

## Virtual Live Classroom Training Technical Requirements

### Virtual Live Classroom Training Technical Environment:

Each SAP virtual live 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.
- SAP Windows Terminal Server (WTS) & Citrix Secure Gateway (CSG) -- used by virtual classroom students to perform hands-on exercises on SAP training systems.

### PC Software Installation and Other Activities Required for Participation in a Virtual Live 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 three 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 three 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>
- SAP Windows Terminal Server (WTS) & Citrix Secure Gateway (CSG):
  - Instructions will be provided to the student three 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.

### 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:

	<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