



PGi Checklist and Useful Tips – SAP Connect for MAC Users

The following are 'checks' that can be performed to proactively resolve issues that may be impacting connectivity to SAP Connect rooms as it relates to MAC users

1) Verify setup and configuration of MAC

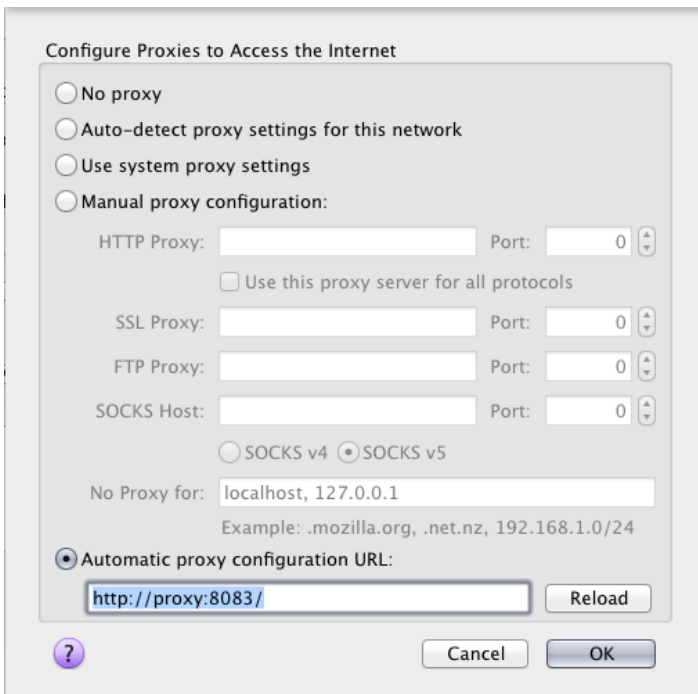
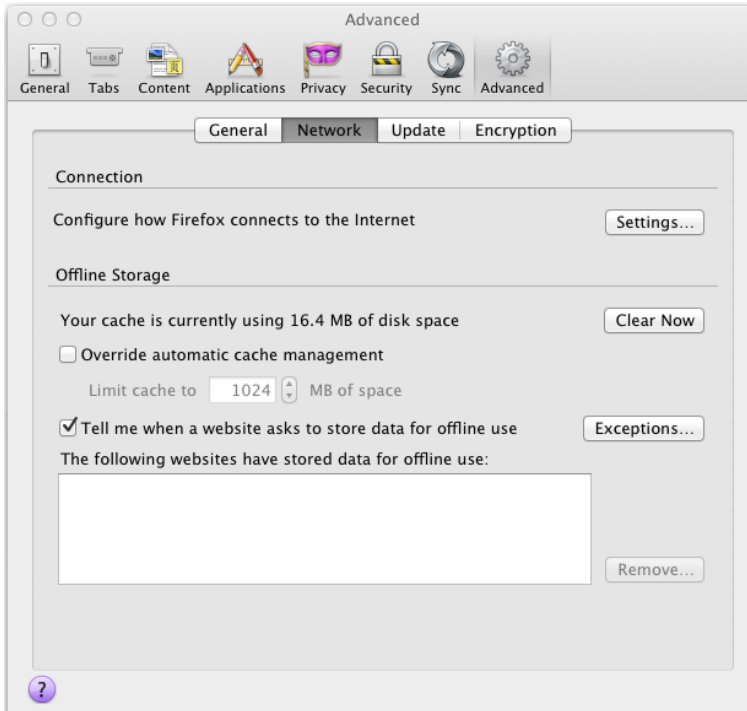
- a) MAC end users should verify basic configuration if they are having issues with SSO authentication.
 - Example: end user is prompted for user name and password when attempting to connect to meeting room URL

- b) The following URL provides information on the basic configuration for MAC (Please note that all wiki articles may only be accessed while connected on the SAP Corporate Network. Windows systems, including WTS, may also access the articles as needed).
 - <https://wiki.wdf.sap.corp/wiki/display/applemac/Basic+Configuration>

- c) MAC users can also utilize WTS (Citrix Desktop) to verify/ensure that their account is working and to access wiki articles if the Mac cannot.
 - <http://connect.sap.com>

- d) In the event it is determined that the end user's issue stem from SSO authentication, the SAP helpdesk needs to be engaged
 - <https://wiki.wdf.sap.corp/wiki/display/applemac/IT+Support>

- e) If the Mac cannot seem to get to the Internet or browse any sites then Proxy settings will most likely need to be configured on the spot or the user will need to contact SAP IT Support. The following is the usual proxy setting for Firefox. To get to the preferences use Firefox > Preferences > Advanced > Network then click on the Settings button to enter the automatic proxy configuration as shown in the second snapshot.

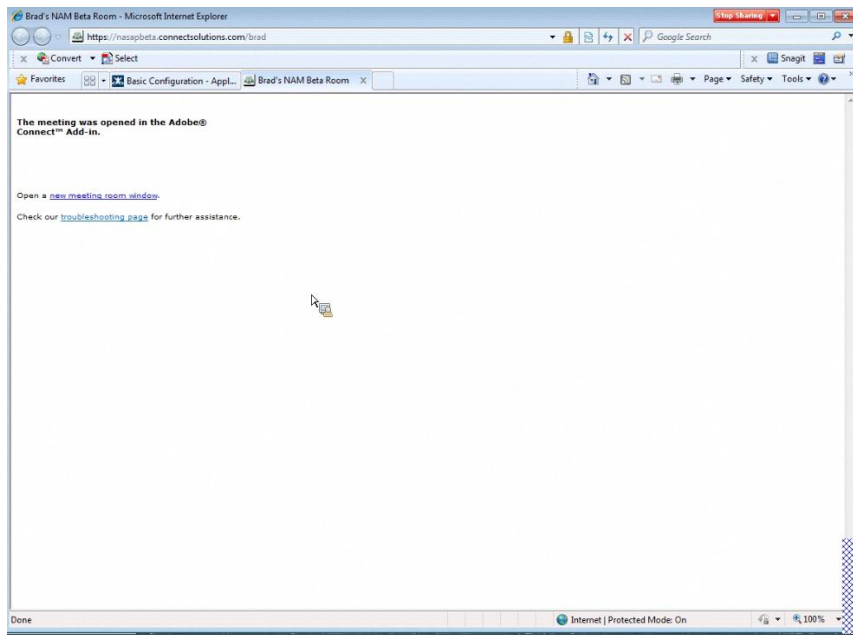


- f) In the event the manual proxy settings do not work, refer end user to wiki for proxy configuration on the MAC <https://wiki.wdf.sap.corp/wiki/display/apple/mac/Basic+Configuration> for proxy self service reset information or use the following for advanced users:

<https://wiki.wdf.sap.corp/wiki/display/apple/mac/Proxy+Configuration>

2) Common end user issues

- a) Upon launching the room, MAC users may experience the initial window hanging...



- (1) If this happens, it is usually an indication that the MAC user needs to update their adobe add-in. The latest Adobe add-in can be sourced via the following URL...

1. <http://www.adobe.com/support/connect/updaters.html>

- b) In the event end users are having issues with Safari, they can check that they have the latest version of Safari by right clicking on the apple icon in the upper left corner of their screen and selecting 'software update'



- c) To use SAP CONNECT, you need to allow pop-ups for the sap.mymeetingroom.com landing page:

- (1) Firefox: you'll be prompted with a yellow warning bar when opening a room, select "always allow pop-ups for sap.mymeetingroom.com" and close the browser, open the room again.
- (2) Safari: there is no exception list for the pop-up blocker, so to use SAP CONNECT with Safari, you need to disable the pop-up blocker in Preferences, tab Security. You can use "Command+Shift+K" to toggle the pop-up blocker to disable for SAP CONNECT manually only.

3) Perform a Connection Test

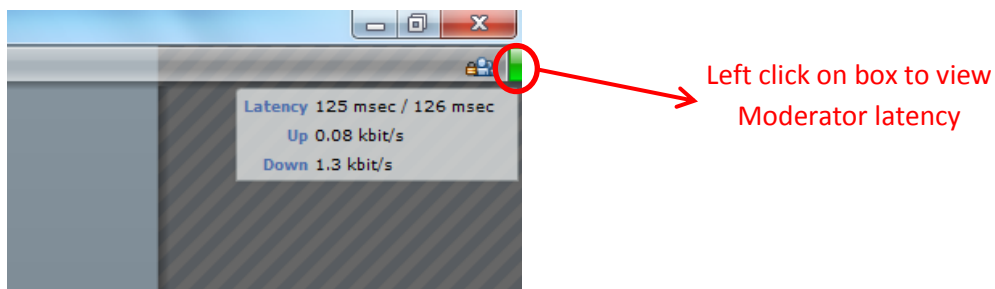
- a) Utilize the following URL to test connectivity:

- https://sap.na.pgiconnect.com/common/help/en/support/meeting_test.htm

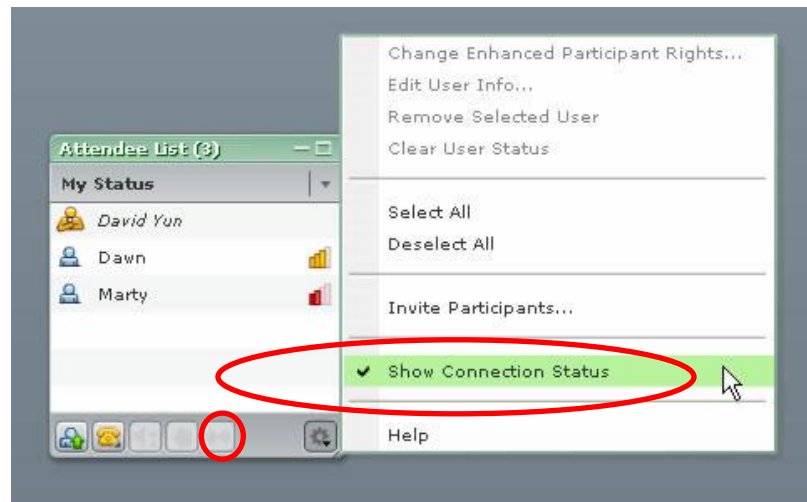
4) Latency Issues Experienced by Moderator or Individual Participants *

As moderator to an SAP Connect web session, both moderator and participant latency can be calculated via the following...

- a) To view moderator latency, left click on the colored box in the upper most right corner of the SAP Connect screen





- b) To view participant latency, click on the 'pod options' icon in the attendee list and select 'Show Connection Status'



- By enabling 'Show Connection Status', you can view participant connection settings and potential issues with settings vs. latency. You can mouse over a connection status icon for a particular attendee. The tooltip provides details about the issues the participant is experiencing. Connection status tooltip provides clues into precisely what problems an attendee is encountering.



- Icon displays for participants and their meaning:

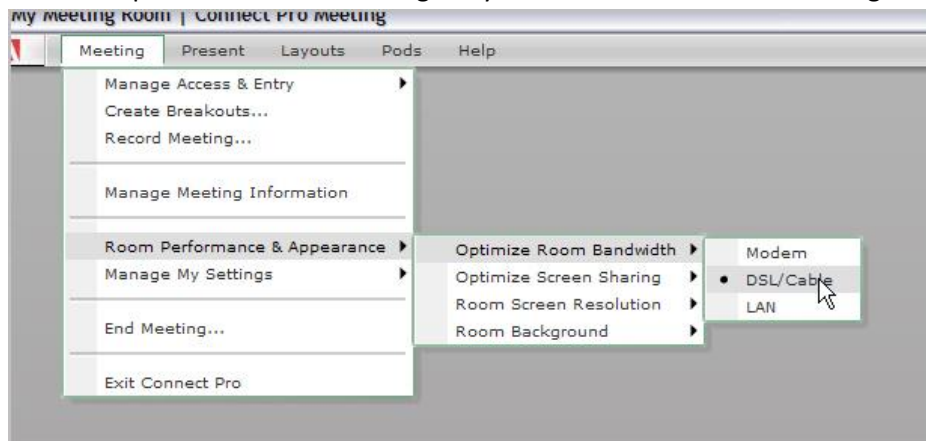
Icon	Displays When ...
	<ul style="list-style-type: none"> The attendee manually selected Modem as their connection speed and the room bandwidth is set to LAN. The user is experiencing latency higher than 4 seconds. The meeting has dropped 20% or more of the data for this user because that user was falling behind.
	<ul style="list-style-type: none"> None of the preceding items that would cause the red indicator to appear applies. The user selected DSL as their connection speed and the room bandwidth is set to LAN. The user selected Modem as their connection speed and the room bandwidth is set to DSL. The user is experiencing a latency higher than 0.5 seconds. The meeting has been dropping between 5% to 20% of the data for this user because that user was falling behind.



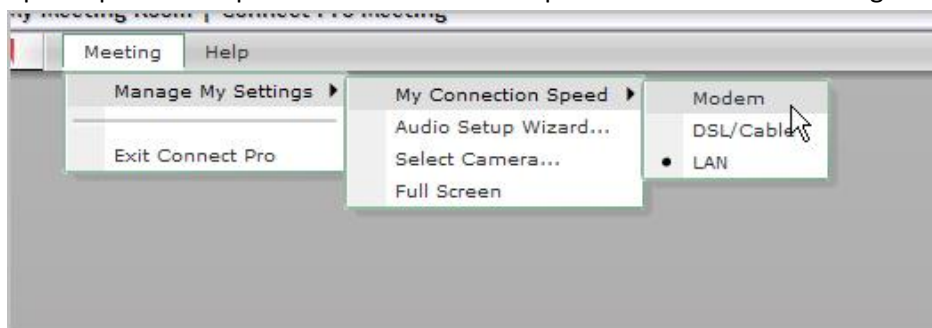
- Reference guide for Tooltip status:

Tooltip	Displays when...
Connection: Modem	The attendees personal meeting room connection speed is set to Modem and the room bandwidth speed is set to DSL or LAN.
Connection: DSL	The attendees personal meeting room connection speed is set to DSL and the room bandwidth speed is set to LAN.
Latency: High	The attendee is experiencing latency of greater than 4 seconds.
Latency: Medium	The attendee is experiencing latency of greater than 0.5 seconds, but less than 4 seconds.
Drops: >20%	The attendees meeting instance is losing more than 20% of the data to keep the user from falling too far behind
Drops: 5%-20%	The attendees meeting instance is losing more than 5% of the data but not more than 20% to keep the user from falling too far behind.

- c) You can optimize bandwidth settings globally (moderator) or for individual participants.
- Global bandwidth optimization can be changed by the moderator via the following:



- Individual participants can optimize their bandwidth optimization via the following:



* *Source for Latency and Bandwidth Optimization:* [Adobe Connect User Community](#)



5) How to Contact PGI Support Team

Dedicated SAP Education PGI support can be contracted through the following options:

- Pressing *0 from within the audio-conferencing
- Calling the support hotline numbers below
- Emailing the PGI support hotline below

Global PGI Support Hotline for SAP Education (24/7)

Tel: +1 800-368-1945

Tel: +1 719-234-7915

Email: Sapedusupport@premierglobal.com

Note: Currently PGI offers English language support only.

Reporting Process

By pressing *0 during the call to report issues, you can reach an operator immediately to report audio disturbances, dropped participants or any other issues with the call. This is the ideal method of reporting an issue since it is much easier to troubleshoot during the call rather than after the fact.

- a) Information to have available when contacting PGI Support for Audio Conferencing Issues
 - Client ID or Account Name
 - Name, contact information and email address of person experiencing the problem
 - Date and time of conference, including the time zone
 - Dial-in number for the conference
 - Phone number called from
 - Type of phone called from (VoIP, Softphone, PSTN, mobile)
 - Description of what occurred (issue connecting, audio quality issues, echo, latency, etc.)
- b) Information to have available when contacting PGI Support for Audio Conferencing Issues
 - Client ID and Password
 - Name, contact information and email address of person experiencing the problem
 - Date and time of incident, including the time zone
 - Web URL experiencing issues
 - Who experienced the problem (presenter, attendee)?
 - Browser being used and browser version?
 - Was a browser test performed?
 - PC Operating System
 - Type of internet connection – Office LAN, Cable, DSL