

SAP Training and Adoption

One-Click Access

User Guide as of 2023

This manual summarizes the technical prerequisites for connecting to the SAP training infrastructure through only a Web browser using SAP Learning Cloud One-Click Access method.

1 Requirements

1.1 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/>

1.2 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

2 Connection Test

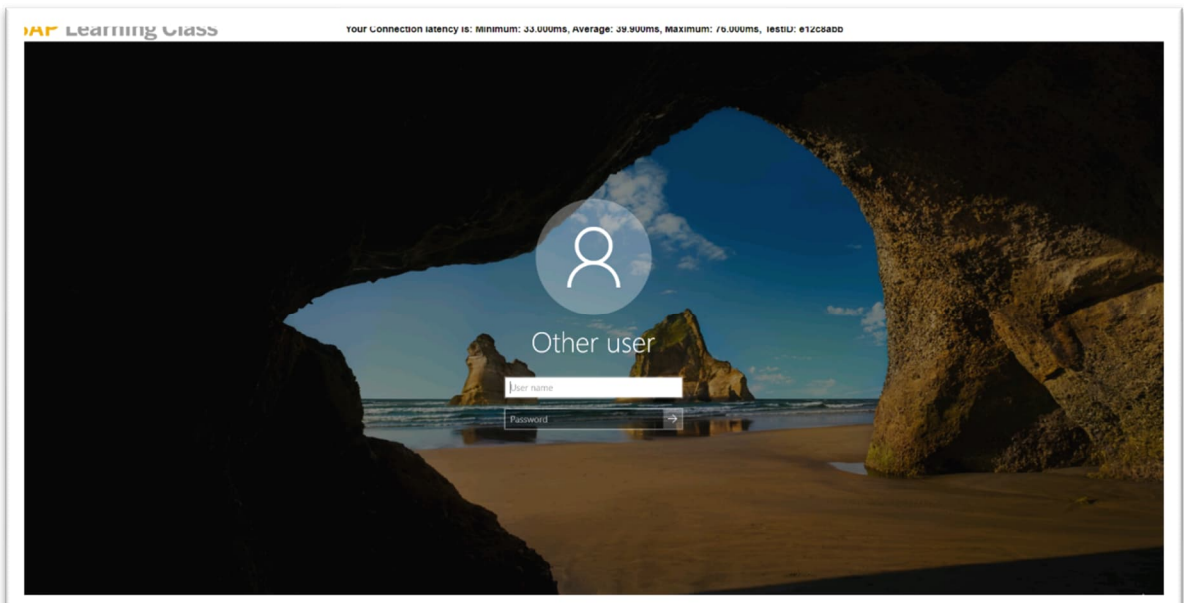
1. Open your Browser and go to <https://classtest.learning.sap.com/>
2. Enter "l31u1Q91jnTUK9HcJSpz8wyeuTN*h~N" as a password.



The image shows a web form titled "Connection Test". It has a label "Test Passcode" followed by a text input field containing the password "l31u1Q91jnTUK9HcJSpz8wyeuTN*h~N". Below the input field is a button labeled "Start Test".

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.

3 Troubleshooting

If you are experiencing issues during the connection test or your event when accessing the training system via <https://classtest.learning.sap.com/>, 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. In case of further issues with cache or cookies try the *Incognito* or *InPrivate* mode of your browser.
4. 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.
5. If you are connected to any VPN network, please disconnect it, restart the system and then try connecting to the training system again.
6. Please ensure that you do not have any firewalls running on your computer. You can try to temporarily disable them while trying to connect.
7. 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.
8. 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.

Note: 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.

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