



SAP Education

SAP® Live Access
General User Guide
February 2018





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Before You Start

Review this preparatory checklist before starting your coursework in a training system within the SAP® Live Access environment.

SAP Learning Hub prerequisites:

- SAP Live Access contingent available
- Course-specific training handbook available
- Membership in your course-specific SAP Learning Room (optional)

Software requirements:

- Operating system: Microsoft Windows 7 or higher; Mac OS X Yosemite or higher
- HTML5-compatible browser

Browser configuration and connectivity:

- Cookies, pop-ups, and frame usage enabled in your Web browser settings
- Successful [connection test](#)
- [Performance check](#) to ensure sufficient network connection from your location

For more information, visit the [FAQ](#) and [system requirements](#).

We wish you an enjoyable training experience with SAP Live Access.



Explore the possibilities offered by SAP Live Access. Access preconfigured training systems and interactive courses from SAP. Reference this document for setup prerequisites and general guidance for using SAP Live Access.

Get Started

CHOOSE A COURSE

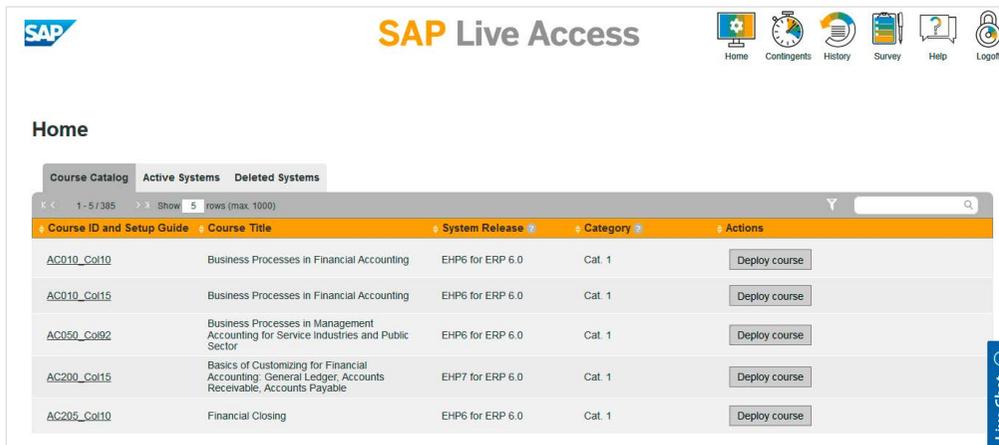
Start your learning experience by visiting <https://liveaccess.sap.com> and log on through the icon located at the top right-hand corner of the SAP Live Access landing page.

The *Course Catalog* tab features a list of SAP courses available to you to create a corresponding training system. Select the appropriate course based on your learning requirements. A course may exist in different collections, as marked by the course identifier indicated in the *Course ID* column, or different system releases, noted in the *System Release* column.

Note: *Buy new contingent* is shown in the *Actions* column if you are not logged in or if you don't have an appropriate and valid contingent. Selecting it will redirect you to a Web page where you can start the booking process.

DEPLOY YOUR TRAINING SYSTEM

Get your training system by selecting *Deploy course* in the row of the chosen course. On the first screen of the pop-up window, select a training system according to the availability and type.



Private systems

Only one user per system
 System lifetime is up to 30 days
 Deployment takes up to 90 minutes
 Suspend and resume take up to 30 minutes
 Exercises are supported, and free exploring is allowed

Public systems

Multiple users on the same system
 System lifetime is predefined
 Available immediately
 No suspend and resume wait time
 Exercises are supported

Deploy course HY500_Col06

1 Select training system >> 2 Select contingent

Please select the training system:

Valid From	Valid Until	System Type
<input type="checkbox"/> Jan 16, 2018	Feb 15, 2018	Private

Cancel Next

Proceed to the second screen to choose which contingent should be used, and confirm the action by selecting *Deploy now*. If you choose to join an existing **public training system**, you are redirected to the *Active Systems* tab where you can directly access the system.

If you decide to deploy a new **private training system**, you'll receive an e-mail notification confirming the start of your training system deployment. On the *Active Systems* tab, the status of the training system shows that it is deploying and then suspending. Initial system deployment might take up to 90 minutes to complete, and your contingent will not be charged for this deployment time. In the meantime, you can read the course-specific setup guide by selecting the *Course ID* link. Once the training system is deployed, you will receive another e-mail notification confirming successful system creation. On the *Active Systems* tab, the status of the training system now shows as *Suspended* and the system lifetime starts to count down.

RESUME YOUR TRAINING SYSTEM

When you decide to start your coursework and access your training system, select *Resume*. Once the training system within SAP Live Access resumes, you will receive another e-mail notification confirming that the system is successfully resumed. On the *Active Systems* tab, the status changes to *Running*, and the contingent's consumption time starts to count down.

SAP Live Access

Home Contingents History Survey Help Logout

Home

Course Catalog Active Systems Deleted Systems

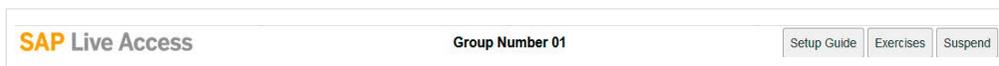
Course ID and Setup Guide	System ID	Contingent ID	Remaining System Lifetime	Remaining Consumption Time	System Status	Actions
S4C30_Col03	00055008973564	0151488710	17d 18h 26m	18h 57m	Resuming	
HA100_Col13	00055008976313	0151488711	29d 20h 57m	19h 59m	Suspended	Resume Delete
BC400_Col16	00055008976314	0151488712	29d 21h 4m	19h 58m	Running	Access Suspend Delete
HY500_Col06	00055008976436	0151488713	29d 23h 58m	19h 59m	Suspending	

Privacy Legal Disclosure Copyright/Trademark Terms and Conditions Support

Live Chat

ACCESS A TRAINING SYSTEM FOR STANDARD SAP SOLUTIONS

By selecting *Access*, you are logged on to the training system within SAP Live Access and can now start working on course exercises. The training system header at the top of the screen provides important information, such as your designated group number. Each time you are asked to make an input containing the ## or XX symbols, you need to replace them with your group number. Selecting *Setup Guide* shows additional system setup information, including application login credentials. Selecting *Exercises* shows all exercises and solutions for the current course. When you have completed your work in the training system, close all running applications and select *Suspend* at the top right-hand corner of the training system header.



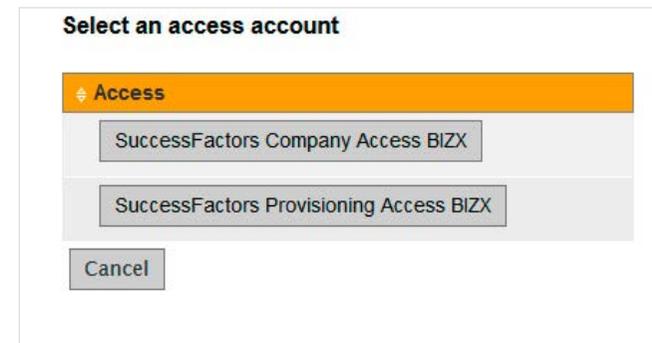
Notes:

- If you do not log out as described, your session will remain connected. During that time, you cannot connect to another training environment.
- After 60 minutes of inactivity, your remote session will be closed and your system will be suspended automatically.
- Check that you have received an e-mail notification confirming that the system suspension starts.

ACCESS A TRAINING SYSTEM FOR SAP SUCCESSFACTORS SOLUTIONS

After selecting *Access* on the *Active Systems* tab, you will be prompted to connect either to the company instance or the provisioning back end. Read the course-specific setup guide for system-specific details (select the *Course ID* link).

When you have completed your work in the training system, log off from your company instance and/or provisioning back end. Next, suspend your training system through the *Active Systems* tab.



Manage and Explore

HOME

Management of the active training systems is done on the *Active Systems* tab. If you have no training system deployed, the list will be empty. A training system corresponds to a specific course and its collection or system release. All systems in the list have a unique system identifier and are associated with the contingent shown. The columns *Remaining System Lifetime* and *Remaining Consumption Time* indicate when access to the system will end. A newly deployed training system has a system lifetime that lasts until the contingent validity ends, but not longer than 30 days. During this time, the system can transition between various statuses, such as suspended or running.

The *Deleted Systems* tab lists all inactive training systems, including the time and reason for the deletion. When a training system is deleted, two e-mail notifications are sent. The first message confirms the deletion of the selected training system, and the second verifies the detachment of the associated contingent. You can provide feedback for specific courses by selecting the *Feedback* link in the applicable row of your training system.

CONTINGENTS

Contingents are used for training system deployments within their validity period.

Each contingent identifier is unique and may belong to category 1, 2, or 3:

- **Category 1** contingents can be used only for category 1 training systems within SAP Live Access.
- **Category 2** contingents can be used to deploy training systems belonging to categories 1 and 2.
- **Category 3** contingents can be used to deploy all available training systems.

Contingent ID	Assigned Course ID	Valid From	Valid Until	Total Consumption Time	Remaining Consumption Time	Category
0151488710	S4C30_Col03	01-Jan-2018	31-Dec-2018	20h	18h 57m	Cat. 3
0151488713	HY500_Col06	01-Jan-2018	31-Dec-2018	20h	20h	Cat. 3
0151488711	HA100_Col13	01-Jan-2018	31-Dec-2018	20h	19h 59m	Cat. 3
0151488712	BC400_Col16	01-Jan-2018	31-Dec-2018	20h	19h 59m	Cat. 3
0151488714		01-Jan-2018	31-Dec-2018	20h	19h 59m	Cat. 3
0151488715		01-Jan-2018	31-Dec-2018	20h	20h	Cat. 3
0151488716		01-Jan-2018	31-Dec-2018	20h	20h	Cat. 3
0151488717		01-Jan-2018	31-Dec-2018	20h	20h	Cat. 3
0151488718		01-Jan-2018	31-Dec-2018	20h	20h	Cat. 3
0151713713		01-Jan-2018	31-Dec-2018	20h	20h	Cat. 3

A **consumption time** of 20 hours means that a system deployed with a contingent can be in running status and accessible for a maximum time of 20 hours within the system's lifetime. We recommend suspending the system whenever you are finished working on an exercise to preserve any time remaining on your contingent.

The *Valid Contingents* tab on the *Contingents* page shows a list of all contingents that were purchased and are available for a training system deployment within SAP Live Access; contingents already assigned to the training system but not fully consumed are also listed. The *Assigned Course ID* column specifies the course for which the contingent was used to deploy a training system. The column *Remaining Consumption Time* indicates the number of hours available on the contingent within its validity. On the *Expired/Consumed Contingents* tab, the column *Fully Consumed On* shows the end date for contingents that are no longer available.

Notes:

- Once it is used to deploy a training system, the contingent is attached to that system and cannot be used to deploy another training system in parallel.
- By deleting a training system before the entire contingent consumption time is used, the associated contingent can then be reused to deploy another training system for the remainder of its consumption time.
- The contingent consumption time is only consumed when the training system is in running status.
- The training system is automatically deleted when the contingent's consumption time, or the system lifetime, ends.
- The time columns on all pages correspond to the Central European (CET) time zone.

HISTORY

The *History* page details all major training-system interactions such as deployment requests, deployment completion, system suspension, and deletion.

SURVEY

Please provide feedback on your experience through the *Satisfaction Survey*. We value all comments. You can also provide feedback for specific courses by selecting the *Feedback* link in the row of your training system on the *Deleted Systems* tab.

Help and Support

The *Quick Start Guide* page, containing the minimum information needed for successful use of SAP Live Access, is presented on first login. By selecting *Continue*, it is dismissed until the next logon or can be permanently dismissed after reading by selecting the box beside *Do not show this page every time*.

The *Help* menu provides quick access to the *Quick Start Guide*, *General User Guide*, and *SAP Live Access FAQ*. If you don't find the answer to your issue under frequently asked questions in the [Help Center](#), send an e-mail to e-learning@sap.com. You can also reply to the e-mail notification received after any training system activity.

When requesting support, please provide the following information in your message:

- Course identifier and collection code or system release
- Contingent code
- Training system ID
- Your user ID (name) and e-mail address
- Detailed description of the issue with screenshots and any notification e-mails to help the support colleagues better understand the issue

All system-relevant information can be obtained by referring to the *Active Systems* tab. Follow these steps to resolve system unavailability issues, deployment errors, and failures – for example, if you receive an e-mail notification and find that your system status is *System Unavailable*.

Note: If you encounter issues related to the network connection or network performance, please first contact your local hosting provider and let them analyze the issue.

For further details, reference the *Technical Support Overview & Service Framework* document, accessible from the *Support* link in the footer of the *SAP Live Access* page.

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