

SAP Training and Adoption

Citrix and OneClick Access



User Guide as of 2022

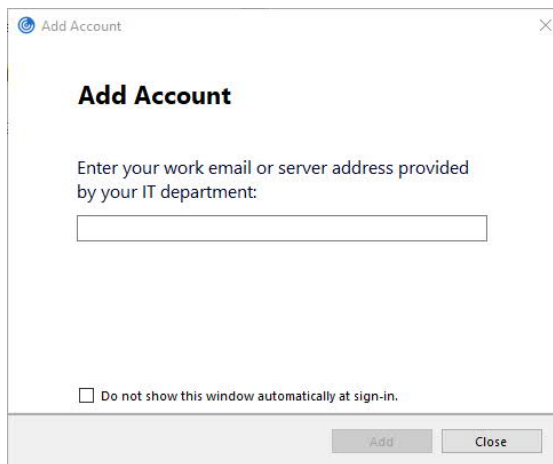
This manual summarizes the technical prerequisites for connecting to the SAP training infrastructure through either the Internet, installing Citrix Workspace App or Web browser-based One-Click Access method.

Note: The training instructor will inform you on the used access method on the morning of the first day of the training event. Hence, please ensure that you are installing the Citrix Workspace App (paragraph 1) and execute the connection test like described in paragraph 2.

1 Install the Citrix Workspace Application

1. Open your Browser and go to www.citrix.com/downloads/workspace-app
2. Select the Version according to your Operating System and click the download button.
3. Launch the CitrixWorkspaceApp.exe file and click Start.
4. Read and accept the EULA and continue with the installation.
5. Follow the Windows-based installer to complete the installation.
6. After successful installation click on Finish.

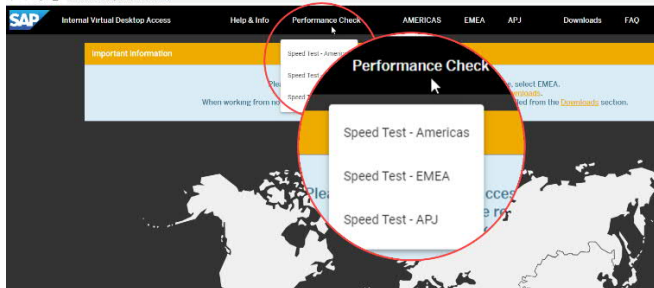
Note: it is not required to set up a Citrix Workspace app account by entering email address or a server URL. You can select Do not show this window automatically at sign-in to prevent the Add Account window to pop up on subsequent logon.



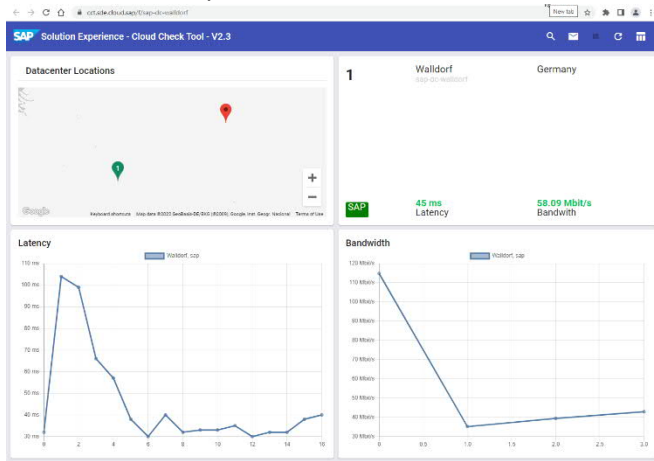
If there are any problems with the installation, please first contact your local IT department for further assistance before requesting SAP support.

2 Connection Test – Citrix

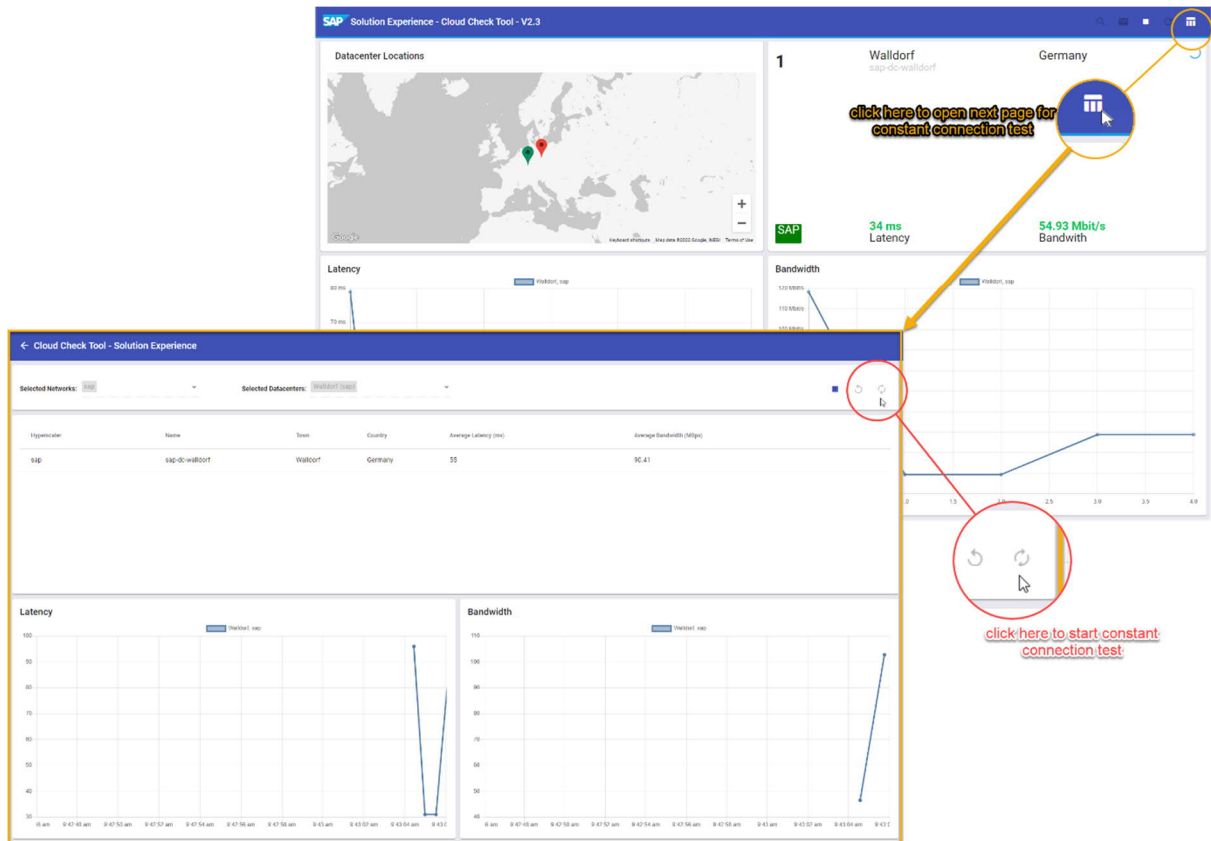
1. Open access.sap.com.
2. Verify that your connection is suitable
 - a. click on the Performance Check link at the top of the screen.
 - b. Select your region



- c. A new tab will open and the measurement starts immediately



3. Review the results of the test by using the following color keys that indicate network performance:
 - Green – Good latency and bandwidth
 - Yellow – Sufficient latency and bandwidth
 - Red – Insufficient latency and bandwidth, meaning the network is unsuitable to connect to the SAP training infrastructure
4. To test whether the connection can be held stable or becomes interrupted by a firewall, proxy, etc., please let the following test run for 1h or 2h – start with the tool as described in 2.c)



Note: We strongly recommend performing this test on at least two computers located in the room where the training event will take place.

3 One-Click - Requirements

3.1 Network

Please check with local IT or the network responsible that the following URLs are reachable from PCs at your location:

- <https://classtest.learning.sap.com/>
- <https://class.learning.sap.com/>
- <https://cct.sde.cloud.sap/f/sap-dc-walldorf/>

3.2 System

Software requirements

- Operating system: MS Windows 7 or newer and Mac OS X Yosemite or higher
- Web browser: HTML5 compatible

Web browser configuration and connectivity

- Cookies, pop-ups, JavaScript must be enabled in web browser settings.
- Any active VPN session can interrupt the connection and therefore needs to be disconnected while using SAP Learning Cloud "One-Click" Access method.
- Verify sufficient network performance by running Speed Test – EMEA
<https://cct.sde.cloud.sap/f/sap-dc-walldorf/>

- Performance Ranges:

Network Performance	Latency performance ranges	Bandwidth values
Good	< 170 ms	> 1 Mbps
Sufficient	170 to 280 ms	0,3 to 1 Mbps
Unpredictable	> 280 ms	< 0,3 Mbps

4 One-Click - Connection Test

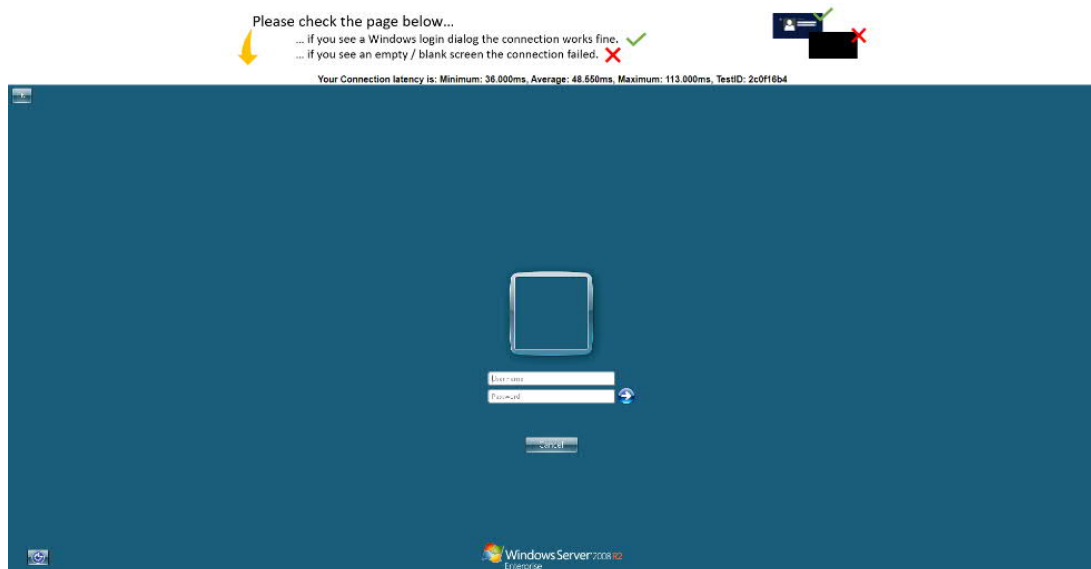
1. Open your Browser and go to <https://classtest.learning.sap.com/>
2. Enter "E+vmUN~7FstX6een" as a password



Connection Test

Test Passcode

3. In case you can see the Windows login screen below, your connection test is successfully completed.
Note: wait for the test connection to run for 10 seconds to confirm that your network connection is stable.



4. If you are not able to see the Windows login screen or the window will be closed immediately, please check section Troubleshooting or contact your local IT department for further assistance.

5 Troubleshooting

If you encounter issues related to the network connection or network performance, please first contact your local IT department or hosting provider for initial analysis of the issue before requesting SAP support.

5.1 System Requirements

Software requirements

- Operating system: MS Windows 7 or newer and Mac OS X Yosemite or higher
- Web browser: HTML5 compatible

Web browser configuration and connectivity

- Cookies, pop-ups, JavaScript must be enabled in web browser settings.
- Verify sufficient network performance by running Speed Test – EMEA
<https://cct.sde.cloud.sap/f/sap-dc-walldorf/>
- Performance Ranges:

Network Performance	Latency performance ranges	Bandwidth values
Good	< 170 ms	> 1 Mbps
Sufficient	170 to 280 ms	0,3 to 1 Mbps
Unpredictable	> 280 ms	< 0,3 Mbps

5.2 Advanced Troubleshooting – One Click

If you are experiencing issues during the connection test or your event when accessing the training system via www.learn.sap/classroom, please try the following steps:

1. Before trying to access the login page again, clear the browser cache. Clearing the browser cache will also clear any links to the error messages and cached content.
2. If you have multiple windows open or have clicked on “Start Test” or “Logon” multiple times, please close those windows, restart web browser and use only one window. You could also try to restart the computer.
3. If connecting via one web browser does not work, please try via other. Either Firefox or Chrome if using Microsoft Windows or Safari if using macOS.
4. If you are connected to any VPN network, please disconnect it, restart the system and then try connecting to the training system again.
5. Please ensure that you do not have any firewalls running on your computer. You can try to temporarily disable them while trying to connect.
6. To exclude your computer being the issue, try to connect on a different computer. A personal computer would be ideal as it will not have security restrictions of work computer.
7. To exclude the office or work network being the issue, try connecting from a different network. Sometimes office networks do not allow connections and may need special setting from your IT teams.

5.3 FAQs - Citrix

For more information, visit <https://access.co.sap.com/AccessPortal/faq> to read our FAQ articles.

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