



## SAP® Learning Hub

### Online Learning Technical Readiness Checklist

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Get the most from e-learning courses and various editions of SAP® Learning Hub. Refer to this [technical readiness checklist](#) for details on hardware, software, plug-in, and connectivity requirements, as well as security and active scripting settings.

#### HARDWARE REQUIREMENTS

- Processor: minimum 2.4 GHz processor
- RAM: 2 GB RAM minimum
- Sound: 24-bit sound card, with speakers or a headset (optional)
- Screen resolution: 1024 x 768 pixels (minimum)

#### SOFTWARE REQUIREMENTS

- Operating system: Microsoft Windows 7, Windows 8.1, and Windows 10. MAC OS 10.5x, MAC OS 10.8.4, and MAC OS 10.11. Courses are not fully compatible with handheld devices.
- Browser: Microsoft Internet Explorer version IE 11, Edge. Mozilla Firefox up to version 64 with JavaScript support in the browser configuration, Google Chrome up to version 70, and Safari versions 9 to 11. Browser zoom must be set to 100%.
- Browser encryption: must use the TLS 1.2 encryption standard otherwise access to the SAP training site will be disrupted. Contact your IT department or visit the browser's Web site for upgrade support and compliance to the TLS 1.2 encryption standard.

#### PLUG-IN REQUIREMENTS

- For web assessments, Java plug-in JRE 1.7.0\_51 or higher – [get the newest Java plug-in](#).
- For viewing PDF files, Adobe Reader software – [get Adobe Reader](#).

#### CONNECTIVITY REQUIREMENTS

The minimum required connection speed is 20 MB. We recommend at least 50 MB and above for high-quality performance. While the course will function at the minimum required speed, serious performance degradation may occur due to the multimedia nature of the materials.

## ADDITIONAL INFORMATION:

Requirement	
Enabled JavaScript	All functions of the web application and content playback are based on the use of JavaScript. You must enable JavaScript.
Deactivated pop-up blocker	No matter which pop-up blocker you use, you must disable the blocking of pop-ups for the location from which you are loading the application and content.
Activated cookies	After successfully logging on, your session information is stored in cookies. You should therefore activate cookies in your browser to ensure that this information is saved correctly.
Security Settings	We recommend that you add the cloud service pages to the browser's 'trusted sites' section to ensure your browser accepts the required Java applets.

### TRUSTED SITES LINKS

- <https://performancemanager.successfactors.com/login>
- <https://saplearninghub.plataeu.com>
- [icontent.plataeu.com](https://icontent.plataeu.com)
- [icontent-entitlement.plataeu.com](https://icontent-entitlement.plataeu.com)
- [icontent-entitlement-eu.plataeu.com](https://icontent-entitlement-eu.plataeu.com)
- <https://performancemanager.successfactors.eu>
- [https://\\*.dispatcher.hana.ondemand.com](https://*.dispatcher.hana.ondemand.com)
- [https://\\*.sapjam.com](https://*.sapjam.com)

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## SUPPORT

For more information and support, refer to the user guides in the [help center](#). For further questions and assistance with your enrollment, reach out to your local SAP contact. For technical support, please contact our support team [here](#).



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