windows Server 2003, Microsoft Windows 2000 and XP. Note: Vista is not Supported for Surgient.
	Red Hat Linux 9.0, Novell SUSE Linux 9.0, 9.1
	Mac OS X
Browsers Supported:	Microsoft Internet Explorer 6.0 or higher
	Firefox Version 2 or higher
Browser Options:	Cookies Enabled
	Popups Enabled
	Support for Frames enabled
	JavaScript and VB Script enabled
Minimum Bandwidth:	Java Applets and/or Microsoft's ActiveX controls are enabled
	DSL, Cable, or Network connection is required. Wired connection is recommended. Network bandwidth should exceed 80kb/s per student
Other:	Java 2 Platform Standard Edition (J2SE) version 1.4.2 or later; available from <a href="http://www.java.com">http://www.java.com</a>