SAP Education Online E-Learning Products
Technical Readiness Checklist

Hardware Requirements:
- Processor: Minimum 400 MHz processor, recommended: Pentium IV 1.6 GHz
- RAM: 512MB RAM minimum
- Sound: 16-bit sound card, with speakers or a headset (optional)
- Screen Resolution: 1024 by 768 (minimum)

Software Requirements:
- Operating System: Microsoft Windows XP, Windows Vista and Windows7. Courses are not compatible with Mac computers or handheld devices.
- Browser: Microsoft Internet Explorer versions 7 & 8, Mozilla Firefox version 3.6 with JavaScript support in the browser configuration. Browser zoom must be set to 100%.
  Google Chrome & Apple Safari browsers are not fully supported at this time.
- Plug-ins:
  - The courses require at least Flash 9 plug-in (subversion greater than 115) in order to function. [Get the Adobe Flash Player]
  - For web assessments, the Sun Java plug-in JRE 1.4.2 or higher is required. [Get the newest Sun Java plug-in]
  - Acrobat PDF Reader: [Get Adobe PDF Reader]

Pop-up Blockers: must be disabled in order to view the course content properly. Browser toolbars can interfere with the performance of the eLearning content. Toolbars such as Google Toolbar should be disabled while using the eLearning course.

Connectivity Requirements:
Minimum Connection Speed: 1mb. (We recommend at least 2mb & above for high quality performance. While the course will function at the minimum required speed, due to the multimedia nature of the materials, serious performance degradation may occur.)
Flash Player Security Settings

Once you have installed Flash Player you are required to set the Flash Player Security Settings to “Always Allow” in order to enjoy the full functionality of the SAP eLearning Course.

- Navigate to the Flash Player Global Security Settings website using the following web address:
  
  ![Set the Flash Player Security Settings](image)

- This will open the page shown below:

- You should ensure that your Global Security Setting is set to “Always Allow” as shown below:

  ![Adobe Flash Player Security Settings Manager](image)

For further support please contact the SAP eLearning Support Team at e-learning@sap.com.

This support service is only available via email in English, Monday to Friday. Please include your S-User ID in all correspondence with the support team.

Forgot your Password?

You can easily get a new one via our online request:

![Reset S-User Password](image)

For a manual reset of your S-User password please contact the SAP Service Marketplace Team at service@sap.com.

Access to SAP Online Knowledge Products (OKP)

To get access to the SAP OKP area please go to the SAP Service Marketplace quick-link service.sap.com/okp and here log on with your S-User and your password.

Access to SAP e-Learnings

To get access to SAP e-Learnings please go to the SAP Education Portal SAP Education Portal and here log on with your S-User and your password.

Learn what you need to know!!

Please contact your local SAP Education team for further information about all eLearning courses available. This local SAP Education team will be able to evaluate your needs and suggest the most relevant course or range of courses to cater for your needs.

Contact SAP Education
Internet Options - Advanced Settings

Once you've installed the latest Sun Java JRE, please ensure you have the following Java options selected. To locate the Internet Options panel, select Tools > Internet Options from your browser's menu bar. Click the Advanced tab and scroll to the Java options section.

Security Settings

Your Internet Security level should be set to either Low or Medium to be able to accept any required Java Applets. Click the Security tab and ensure the Security Level for Java permissions is set to either Medium safety or Low safety.

Changing these settings, operating with an older version of the Sun Java JRE or the IBM JRE may affect your ability to launch eLearning offerings, or components thereof. Other factors that may impact functionality are pop up blocking software, third-party security software settings, or firewall security settings.

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Java Browser Setting

Confirm that your Java Plug-in is configured to use Microsoft Internet Explorer. To locate the Java Plug-in Control Panel, select Start > Settings > Control Panels > Java. Click the Advanced tab, open Default Java for Browser and select the checkbox beside Microsoft Internet Explorer. Click OK, and close the window.

Trusted Website Setting

Please ensure that the following websites are added to your list of trusted websites in your browser:

https://service.contentplayer.sap.com
https://training.sap.com

Please take the following steps:
Open Internet Explorer > Click on Tools > Select Internet Options > Select the Security tab
Add the SAP Learning Portal website to your list of Trusted Sites:

SAP e-Learning Support Inbox

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**Active Scripting Setting**
Please ensure the Active scripting and Scripting of Java applets options are enabled.

Open a browser, go to Tools > Internet Options > Security Tab click on the Custom level button.
Scroll down to the Scripting Section.
Under Active scripting select “Enable”

Scroll down to Scripting of Java applets and select Enable. Click ok

After carrying out the steps above please restart Internet Explorer to ensure the changes take effect.