

# 2342098 - LMS Mobile App Knowledge Support and Tips

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## Symptom

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## LMS MOBILE KNOWLEDGE SESSION FOR CUSTOMERS, PARTNERS AND SAP PRODUCT SUPPORT

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# **1. LMS Mobile Overview & Features**

## **1.1. Overview**

Your employees take their mobile devices everywhere, and SuccessFactors Mobile Learning can go with them. SuccessFactors Mobile Learning empowers employees with the flexibility to learn at their convenience - even when they are offline.

Employees can download the SuccessFactors Mobile app for free from the Apple Store or Google Play to access Mobile Learning. At this time, Learning inside the SuccessFactors Mobile app supports learning tasks (as opposed to administration tasks) and it supports requires integrated environments.

## **1.2. LMS Mobile Cross Platform Support**

SuccessFactors Learning Mobile is divided into "Native" and "Classic". Native applications are thick client applications. They are fully built in the mobile operating system (iOS at this time). Classic applications are built

as a thin client. The client handles sessions and stores a few data points, but most of the data is served from the web.

SuccessFactors Learning Mobile supports iOS and Android platforms. Each provides users a unique way to access Learning. In the table below, an "X" indicates that the feature is supported for the platform identified by the column. For example, Course Catalogs are supported in the native SuccessFactors app for iPad, but not for the other platforms.

Feature	Native iPad App	iOS Browser	Native iPhone App	Android App
Learning Assignments View learning assignments details and prerequisites.	X	-	X	X
Course Catalog Search for courses and add them to your assignments.	X	-	-	-
Schedule Offerings Register and withdraw from schedule offerings.	X	-	X	X
Check-In Display QR code to check-in to classes.	X	X	-	-
Content Launch View content structure, play content and remove content when course completed.	X	-	X	X
Offline Mode Launch content while offline and sync progress when back online.	X	-	X	-
Enrollment Approvals Approve course enrollment from employees.	-	-	-	X

Feature	Native iPad App	iOS Browser	Native iPhone App	Android App
Learning History Review information of past courses and download certificates of completion.	X	-	-	-
Task Checklist Record completion of observations and	X	X	X	X
Submit electronic signatures with checklist.	X	-	X	-
QuickGuide Create original learning content and share QuickGuides with your peers.	-	-	X	-
Multiple Profiles Share device with multiple users.	X	-	X	-
AICC Support	X	-	X	X
SCORM 1.2 Support	X	-	X	X
SCORM 2004 2nd Edition Support	X	-	X	X
SCORM 2004 4th Edition Support	X	-	X	X

### 1.3. LMS Mobile Features

#### Learn on the Go

SuccessFactors Mobile Learning offers solutions for employees to identify their assigned courses, browse for interesting courses, register for classes, and approve training requests.

#### Manage Learning Assignments

Let your employees manage their learning assignment wherever they go. With SuccessFactors Mobile Learning, your employees can view assigned courses and related information. Learning assignments can be sorted by Date or Priority.

#### Browse Course Catalog

When your employees take the initiative to search for new courses, you want to reduce their effort to increase your company's culture of learning. With SuccessFactors Mobile Learning, your employees can easily search for online, instructor-led or other courses in the catalogs that they have access. When they find a course of their interest, they can simply assign it to themselves. Search Catalog is only available in the native SuccessFactors Mobile app for iPad.

#### Register for Classes

Your employees can register or withdraw from classes from wherever they are. Employees must register for classes when the class is led by an instructor or when some part of it is led by an instructor. Registration is not the same as assignment. Often, employees are assigned a course by a supervisor or admin, but they still must register for a particular class at a particular time.

#### Check-In to Classes

Employees can open their SAP SuccessFactors Learning mobile app and display a QR code to check in to their classes. The QR code can be opened from the Registration screen. QR code check-in is available in the SAP SuccessFactors Learning app for the iPhone and iPad.

### Approve Enrollment

Delays in the approval process can cause delays in enrollment, so you want the process to go where your employees are: to their mobile devices. The SuccessFactors Mobile Learning offers supervisors the ability to grant approvals for employee's training requests on the go.

### View Learning History

After employees complete their courses in the native SuccessFactors Mobile app for iPad, they can review their learning history to confirm they get proper credit and download their certificate of completion.

### **Complete Online Courses**

App users can play course content on their devices without downloading the content. For those employees who want to take their learning content with them, they can still download courses to their devices and complete them while they are offline. Offline mode is only available in the native SuccessFactors Mobile app for iPad and iPhone.

### Downloading Courses for Offline Playing

Employees often want to take their learning content with them, beyond the limits of their corporate network. SuccessFactors Mobile Learning offers offline storage for your employees. Your employees can download courses to their devices through the SuccessFactors Mobile app for iPad and iPhone when they are online and connected to the Learning Management System (LMS). They can then disconnect from the internet and launch the local copy of the courses that they have downloaded.

### Background Content Downloads

To make downloading as efficient as possible, users of the SuccessFactors Mobile app for iPad and iPhone can download multiple online courses in parallel. The content downloads in the background so that employees can continue to use their devices for other applications.

### Completion Status

If employees complete sections of their courses while they are offline, the system credits their offline work. With offline mode, their completion status is stored offline temporarily. When they reconnect to the internet, their device syncs with the LMS so that the SuccessFactors Mobile app can upload their progress.

### Mobile Learning Content

Creating content for offline mode can be a challenge. Learning content must be created for specific mobile devices: iPhone, iPad, and Android. If you do not create it for specific devices it won't render or work properly. Additionally, any offline content cannot rely on an active internet connection. It should contain all of the necessary HTML, video, audio, and images that it needs to play offline. The SuccessFactors Mobile app supports content playing in portrait view for iPhone and landscape view for iPad. Content does not currently rotate with the device.

### **Extend Learning**

You can enable employees to expand learning beyond traditional methods.

### Demonstrate Skills with Task Checklists

If your employees have skills to demonstrate, skills that require observation, you can use task checklists to communicate their ability to successfully execute a task. With SuccessFactors Mobile, observers can easily verify tasks necessary to complete procedural training. Observers can find the request for observation in their assignments and bring a mobile device into the environment where the observation is to take place. The app can record the time it takes for each task, notes from the observer, the completion of each task, and sign with electronic signatures. The task checklist feature is available in all platforms, but the electronic signature feature is available only in the native SuccessFactors Mobile app for iPad and iPhone.

### Publish Employee Knowledge with QuickGuides

Enable employees to quickly create polished interactive guides by adding steps, upload photos and swiftly annotating instructions. Employees who read the QuickGuide gain insider knowledge from a subject matter expert and a peer with direct knowledge of the task. Readers can bookmark useful QuickGuides to return to the guide. They can also rate QuickGuides to reward the most useful. QuickGuides are only available in the SuccessFactors Mobile app for iPhone.

### Manage Instructor Tasks with Instructor Dashboard

Let your instructors manage their learning courses wherever they go. With SuccessFactors Mobile app, your instructors can view their schedule courses, record attendance of students, contact students through email, record completion for the course, initiate evaluation prior to completion, and launch virtual sessions. The instructor has the option to record attendance via QR codes or manually. Instructor features are only available in the SuccessFactors Mobile app for iPad.

### Share Learning Devices among Employees

The SuccessFactors Mobile app for iPhone and iPad allows your employees to share devices. Employees are required to enter a PIN code to access their user account. Account information and learning content is stored separately in the device. Employees have access to their learning assignments. In the SuccessFactors Mobile app for iPad, they have the additional benefit of access to their offline content.

## 1.4. Enable Successful Mobile Learning Experiences

We include features that help you enable successful mobile learning experiences for your users.

### Test Mobile Learning Content

To meet the challenge of creating mobile learning content, we built SuccessFactors Learn Test for iPad. The SuccessFactors Learn Test app assists content developers who are building courses for the SuccessFactors Mobile app for iPad. Content developers can download SuccessFactors Learn Test for iPad from the App Store. With Learn Test, they can test their content and they can experience the content as iPad users experience it. The app links to a guide for developing mobile learning content. Learn Test does not require SuccessFactors HCM authentication. Content must be publicly available for download and cannot be on a server that requires a log in.

### iContent Integration

SuccessFactors iContent uniquely solves some of the toughest e-learning issues you face, including storage, maintenance, and assured delivery. With Content-as-a-Service (CaaS), we handle the storage, infrastructure, bandwidth and delivery, management, security, and updates. You get an easy, efficient user experience.

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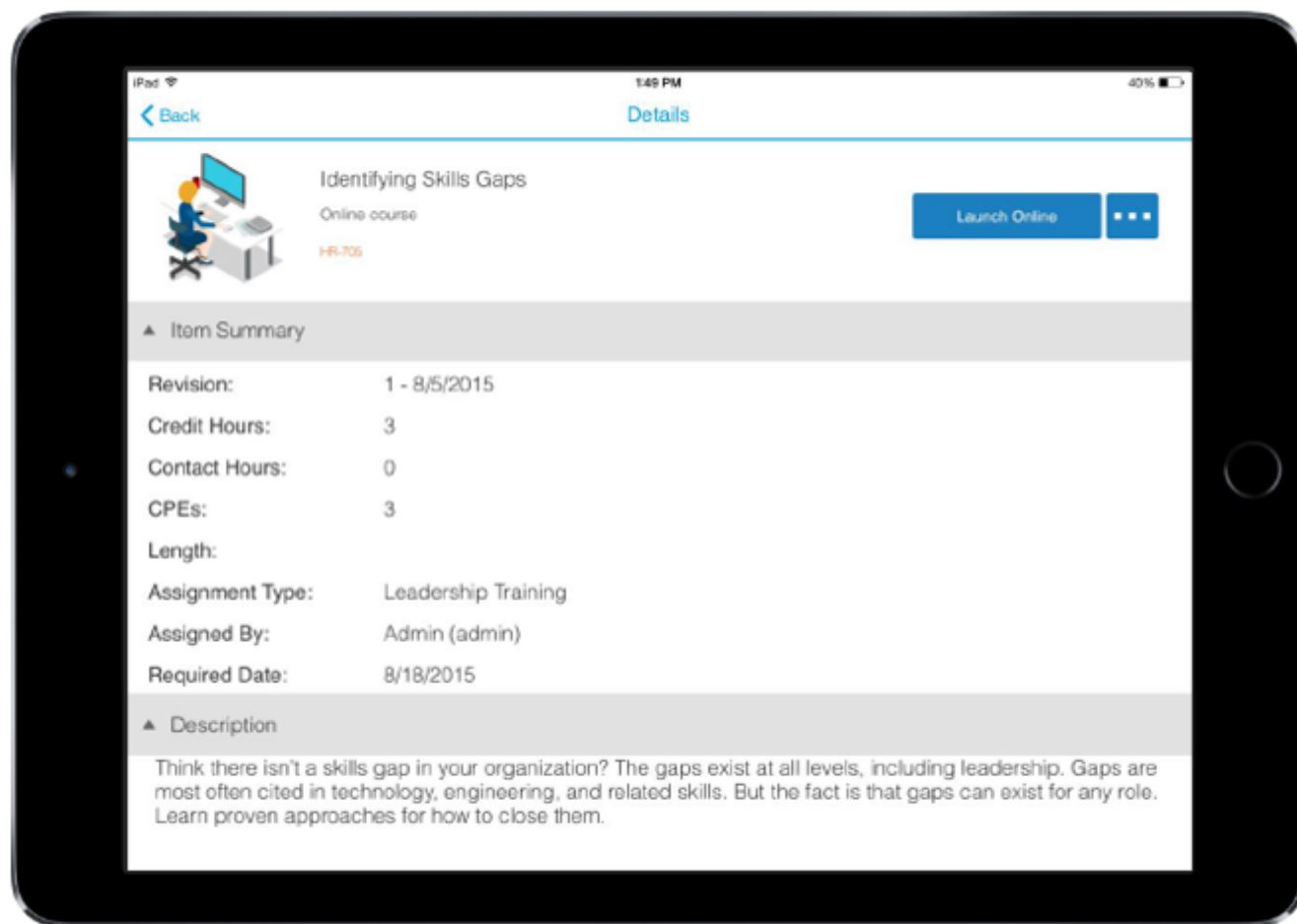
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## 2. Configuration of Mobile Learning Content

There are two ways to enable your employees to stream or download mobile content.

### 1.Manual Configuration

### 2.Using the content import feature new in Q3 2015 (b1508)



## 2.1. Manual Configuration of Mobile Content

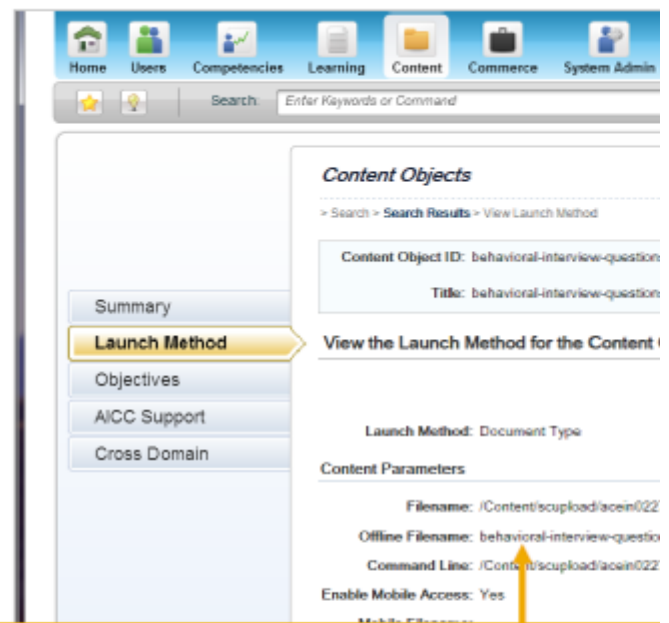
Easily configure Mobile Content following the next steps:

1. After the content files are imported to a server, open the Content Object associated to the Item and Content Package in Content > Content Objects > Launch Method.

The screenshot shows the SAP Content Objects web interface. At the top is a navigation bar with icons for Home, Users, Competencies, Learning, Content, Commerce, System Admin, References, and Reports. Below this is a search bar with the text 'Enter Keywords or Command' and a 'Go' button. The main content area is titled 'Content Objects' and includes a search bar and a 'View Launch Method' link. A sidebar on the left contains a list of tabs: Summary, Launch Method, Objectives, AICC Support, and Cross Domain. The 'Launch Method' tab is highlighted with a yellow arrow pointing to it. A callout box with a yellow border and a yellow arrow points to the 'Launch Method' tab, containing the text '1 Summary Launch Method Objectives'. The main content area displays the 'View the Launch Method for the Content Object' page, which includes fields for 'Content Object ID: behavioral-interview-questions', 'Title: behavioral-interview-questions', 'Launch Method: Document Type', and 'Content Parameters' (Filename, Offline Filename, Command Line, Enable Mobile Access, Mobile Filename). There are 'Edit' buttons next to the 'Launch Method' and 'Content Parameters' sections.

2. Enter the offline filename to enable your employees to download and launch the content offline in the mobile app.

Only enter the file name, domain address is not required (e.g., index.htm).



**2**

**Filename:** /Content/scupload/acein0227/COMM0001/behavioral-interview-questions

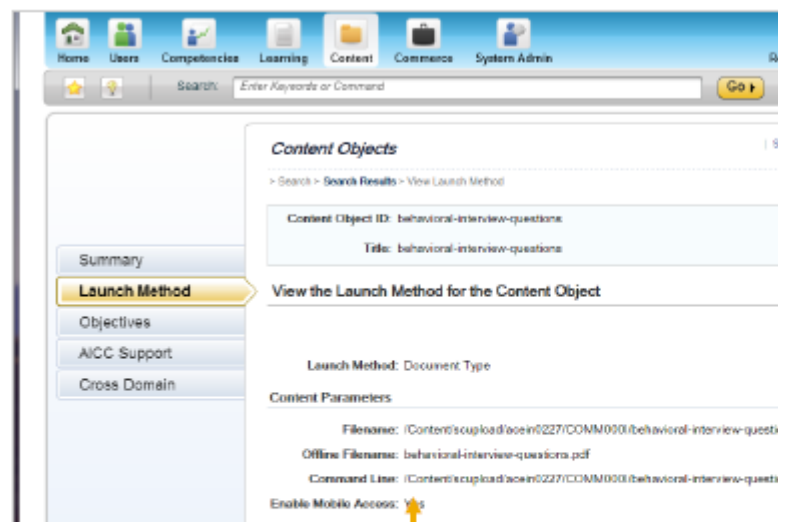
**Offline Filename:** behavioral-interview-questions.pdf

**Command Line:** /Content/scupload/acein0227/COMM0001/behavioral-interview-questions

**Enable Mobile Access:** Yes

**Mobile Filename:**

3. Enable mobile access to launch the content online in the mobile learning app.



**3**

**Filename:** /Content/scupload/acein0227/COMM0001/behavioral-interview-questions.pdf

**Offline Filename:** behavioral-interview-questions.pdf

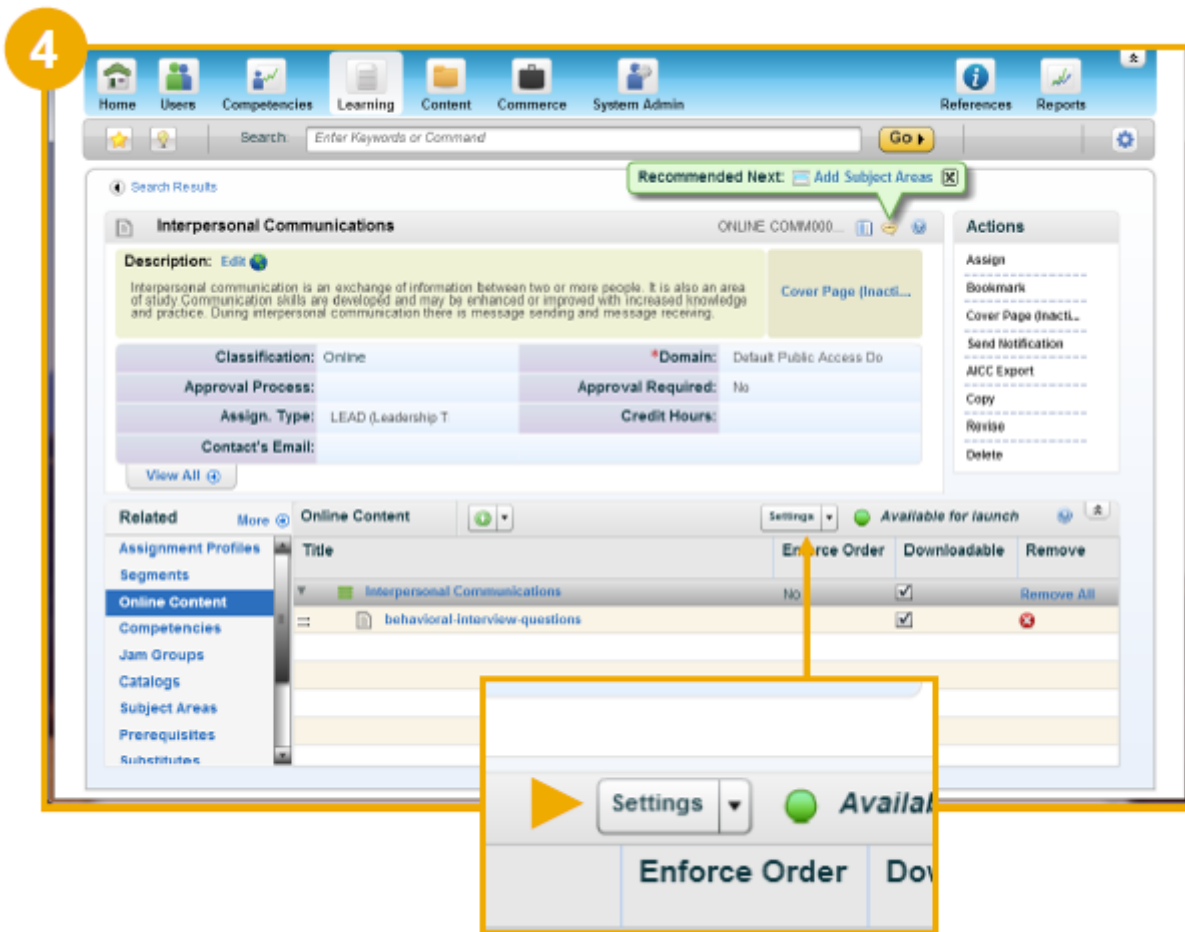
**Command Line:** /Content/scupload/acein0227/COMM0001/behavioral-interview-questions.pdf

**Enable Mobile Access:** Yes

**Mobile Filename:**



4. After the Content Object settings are updated, go to Learning > Item > Online Content to configure the content file you want to enable for mobile access.



5. Enable Content for Launch

**Edit Settings and Status**

5

**\*Required Field(s)**

☒ Content is available for launch (available for users)

☐ Record learning event when all content is complete

**\* Completion Status:**

ONLINE-COMPL (Completed Online Course) - For Credit ▼

**Failure Status:**

ONLINE-FAIL (Failed Online Course) - Not For Credit ▼

**Failure Action:**

▼

☒ Available for Offline Player download

**\* URL for offline download:**

https://acein0227.scdemo.successfactors.com/Content/scupload/acein0227/CO

**Days From Launch to Expiration:**

(1000)


6. Select Completion Status

**Edit Settings and Status**

**6** \*Required Field(s)

☒ Content is available for launch (available for users)

☐ Record learning event when all content is complete

 \*Completion Status: ONLINE-COMPL (Completed Online Course) - For Credit ▼

Failure Status: ONLINE-FAIL (Failed Online Course) - Not For Credit ▼

Failure Action: ▼

☒ Available for Offline Player download

\*URL for offline download: <https://acein0227.scdemo.successfactors.com/Content/scupload/acein0227/COMI>

Days From Launch to Expiration: (1000)

## 7. Enable content for offline download and playing

**Edit Settings and Status**

**7** \*Required Field(s)


☒ Content is available for launch (available for users)

☐ Record learning event when all content is complete

\*Completion Status: ONLINE-COMPL (Completed Online Course) - For Credit ▼

Failure Status: ONLINE-FAIL (Failed Online Course) - Not For Credit ▼

Failure Action: ▼

 ☒ Available for Offline Player download

\*URL for offline download: <https://acein0227.scdemo.successfactors.com/Content/scupload/acein0227/COI>

Days From Launch to Expiration: (1000)

## 8. Enter the URL for offline download. Must be a zip file hosted in a server.

- For iContent content, full URL to zip file is required, including any question marks that may be on the URL (i.e., "icontent.do?").

- For external content, full URL to zip file is required and content must be in a server that does not require authentication.

**Edit Settings and Status**

**8** \*Required Field(s)

☒ Content is available for launch (available for users)

☐ Record learning event when all content is complete

\* Completion Status:

Failure Status:

Failure Action:

☒ Available for Offline Player download

\* URL for offline download:

Days From Launch to Expiration:

## 2.2. Enable Mobile Content Using Content Import Feature (Q3 2015)

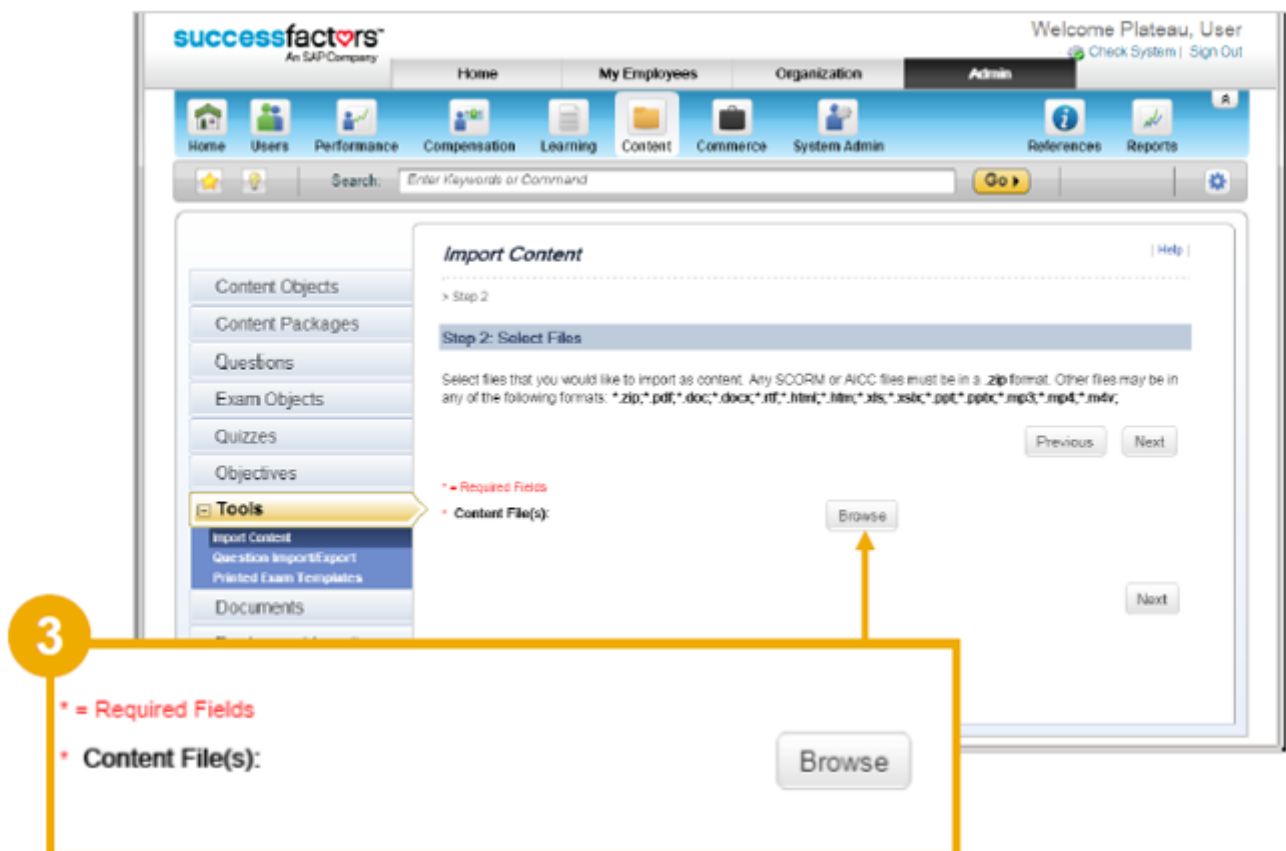
Easily configure mobile content for an existing item using the NEW Content Import feature. Follow the next steps:

1. Go to Content > Tools > Import Content
2. Check the option to enable mobile or offline content for an existing item.

The screenshot shows the SuccessFactors user interface. On the left, a navigation menu is visible with a yellow box labeled '1' highlighting the 'Tools' section. The 'Tools' section is expanded, showing options like 'Import Content', 'Question Import/Export', and 'Printed Exam Templates'. On the right, the 'Import Content' page is displayed, showing 'Step 1: Select Action'. Two radio buttons are present: 'Add New Content' (selected) and 'Enable Mobile or Offline Content for an Existing Item'. A yellow box labeled '2' highlights the 'Enable Mobile or Offline Content for an Existing Item' option, with an arrow pointing to it from the 'Tools' menu.

3. Select a zip file containing the mobile content files.

The mobile learning app will use this zip file to download and launch the content offline.



#### 4. Configure the content and item settings:

- Enter deployment server
- Enable mobile access
- Enable offline access
- Select an existing item to associated to the content

**Import Content**
[| Help |](#)

---

> Step 3

**Step 3: Configure Content and Item Settings**

Previous Import Files

4

\* = Required Fields

### Content

---

The system will associate the content to existing content package(s). Reassign the item to current users so that they have the updated content package.

**Deploy Content:** ☒ **Deploy content to server**

\* **Server Location:**

**Mobile access:** ☐ **Enable mobile access for all content**  
If checked, mobile access will be enabled for all content objects. To add a different file for mobile access, edit the content objects.

**Offline access:** ☐ **Enable offline player download**  
If checked, offline access will be enabled for all content objects. To add a different file for offline access, edit the content objects.

### Items

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Associate content to an existing item.

\* **Item Type**

\* **Item ID**

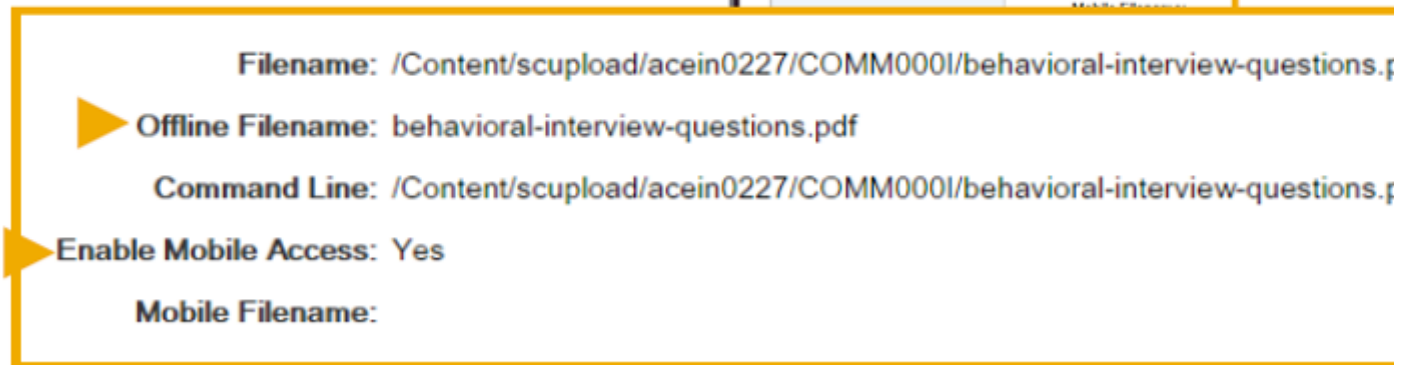
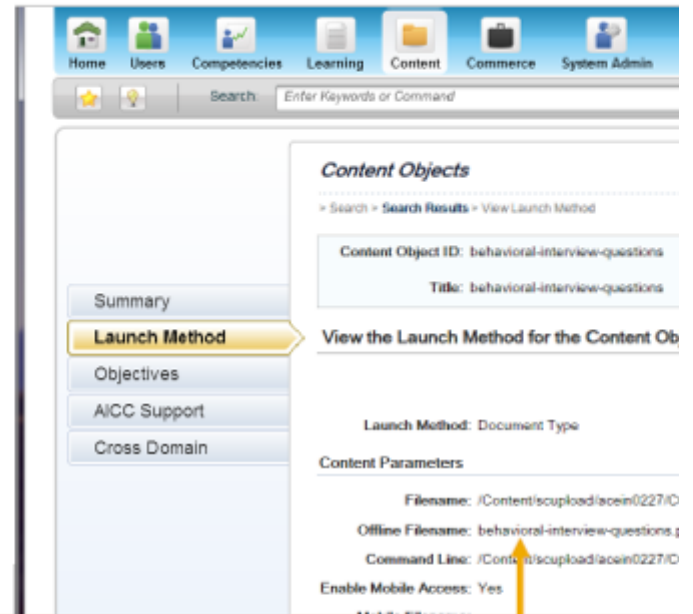
**Revision Date:**

**Title:**

Previous Import Files

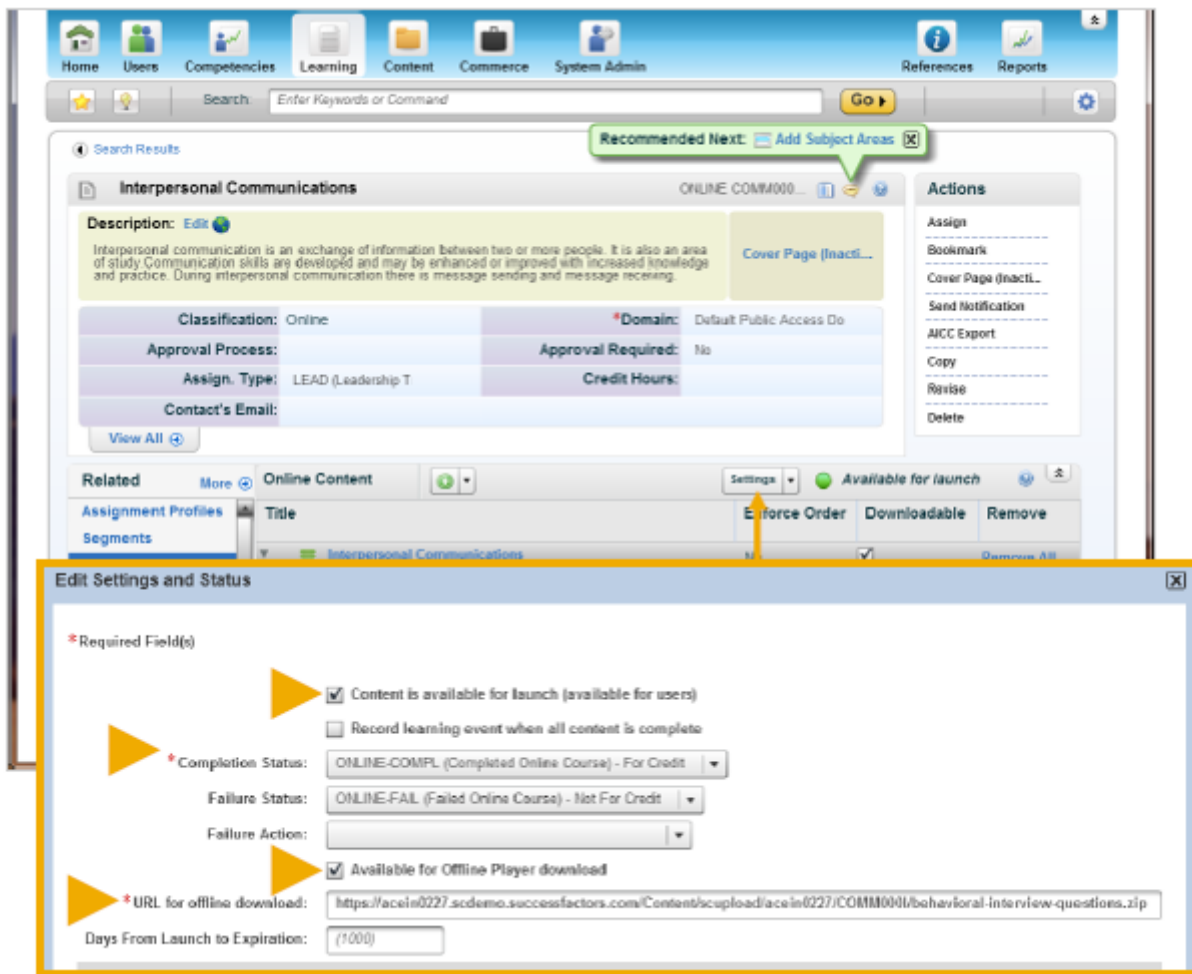
5. After the content is imported, the associated Content Object settings are updated.

- Offline filename is updated to launch the offline content.
- Mobile access is enabled to launch content online.



6. The online content settings are also updated for the existing item after the content is imported.

- Content is available for launch
- Completion Status is set (change value if require)
- Content is enabled for offline download
- Full URL of zip file is set for offline download and playing

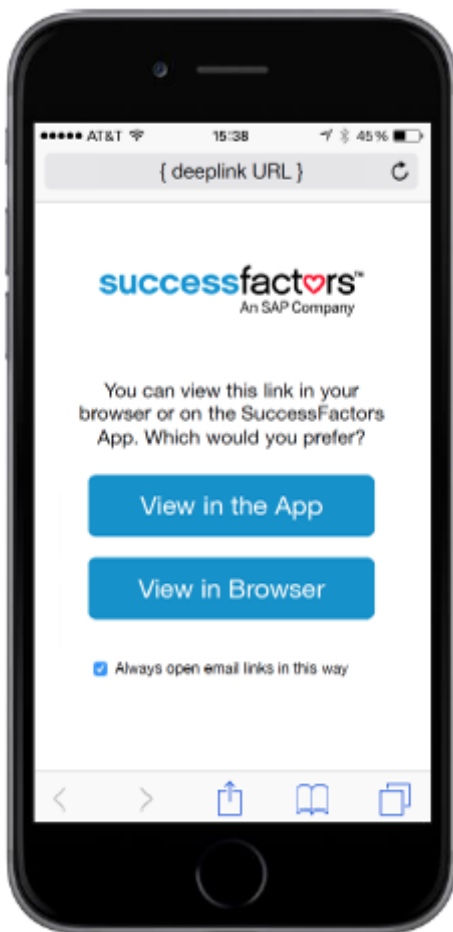


### 3. LMS Mobile - Deep Link

#### Deep Link for Learning Item Details

With the Q2 2015 release, users can access Item Detail pages by clicking direct links in their mobile device.

- Users have the option to open the link in SuccessFactors app\* or the native web browser.
- Deep Link is supported in iPad\*.
- Note: It requires SuccessFactors iOS app available in the Apple App Store

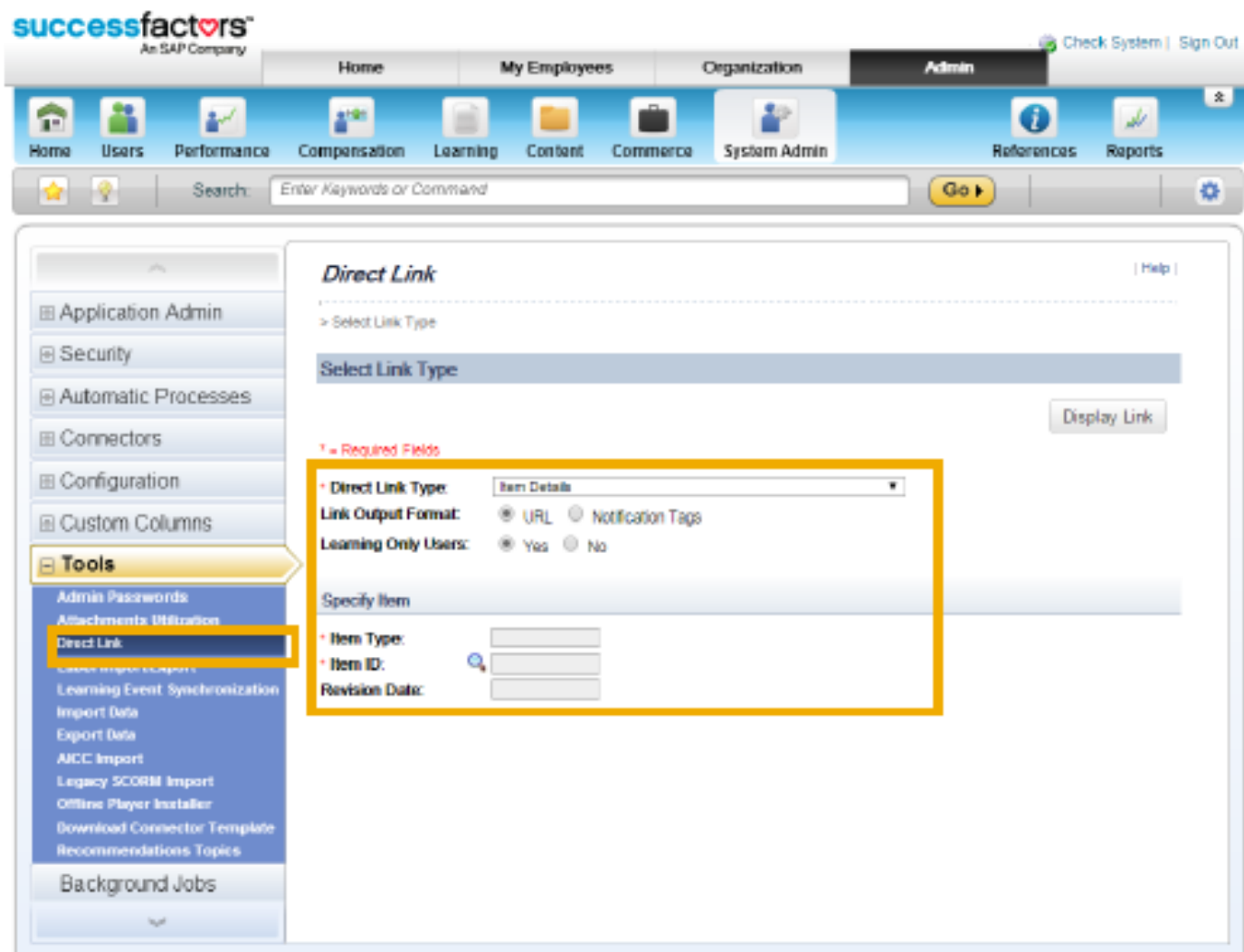


With Deep Link, you can send the links to users so that they can access the pages by clicking the link. Users are asked to provide login information if they are not already logged in. You can embed the links in any environment that accepts URL links. For example, you can add the link to an e-mail or a Web page. The use of direct links does not compromise security. Users will have access to only those sections of the application that their assigned workflow restrictions allow.

To create a direct link to item details:

- 1.Go to Start > System Admin > Tools > Direct Link
- 2.Select Item Details
- 3.Select URL output format
- 4.Specify Item
- 5.Click the Display Link button and copy the link
- 6.Paste the link where you want to use it. You can paste URL links into an e-mail message or Web page.





## 4. Native Mobile Learning Troubleshooting Guide

As commented before, there are two different types of access for Mobile Learning when accessing from BizX Mobile App:

iPad

- Learning Classic (HTML based/Hybrid UI)
- Learning native app (Online/Offline support)

iPhone

- Learning Classic (HTML based/Hybrid UI)

"Native Mobile UI" (Web Based) - When the LMS is accessed via the device's mobile browser, the user is presented with a mobile UI. Only user access is currently available (no admin access is available). It's important to note that only the mobile device's native browser is supported; meaning only the default browser that came from the factory.

BizX Mobile App (App Based) - Users can download the BizX Mobile App for free from their respective app store (Apple Store, Google Play, etc). Only user access is currently available. Only available for integrated environments. The content can be launched via "Learning Classic" (aka "Hybrid" solution) or via the Offline Learning solution.

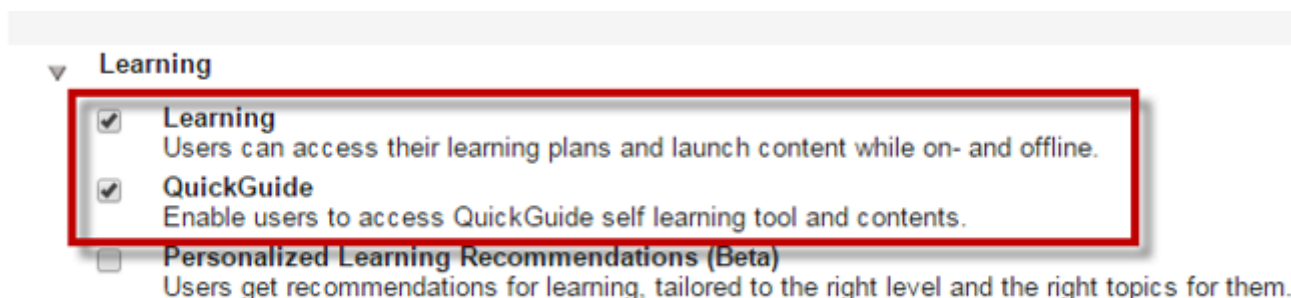
## 4.1. Mobile Learning: Activating BizX Mobile App

In general, in order for the user to use the BizX Mobile App, the user must be permitted to use the Mobile version of the functionality.

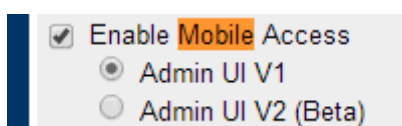
1. Navigate to Admin Tools>Mobile>Enable Mobile Features:



2. Navigate to "Learning Section" Check the "Learning and "Quickguide" checkboxes



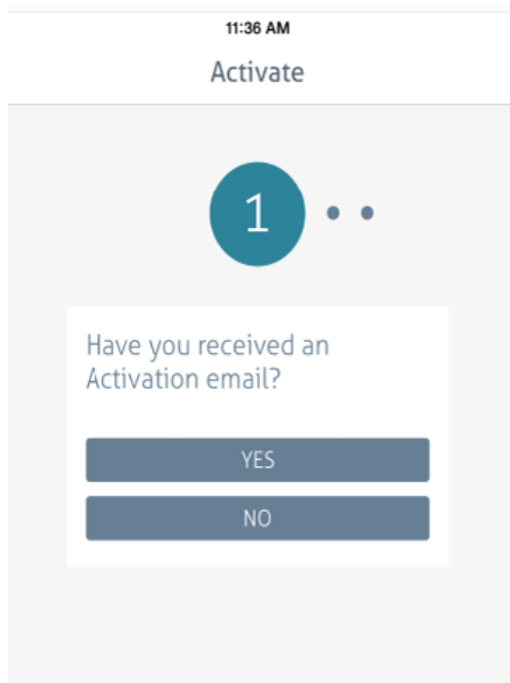
**Partners and Customer Support Only :** You should confirm that Mobile is enabled in Provisioning>Company Settings:



How to access and enable the BizX Mobile App:

Step 1: The user will need to download BizX Mobile App from their respective Mobile App Store (it's free).

Step 2: Open the BizX Mobile App. If you haven't received an activation email, select "No"



11:36 AM

Activate

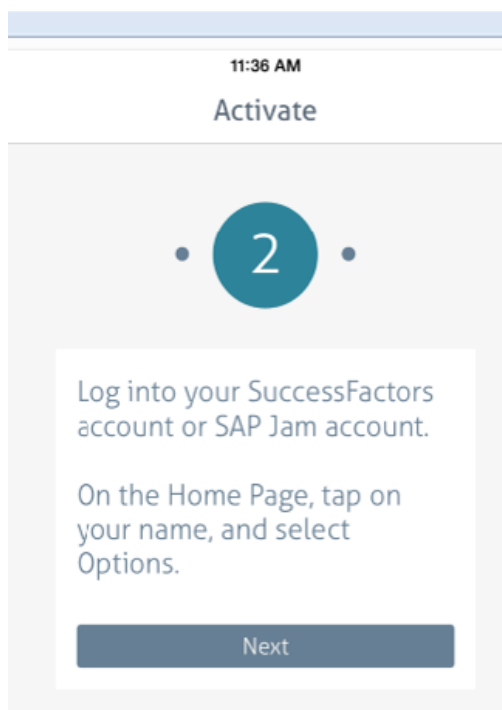
1

Have you received an Activation email?

YES

NO

Step 3: Log into you SuccessFactors account



11:36 AM

Activate

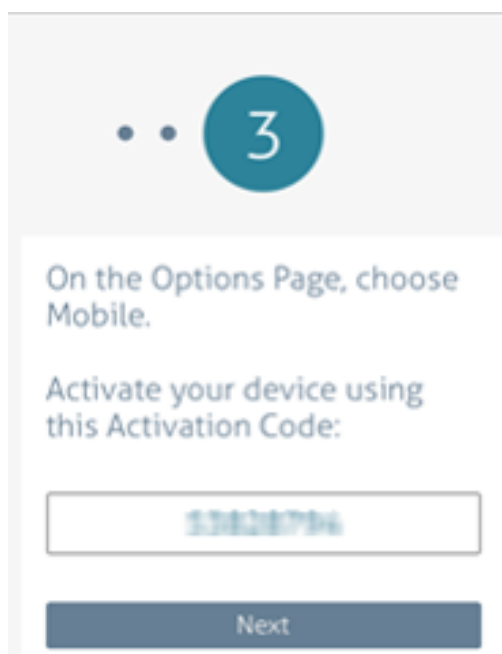
2

Log into your SuccessFactors account or SAP Jam account.

On the Home Page, tap on your name, and select Options.

Next

Step 4: An activation number will be provided by the BizX Mobile App.



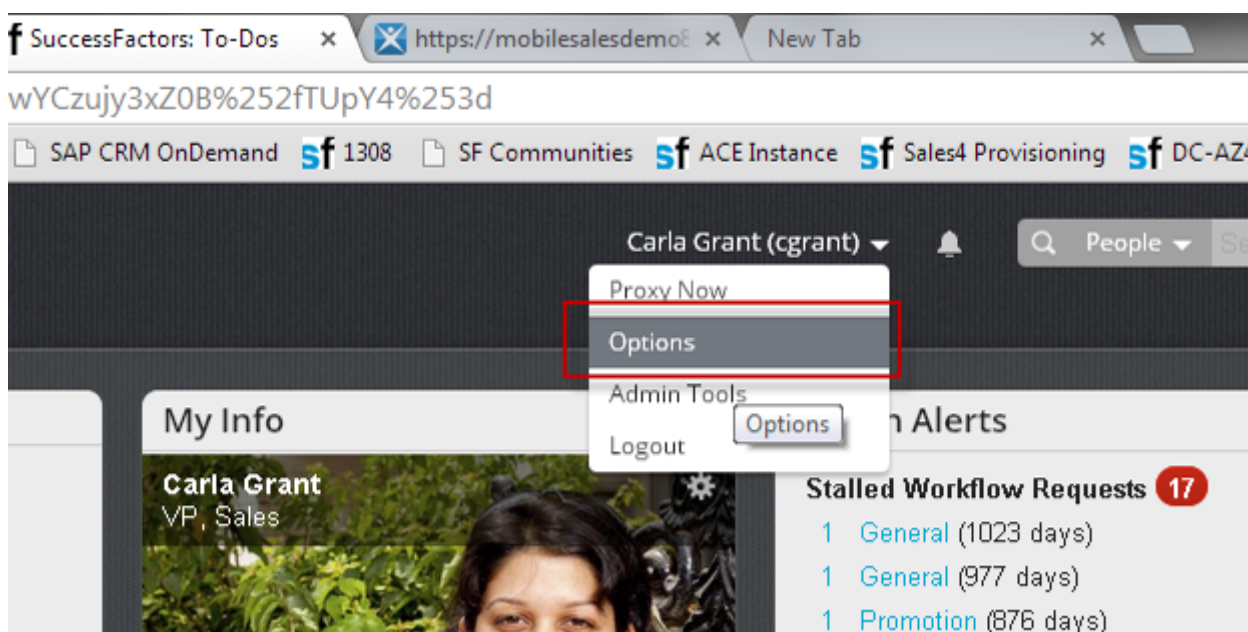
On the Options Page, choose Mobile.

Activate your device using this Activation Code:

33428794

Next

Step 5: In the BizX environment, go to Options



Step 6: In Options, click on "Mobile" tab.

Then enter the Activation Code provided in the Mobile App.

Click Save.

## Options

Password

Start Page

Security Questions

Notifications

Change Language

Accessibility Settings

Proxy

Groups

Mobile

Mobile

+

Activate a device

Activate a device :

Activation code:

?

Device name (optional):

Save

Cancel

## 4.2. Mobile Learning: Set Up Multiple Profile


In CS, we may need to test an issue in our Salesdemo environment and another environment. Luckily, we can take advantage of a feature called "Multiple Profiles" which allows you to use different profiles within the same BizX Mobile App. Customers can also use this feature. To set up Multiple Profiles:

Step 1: Log in to BizX Mobile App and click on "Settings"

successfactors™


Me

MY PROFILE




Carla Grant

VP, Sales


 Earth Day

Now

 REM Meeting

Apr 22 03:00 PM

WHO'S WHO?



Search People

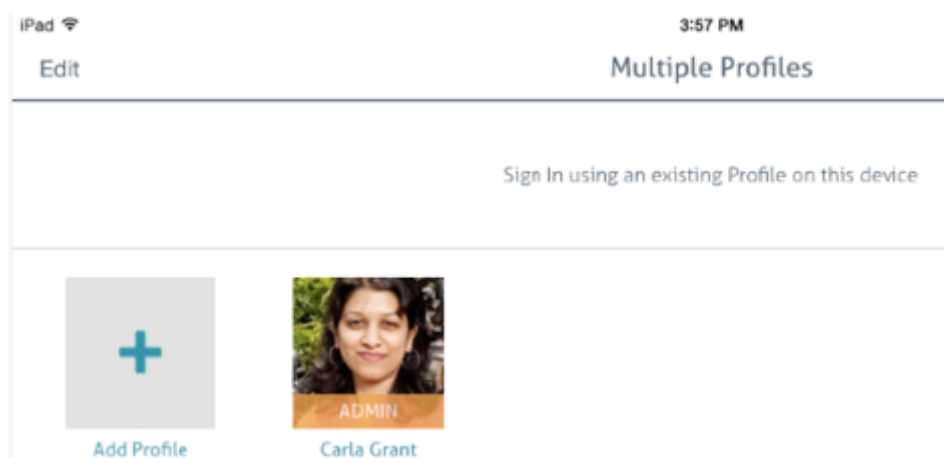
## Step 2: Enable "Multiple Profiles"

[← Back](#)

Settings

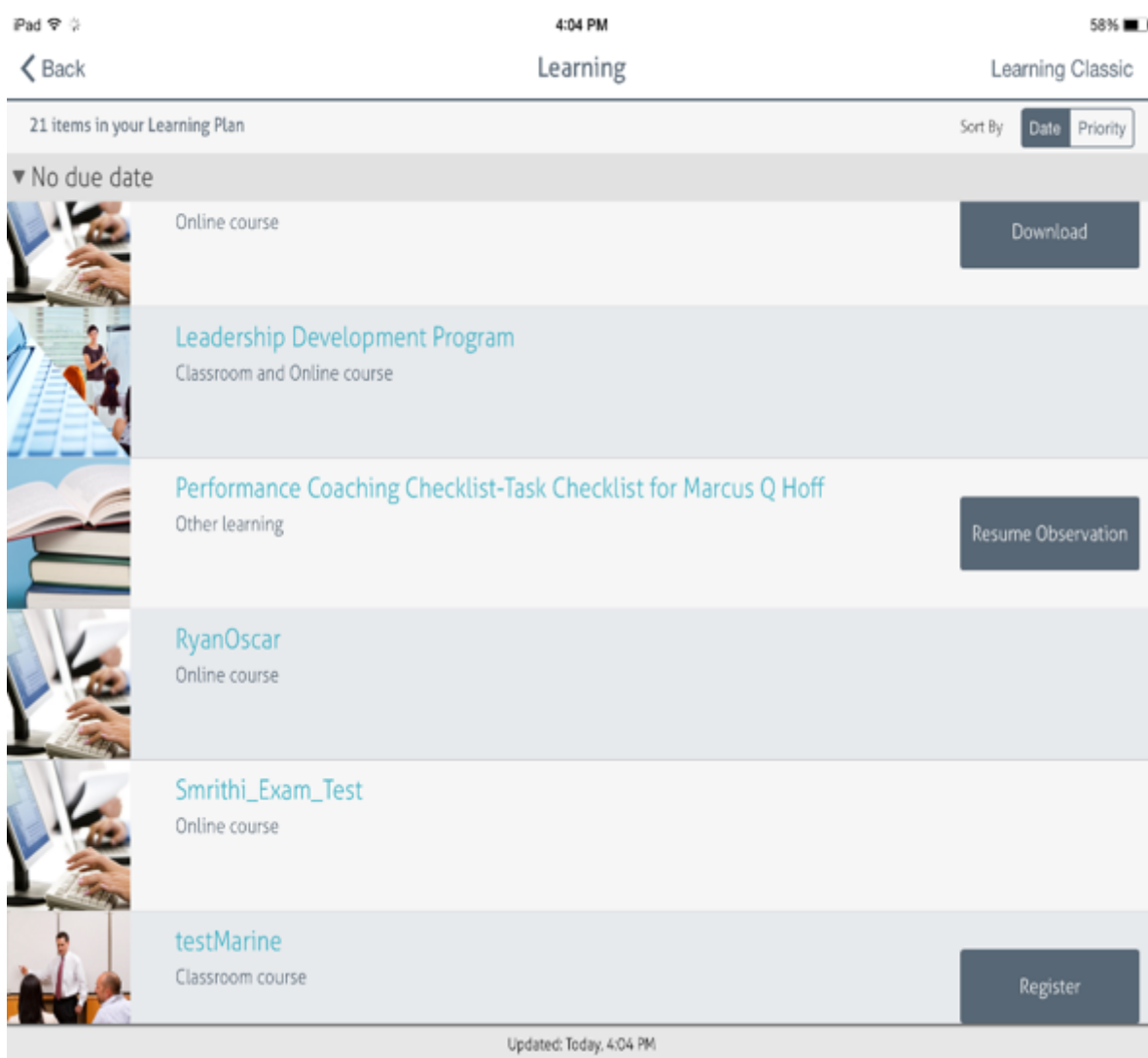
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Step 3: Sign out. You will then be able to click on "Add Profile" and go through the Activation process for the new profile.



### 4.3. Mobile Learning: Native Learning

This is the Learning Plan screen. Content needs to be eLearning and mobile friendly.



Note: In the item line, user can always see when the last sync occurred. Swipe down on this screen will start manual refresh.

Items can be sorted by Date or Priority, just like in the web application.

"Learning Classic" button will launch already existing mobile browser based (Hybrid) UI. Using this feature will provide ability to register for scheduled offerings, approve items, observe checklist, etc.

As of B1502, in Native Learning, you can launch AICC and SCORM 1.2 for Native Learning (for download and online consumption). Learning Classic is the web UI that can be used for AICC, SCORM 1.2 and SCORM 2004 2nd and 4th edition.


Native Learning also allows users to register for Schedule Offerings, Observe Task Checklists, view item details, download multiple offline content (offline learning).

#### 4.4. Native Learning: Items Details Page

Clicking on an item in the Learning Plan page, will show the Items Details Page:

iPad 4:03 PM 59%

< Back Learning



**Business Communication Simulation**  
2  
HR-120 | Classroom course

▲ Item Summary

Revision:	1 - 11/25/2008
Credit Hours:	6
Contact Hours:	6
CPEs:	6
Length:	8
Assignment Type:	Recommended
Assigned By:	Admin (Ankush Baloni)
Required Date:	1/1/2017

▲ Description

Describes a simulation that provides a realistic business context and gives participants the opportunity to experience a clash of cultural values. Notes that the participants are divided into three fictional cultures with specific cultural profiles. Notes that the simulation has been successfully used with undergraduates, MBA students, and corporate executives from a wide variety of countries.

#### 4.5. Native Learning: Task Checklist Observation

Clicking on "Observe" or "Resume Observation" in the Learning Plan page, will show observation for the Task Checklist:

## Performance Coaching Checklist

COURSE HR-222

Record

STEP	TASK	COMPLETION STATUS	
1	Describe the problem in a professional non-confrontational manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	Ask for the employee's help in solving the problem	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	Discuss the causes of the problem	<input type="checkbox"/>	<input type="checkbox"/>
4	Identify and write down possible solutions	<input type="checkbox"/>	<input type="checkbox"/>
5	Decide on specific action to be taken by each of you	<input type="checkbox"/>	<input type="checkbox"/>
6	Agree on a specific follow-up date	<input type="checkbox"/>	<input type="checkbox"/>

Clicking on "Register" in the Learning Plan page, will allow user to Register for a Scheduled Offering:

testMarine (testMarine)

## ▲ Available Offerings

From 9/29/2015 to 9/29/2015 (2441)



Start: 9/29/2015 1230 Asia/Calcutta

End: 9/29/2015 2030 Asia/Calcutta

Duration: 1 Day

Location: -

Available Seats: unlimited

Capacity: 0 waitlisted

0 enrolled

Cutoff Date: -

Description: testMarine

Register

## 4.6. Mobile Learning: Offline Learning



This feature enables users to take eLearning content offline. This feature is only available for the iPad. When a user downloads an item, the content is stored on the mobile device. Users can then launch these items on the iPad to finish coursework while on the road and without network connection or while connected. While the iPad is off-line, completion status is stored off-line and synced back with the LMS once connected again.

Offline Learning supports AICC and SCORM 1.2 content. User can also launch different file types (.xls, .doc, .pdf., video, audio, etc). The AICC Wrapper is also supported.

User must download the latest BizX Mobile App. For integrated customers only.

Review [KBA - 2332563 - LMS Offline Player Knowledge Support and Tips](#) for more information.

#### 4.6.1. Mobile Learning: Offline Learning Configuration

Setting up Offline Learning is very easy. Once you have imported the SCORM 1.2 imsmanifest.zip file, follow these steps:

Step 1: Set System Admin>Configuration>System Configuration>LMS\_ADMIN.enableNativeMobileLearning to TRUE (default) to enable Native Learning app. If set to false, Learning Classic will be default screen.

Step 2: To complete this step, you must upload the content files to a server a .zip file containing all the content files - The Mobile App will use this zip file to download the content and launch it offline.

On the "Offline Filename" field: Enter the file that launches to the content; this file is contained within the .zip file on the server. In this example, the file to launch the content is "proddingsco.htm", so the value in this field would be "proddingsco.htm".

Edit the Launch Method for the Content Object

Apply Changes Reset

Content Player Document Type AICC Browser SCORM 1.2 SCORM 2004 SCORM 2004 4Ed.

Content Parameters

Note: The parameters need to be URL encoded when containing foreign and special characters.


Content Player (For Content Player Launch Method Only):

Use AICC Wrapper: ☐

Filename: /content/CUSTOM/ef\_support/Alex/ProddingSCOPackageSCORM1.2/proddingsco.htm

Offline Filename: /proddingsco.htm

Parameters:

Enable Mobile Access: ☒ 

Mobile Filename:

Apply Changes Reset

Remote site: /Alex

?	222
?	ACC
?	adobe
?	ahold
?	AICC
?	aiccDocWrapper_mobilescroll
?	aiccwrapper
?	AJAYAICC
?	Alex
?	ADOLE

For Offline Learning, the content server must contain the content files in a .zip file.

Filename	Filesize	Filetype	Last modified
ProddingSCOPackageSCORM1.2		File folder	1/10/2014 3:55:00 PM
ProddingSCOPackageSCORM1.2.zip	31,362	Compressed...	1/10/2014 3:54:00 PM

Note: The "Enable Mobile Access" checkbox is required for the "Learning Classic" hybrid Mobile UI.

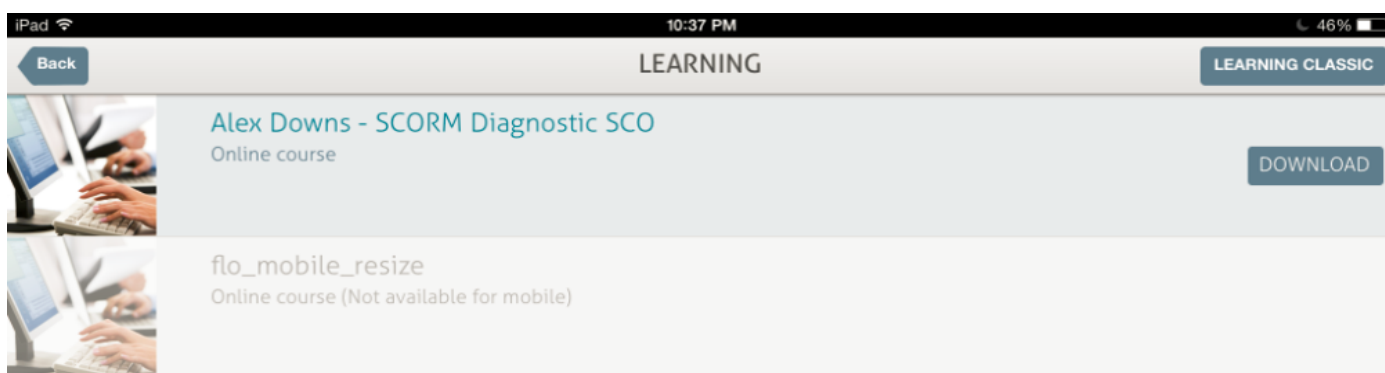
Step 3: At the item level:

☒ Content is available for launch (available for users)  
☒ Record learning event when all content is complete  
 \*Completion Status:   
 Failure Status:   
 Failure Action:   
☒ Available for Offline Player download  
 \*URL for offline download:   
 Days From Launch to Expiration:

Check → ☒ Available for Offline Player download

Enter the URL to the .zip file containing the content files.

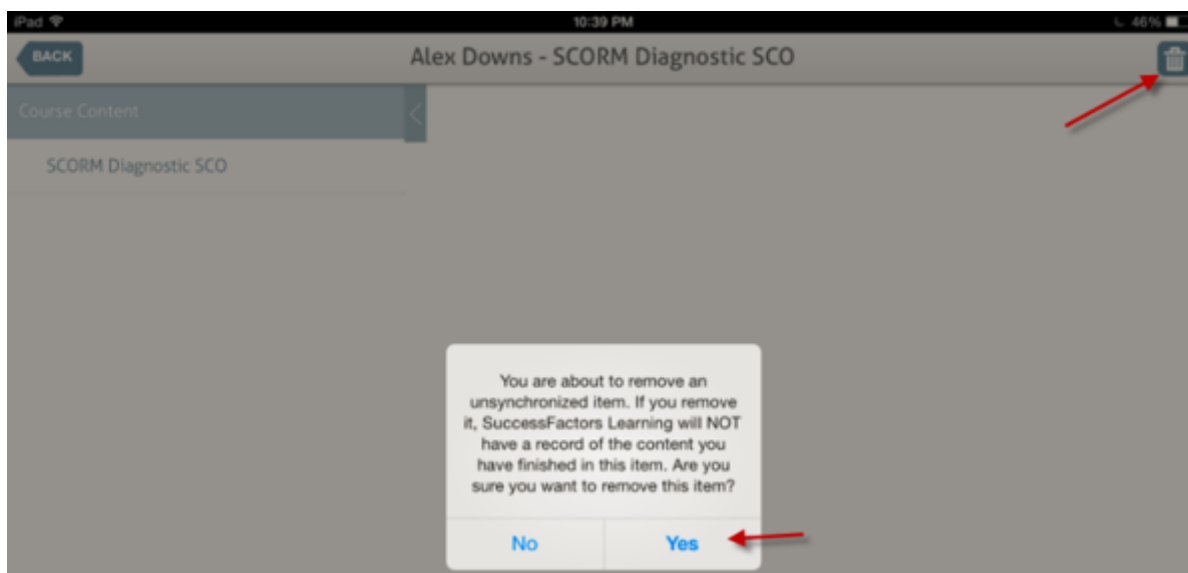
Step 4: Open the BizX Mobile App on the iPad and click on Learning Plan. The content will be available for download.



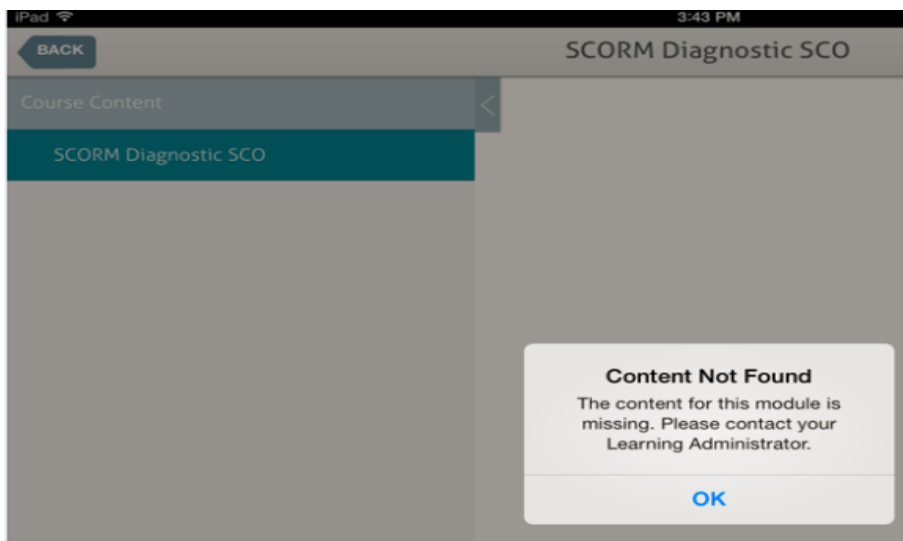
#### 4.6.2. Mobile Learning: Offline Learning Troubleshooting

Q: How do I remove an item I've downloaded?

A: Click the "thrash icon" on the top right hand corner of the app. Then click "Yes" on the pop up message.



Q: When attempting to launch the content a "Content Not Found" error occurs, how do fix this?



A: This error is equivalent to a "404" web error, meaning the file is not found. This is a common issue that is due to the structure of the zip file and an incorrect path to the launch file entered in the "Offline Filename" field at the content object level. For example: When you zip up the content directory, it may create an extra/duplicate folder within the zip file without your knowledge.

Example: You zip up the content directory, which creates: ProddingSCOPackageSCORM1.2.zip -- and then upload it to the server. However, when you test by downloading the zip file from the browser, you see that it contains a duplicate folder:



In Step 2 of the Offline Learning Configuration, the Offline Filename is set to /proddingsco.htm because the content zip file does not contain any duplicate directory/folder. However, in this case, since we have determined that there is a duplicate folder, the "Offline Filename" should include the duplicate folder: "/ProddingSCOPackageSCORM1.2/proddingsco.htm" and that will resolve the error.

Check Table for more Common Errors and Actions require for fix:

Issue	Action
Error: A server with the specified hostname could not be found.	Check the URL accessible from
Failed to extract content zip file	Check the URL specify zip file. document type
Error: Failed to Synchronize	It's Possible that <ul style="list-style-type: none"> <li>• Wifi connect</li> <li>• Mobile serv</li> </ul>
Blank Learning Plan page	<ul style="list-style-type: none"> <li>• LMS server</li> <li>• Check if AF</li> </ul>
Header theming or Locale change is not reflected in mobile app	<ul style="list-style-type: none"> <li>• Close (kill)</li> </ul>
Error when accessing "Validation Error" You must correct the following error(s) before proceeding Invalid OAuth2 Token"	<ul style="list-style-type: none"> <li>• Ensure that correct.</li> <li>• Note: While must ensur</li> </ul>

#### 4.7. Mobile Learning: Native Mobile UI and "Hybrid" (Learning Classic)

As mentioned in the first slide, the content can be launched from a mobile browser (Mobile UI) but also through the BizX Mobile App (Native Learning or via Learning Classic - aka "Hybrid" solution). Below are the configuration steps for these solutions:

Step 1: Check the "Enable Mobile Access" checkbox.

Step 2: To complete this step, you must upload an uncompressed directory of all the content files. - The browser will use the files within this directory to launch the content.

Step 3: Enter the URL to the file that launches the content.

Submit

Reset

☐ Content Player
 ☐ Document Type
 ☐ AICC
 ☐ Browser
 ☒ SCORM 1.2
 ☐ SCORM 2004
 ☐ SCORM 2004 4Ed.

### Content Parameters

Note: The parameters need to be URL encoded when containing foreign and special characters.

#### Content Player (For Content Player Launch Method Only):

Use AICC Wrapper: ☐

Filename:

Offline Filename:

Parameters:

Enable Mobile Access: ☒ 

Mobile Filename:

This field is to be used when the content has “mobile” specific files.

## 5. Mobile Troubleshooting

### 5.1. Using SF "Learn Test" App

Learn Test is targeted to an audience of Learning content developers, authors and LMS Administrators to test and verify their online content that will be assigned and completed through the LMS. They can view and experience the learning content as the SuccessFactors iPad users will experience the content. Learn Test does not require Bizx authentication.

Learn Test comes with a very useful guide to help you improve the usability and reliability of your mobile Learning content.

In Q1 2015 (B1502), Learn Test works with Scorm 1.2, AICC, and other content types. Content must be public available for download: it cannot be on a server that requires a login

Clicking on "Open Guidelines" will provide guidelines on mobile content developing.

#### Important: Please Read:

As for your knowledge, iOS (iPhone and iPad) has two different browsers. One is the standalone Safari that you simply launch via the Safari icon. The other one is the embedded browser or WKwebview. This is another browser provided by iOS to be embedded inside another application. There are a lot of apps that currently use WKWebview. WKWebview is slower than Safari and a lot less lenient when it comes to HTML compatibility. Unfortunately this is currently the only solution available from and accepted by Apple as an embedded browser within an app. Also we have no control over the internal implementation of the WKWebview browser. This goes for any other browser such as IE, Chrome and etc.

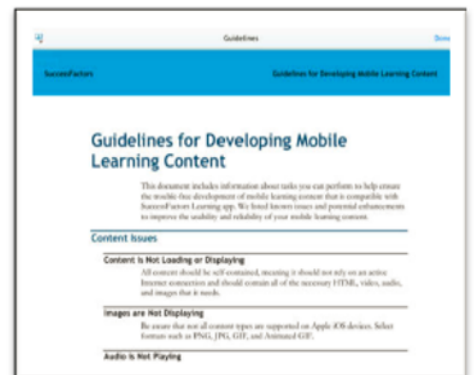
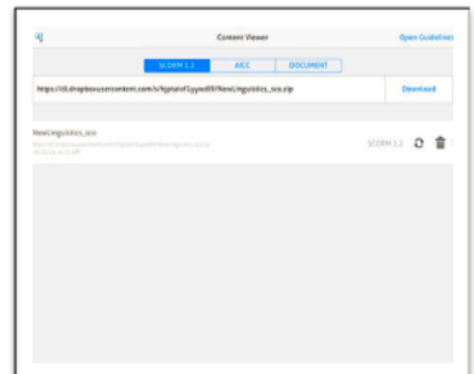
With the above in mind for a content to be fully compatible with iOS it needs to support both Safari and

WKWebView. Currently most companies only test in Safari and claim general compatibility with iOS. There is no official tool available from Apple to test HTML in a WKWebView. There are free third party apps in the App store for WKWebView testing. SF Learn Test has been developed for exactly the purpose of testing HTML in WKWebView. This means that if you experience an issue when testing the content using Learn Test, then the content has not been developed to work correctly in WKWebView. The content vendor will need to address. If the content works correctly in Learn Test, but not when using BizX Mobile app, then this is likely a product defects that engineering will need to address.

### Learn Test (ipad) App install guide

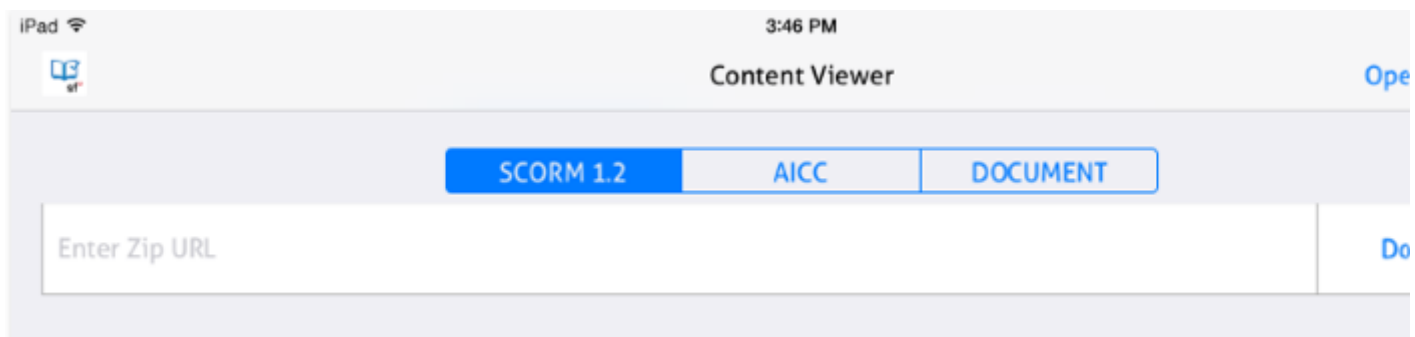
Learn Test (ipad) app is used to verify that your content UI is compatible with SF Learning App for iPad..

1. On the Ipad search for the application Learn Test and install.

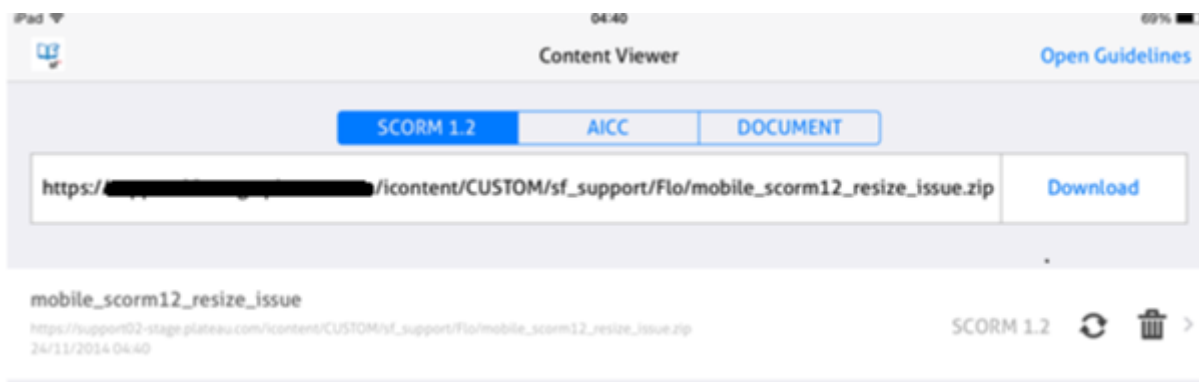


3. Learn Test (ipad) app is now installed, open it

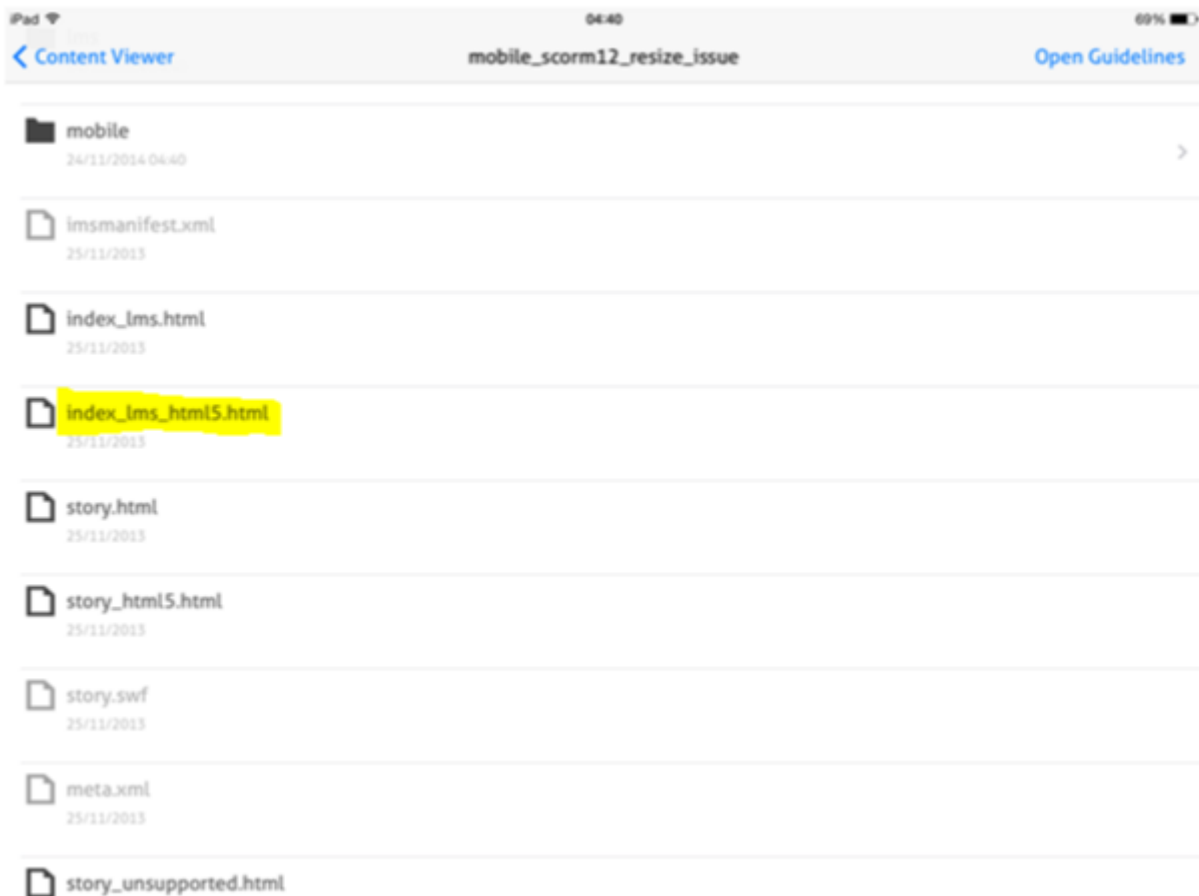
4. Select the content type



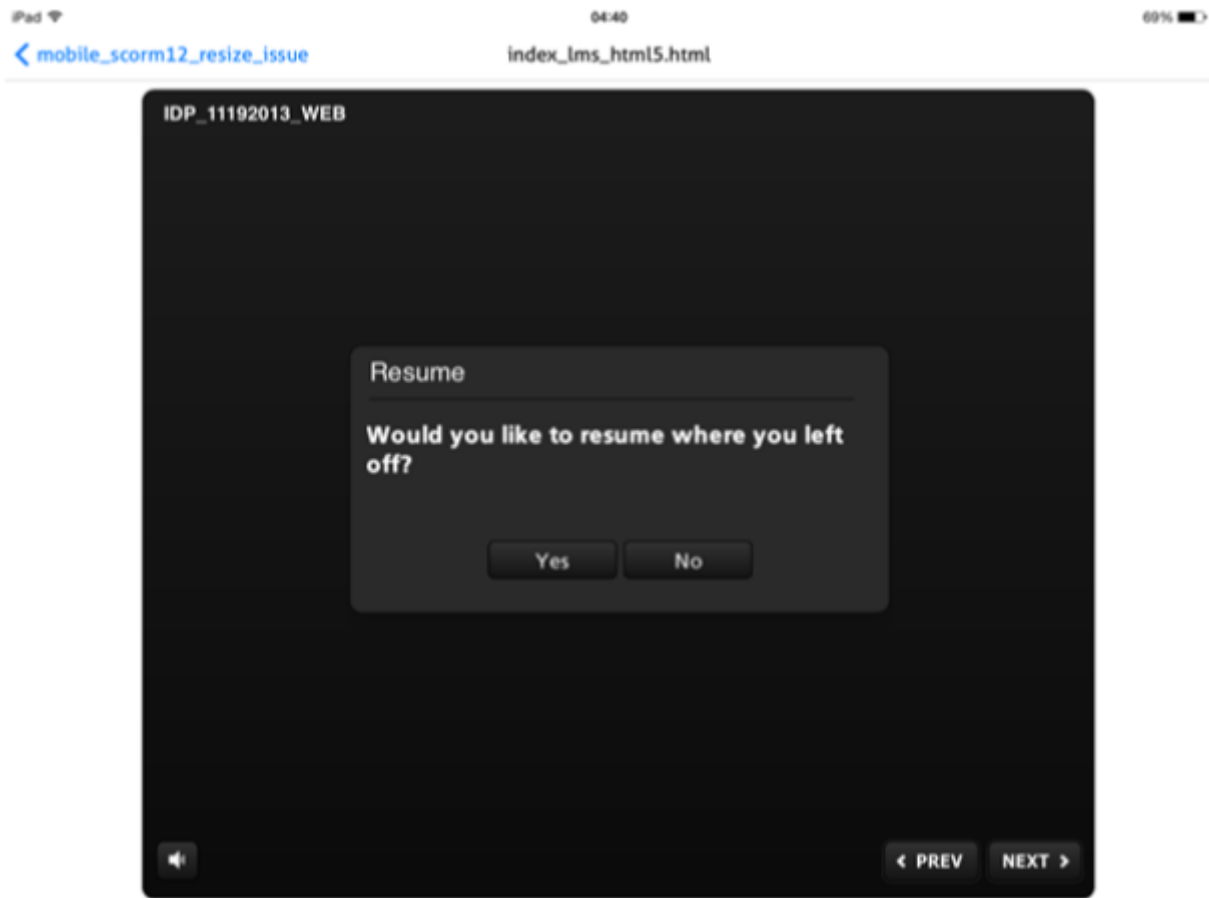
5. Enter the zip url of your content containing all resources (ie, images, audio, video.) and press Download.



6. Once downloaded, click on the content to open its folder. The files are displayed, click on the appropriate launch file, the one setup in your Content object->Launch method->mobile filename.



7. Click on launch file, the content is now displayed. If the issue is still reproducible on both SF Learn Test (ipad) and SF Learning Apps, the content contains rendering issue with WebView.



8. Troubleshooting guide - This app can test various aspects of content such :

Guidelines for Developing Mobile Content:

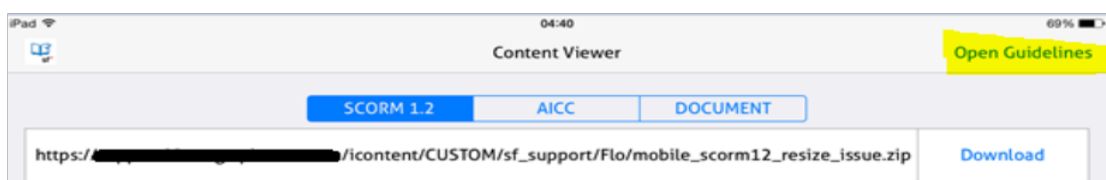
- Content Issues:

- + Content is not loading or displaying
- + Images are not Displaying
- + Audio is not Playing
- + Error Alert is Displayed when Playing Video
- + Flash Content is Not Running
- + Content is Not Rendering Properly

- Functional Issues

- + Close Button is Not working
- + Course does Not Autoplay After Launching
- + Bookmarking does Not work for AICC Content
- + Content does not Play Offline

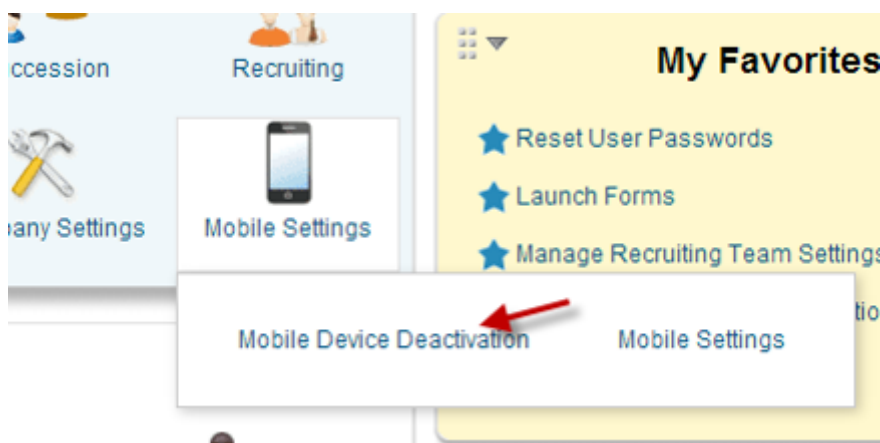
**Please open guidelines to open the troubleshooting guideline**



5.2. Deactivation via Admin



- Admin has the right to deactivate mobile devices. This can be done from Admin tools -> Mobile Device Deactivation.



- Admin can search the devices activated by searching for the username, which will list the devices activated by that user. By clicking on the trash button that particular device will be deactivated.

## Admin Tools

[Back to Admin Tools](#)

### Mobile Device Deactivation

Use this page to deactivate a mobile device for an employee.

People Search:

#### Devices for Carla Grant

Device Name	Identifier	Activated	Deactivate
Alex iPhone	8C4E602D-ABAF-49D2-B23C-953BF67C8AA0	about 2 days ago	
Alex iPad	E5E941A3-B481-42A9-ACDB-F6428618070D	about 13 hours ago	

### 5.3. Content Not Found

- Getting Content Not Found, The content for this module is missing. Please contact your Learning Administrator.

#### Reason1

In Content Object > Launch method > Offline file name might be misspelled

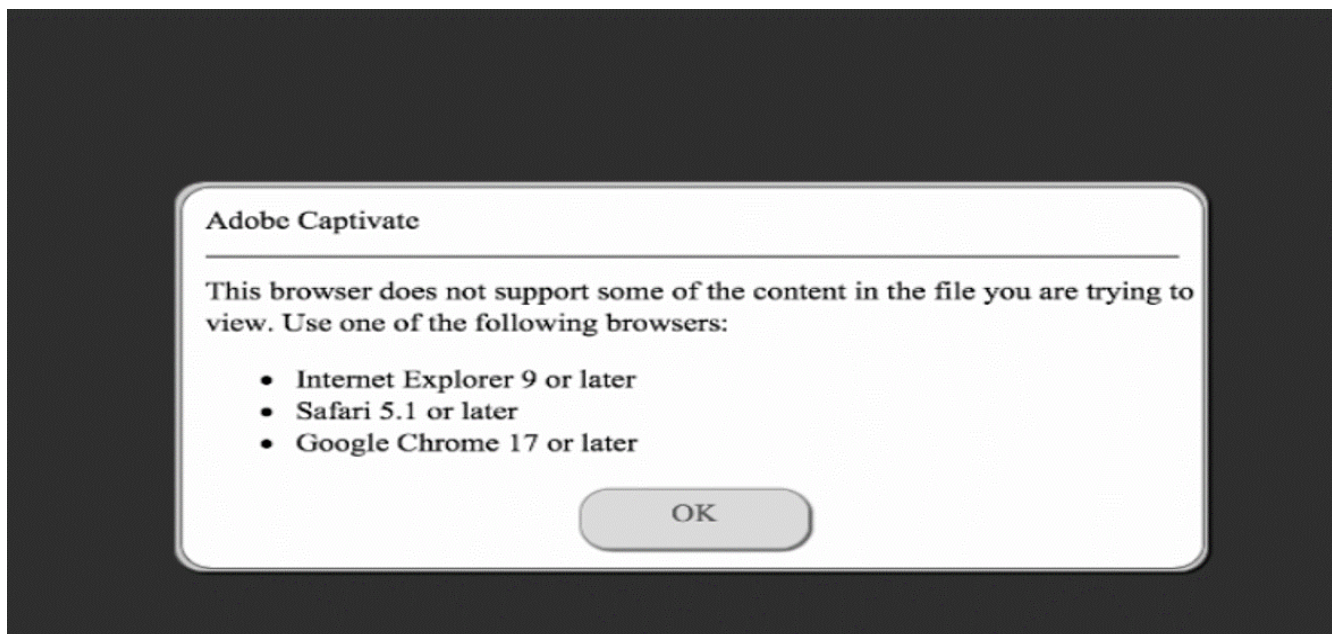
#### Reason2

In Content Object > Launch method > Offline file name might not have the folder information. For example if the Offline file name is inside a folder in the zip file mentioned in URL for offline download, then it should have the folder name in the Offline file.

### 5.4. Content not Supported

It's clear that the below content is not supported in iOS webview. Make sure content is supported in iOS webview. iOS Safari doesn't fit within "Safari 5.1 or later" which is for MAC laptops/desktops.

PS: Some content might just warn you but it would work.



### 5.5. Documents not displayed in the content page

Please check to see if the PDF is opening properly. Corrupted PDFs don't render in webview and we don't get any message that the PDF is corrupted and shows blank page.

Few Excel or Powerpoint content does not render properly. We have seen few contents like this but it happens on ZyWapps as well.

### 5.6. Error with content if AICC wrapper is enabled for AICC content

Sometimes if you get error from content as shown below. Please check to see if AICC wrapper setting is enabled and if its AICC content. AICC Wrapper setting should not be enabled for AICC content.



## 5.7. Using ZyWapps to test customer content

### Install ZyWapps on iPad

Extract the content to a location that can be accessed from iPad. Zip file will not work.

Use ZyWapps and type the content URL that needs to be tested

ZyWapps uses webview implementation. If the content does not work on native app, we can test it on ZyWapps to see if it is content issue or product issue.

## 5.8. Fixing Errors with Item settings/content Settings

- Click the "thrash icon" on the top right hand corner of the content structure screen. Then click "Yes" on the pop up message. This can be used to retry new content for test user.
- Admin should re-assign the item to all the selected users. This should be used to do re-assignment after fixing the content/item issues.

## 5.9. Important iOS9 Notices

These notices are Applies iOS specific and not unique to SAP SuccessFactors Learning. Any company with an iOS9 footprint is affected.

If you used the native iOS app for SAP SuccessFactors Learning when your users were running iOS8, your users might not be able to view content after they upgrade to iOS9. This is a known issue for content creators: content created for iOS8 does not automatically work in iOS9.

We recommend that you open any content that you created for iOS8 or earlier in your content creation tool (for example Adobe Captivate). Render it for iOS9 and add the content to your content server (for example, iContent).

Additionally, iOS9 requires Transport Layer Security (TLS) 1.2. We have seen issues when customers use an external learning content server and have not upgraded their TLS. If you use an external content server, please contact your server's administrator and check the TLS version. If you are an iContent customer, then the TLS is already upgraded for you.

## 5.10. Trace using HttpWatch for Support

This section will help customers/partners to send full information to Customer Support when opening an incident to SAP Product Support, in order to understand and troubleshoot your incident.

### Installation

Download the latest version of HttpWatch Basic - Http Sniffer and Debugger from the iTunes app store:

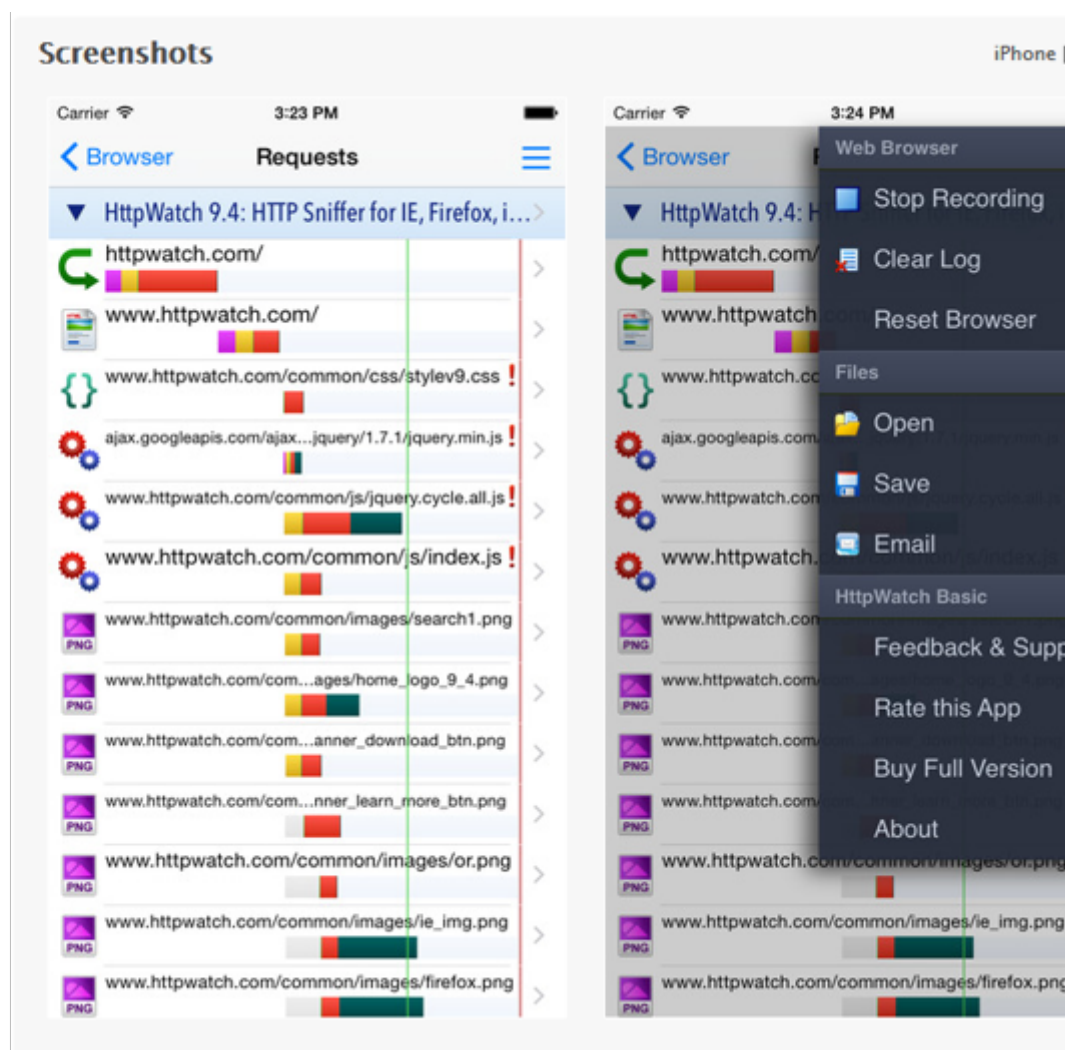
<https://itunes.apple.com/us/app/httpwatch-basic-http-sniffer/id658886056?mt=8>

### Description

HttpWatch is the ultimate HTTP sniffer for monitoring and optimizing web pages. It shows cookies, headers, content, query strings, POST values and low level request/response streams for HTTP and HTTPS.

### Configuration

In order to use httpswatch, we will use the nativelogin url of LMS, and put it on the httpwatch application.



Go to the User and run the course in the Learning Plan

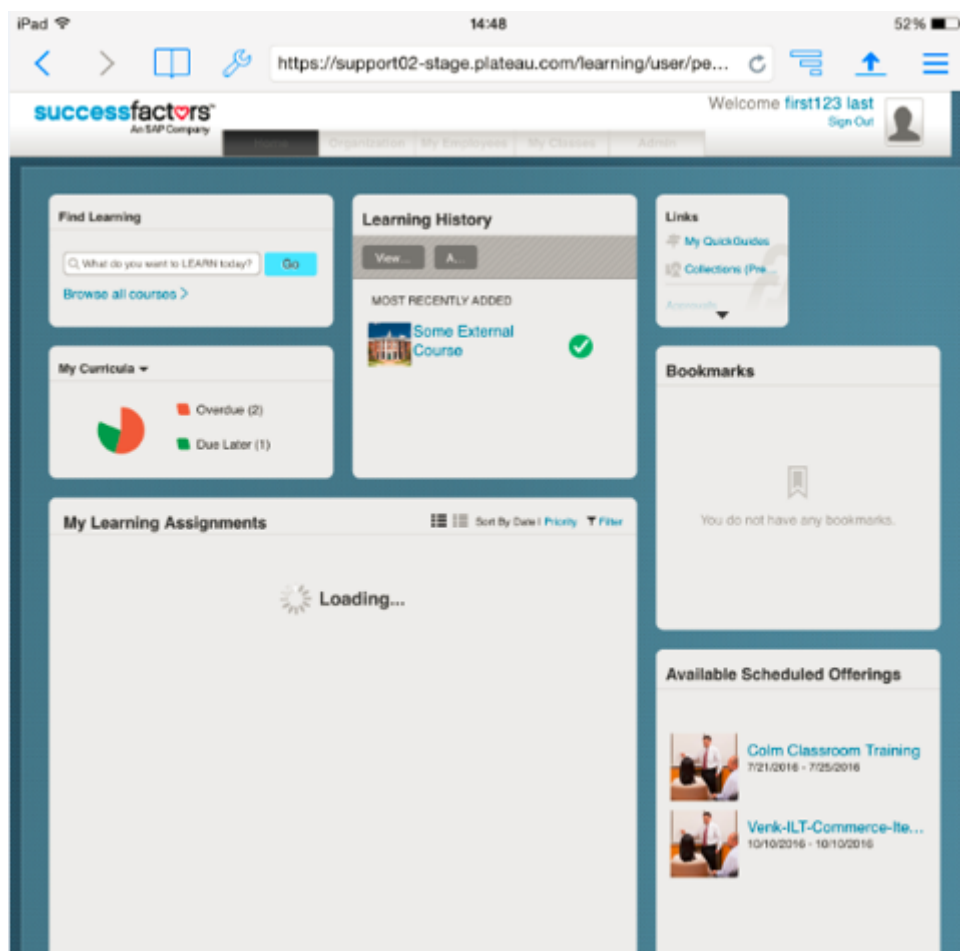


Admin ID:

Password:

Login

To login, enter your user ID and password in the space provided to the left. If you have forgotten your password, links below the login box will assist you in recovering your credentials.

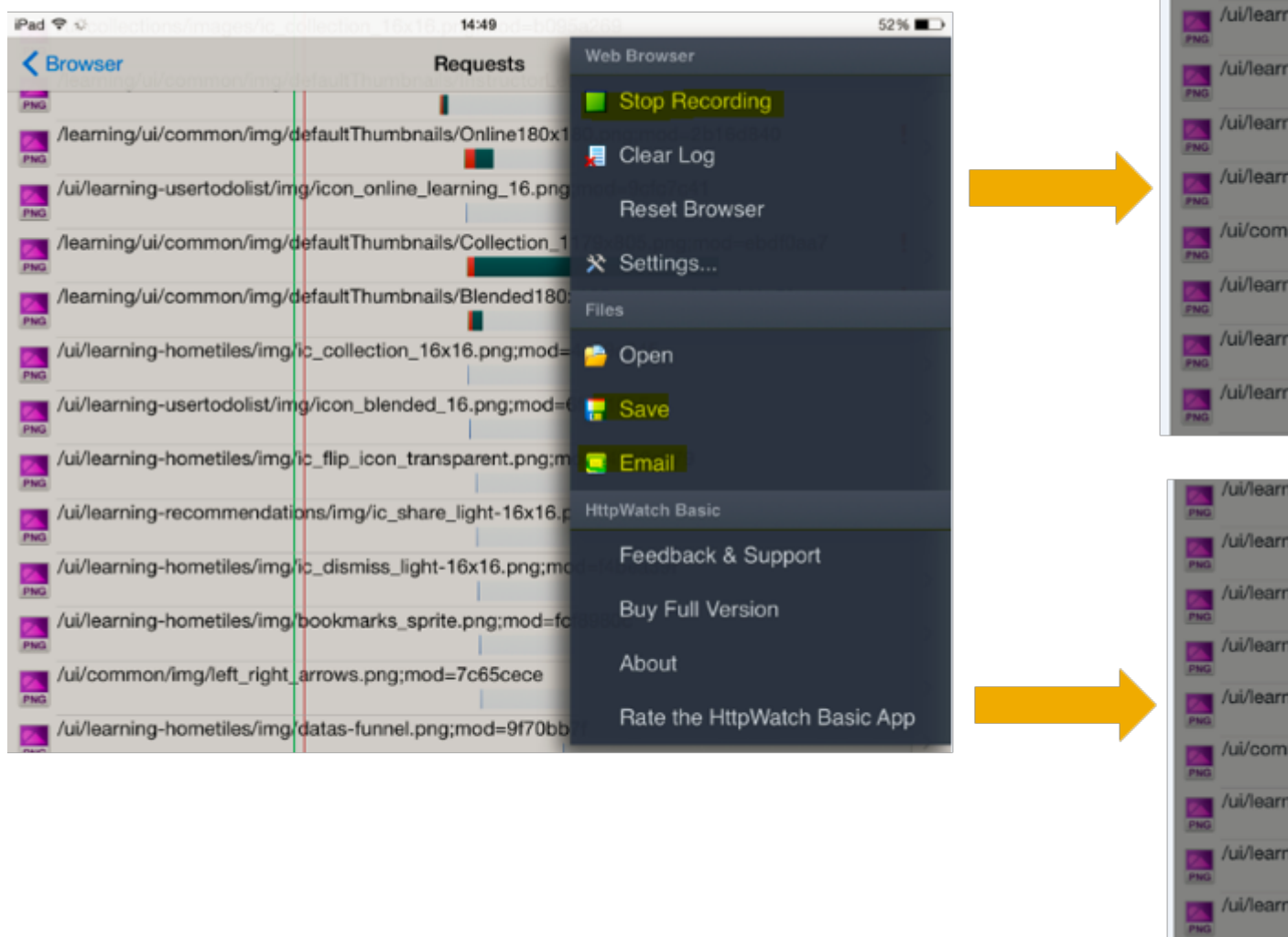


You can see the trace on the "Requests" on anything done on the LMS instance.



iPad	14:49	529
js/common.min.js;mod=ab0bf0c3		
Browser Requests		
	/js/custom_injection.min.js;mod=u	
	/ui/common/css/grouped_juic_components_css.xml.d80d8ca1e9f0edcf09ede604f46f80d4.merged.css;mod=407f8eb7	
	/ui/common/js/grouped_juic_components_js.xml.6816fe399dfd66d5c82a0d090bf896f7.merged.js;mod=8e473e24	
	/ui/common/js/grouped_common_components_js.xml.7ea467090bc6c0ed241051aaa5d65bb2.merged.js;mod=226e80dd	
	/ui/learning-environment-info/js/grouped_juic_learning_enviro...64c99ef00924c2f4629be85cdb8db.merged.js;mod=12d49421	
	/ui/learning-environment-info/css/grouped_juic_learning_envir...6237622e969d17c918b354b8891.merged.css;mod=b6edaf4d	
	/images/logo.png;mod=5b09b0cd	
	/images/spacer.gif;mod=ab68bd76	
	/images/layout_search_top_left.gif;mod=9acceab1	
	/images/layout_search_top_right.gif;mod=ab68bd76	
	/ui/learning-myemployees/img/avatar.png;mod=406185b8	
	/ui/common/js/grouped_history_manager_js.xml.9fa8b6e1e4f69bd592021a1e4c5c0a54.merged.js;mod=6c6ceb4c	
	/images/sf/masthead.gif;mod=bdc6525d	
	/images/blank.html;mod=b6cae4ef	
	/images/headerArea_BG.gif;mod=c8527465	
	/images/background_menu_off.gif;mod=4a5c0a69	
	/images/layout_menu_divider.gif;mod=eac39a47	
	/images/background_menu_on.gif;mod=dc274521	
	/images/background_submenu.gif;mod=1505b627	
	/images/sf/content-background.png;mod=ac2d6c9	
	/images/sf/toolbar_button_sprite.png;mod=bf57a64e	
	/images/shadowAlpha.png;mod=61d22085	

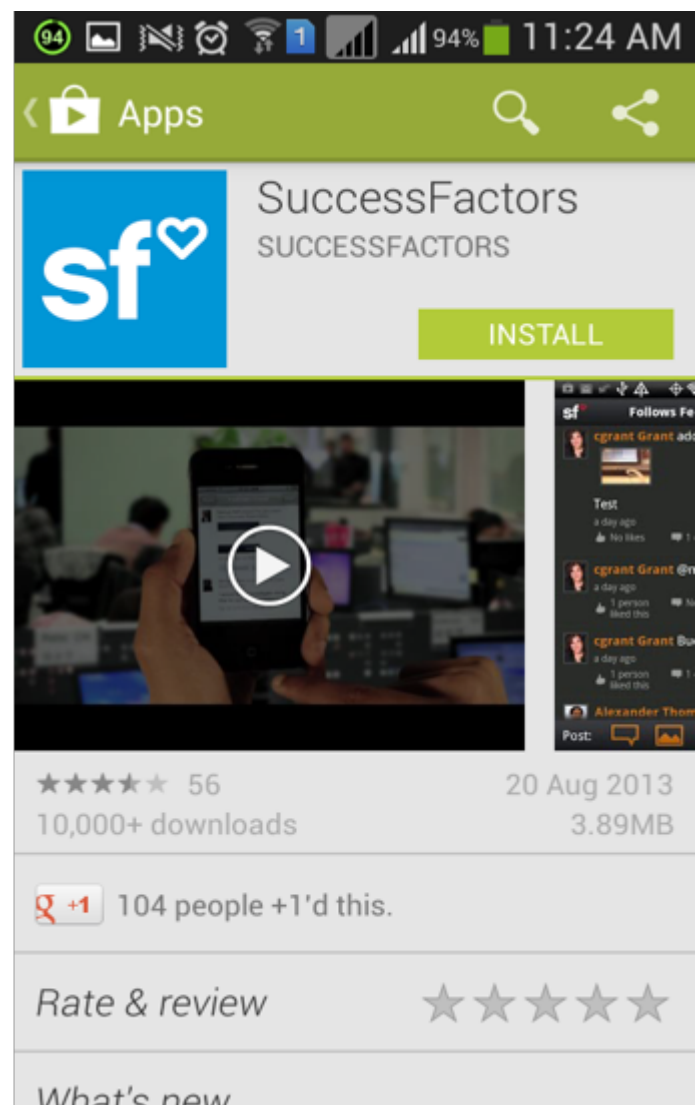
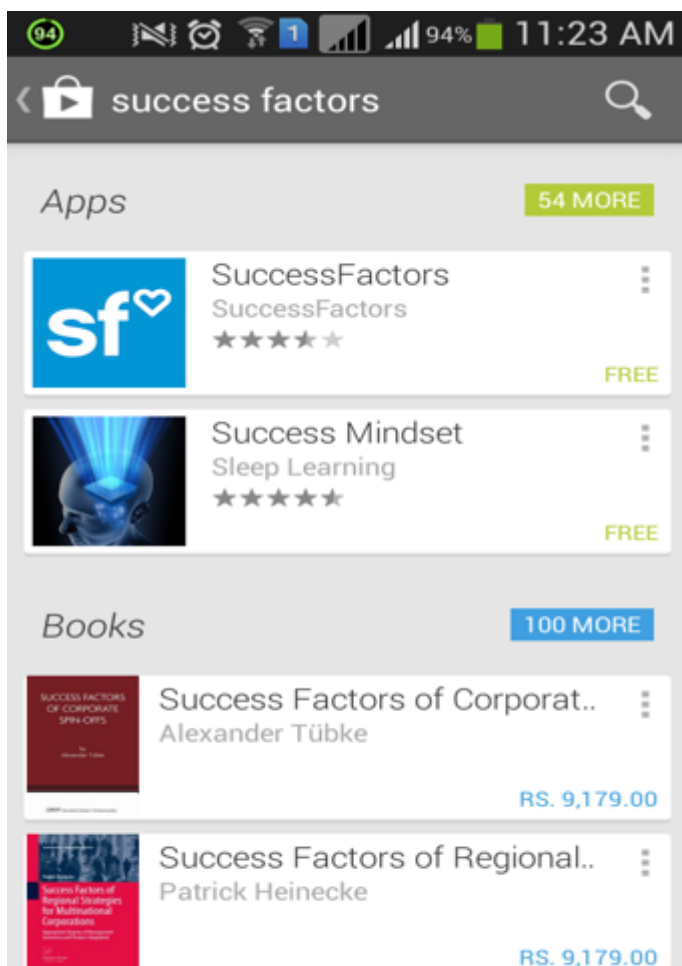
Then you can Click and Stop recording and on Files select Save or Email to your email account in order to save the HttpWatch Logs.



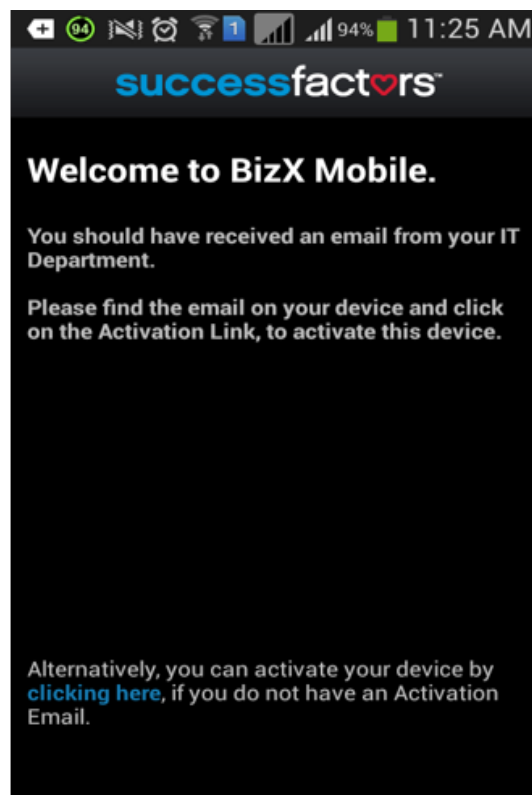
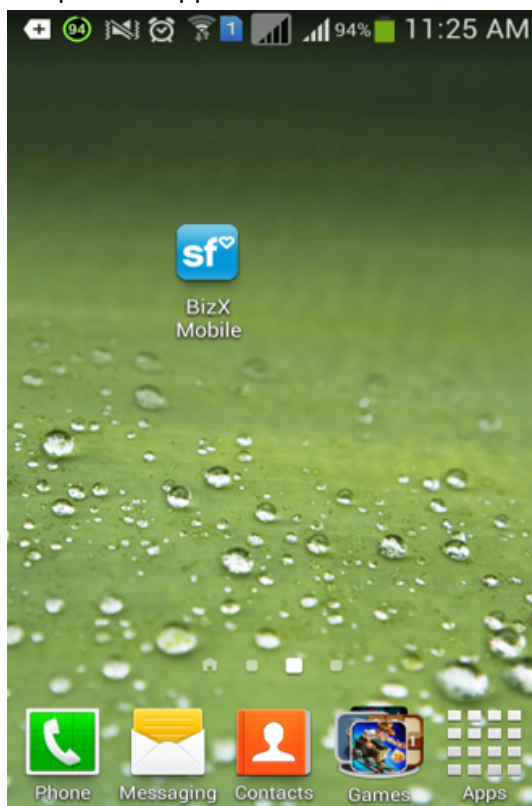
## 6. LMS Mobile on Android configuration

Configuration Steps:

1. Login to Google play on your device and search for application "SuccessFactors"
2. Install Application



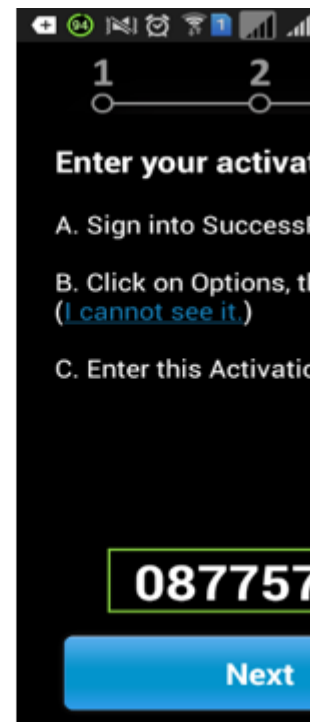
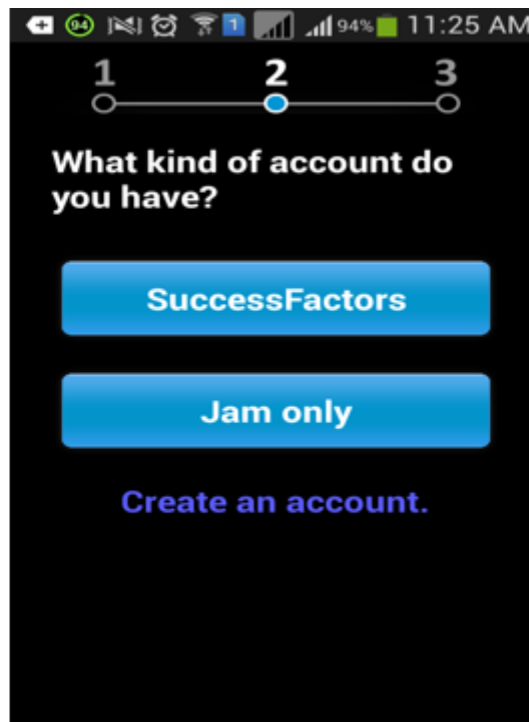
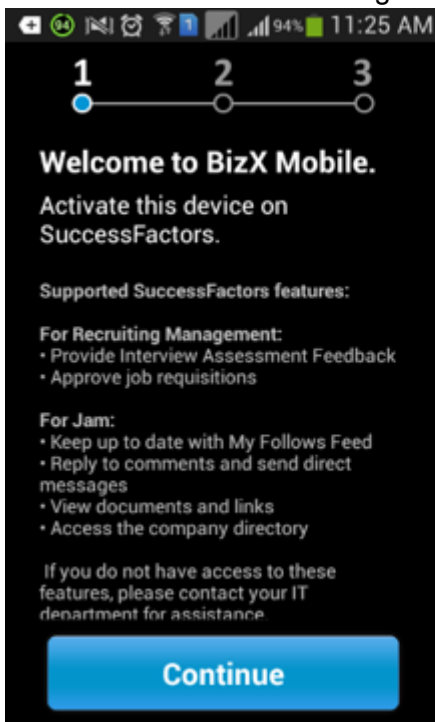
### 3. Open the application





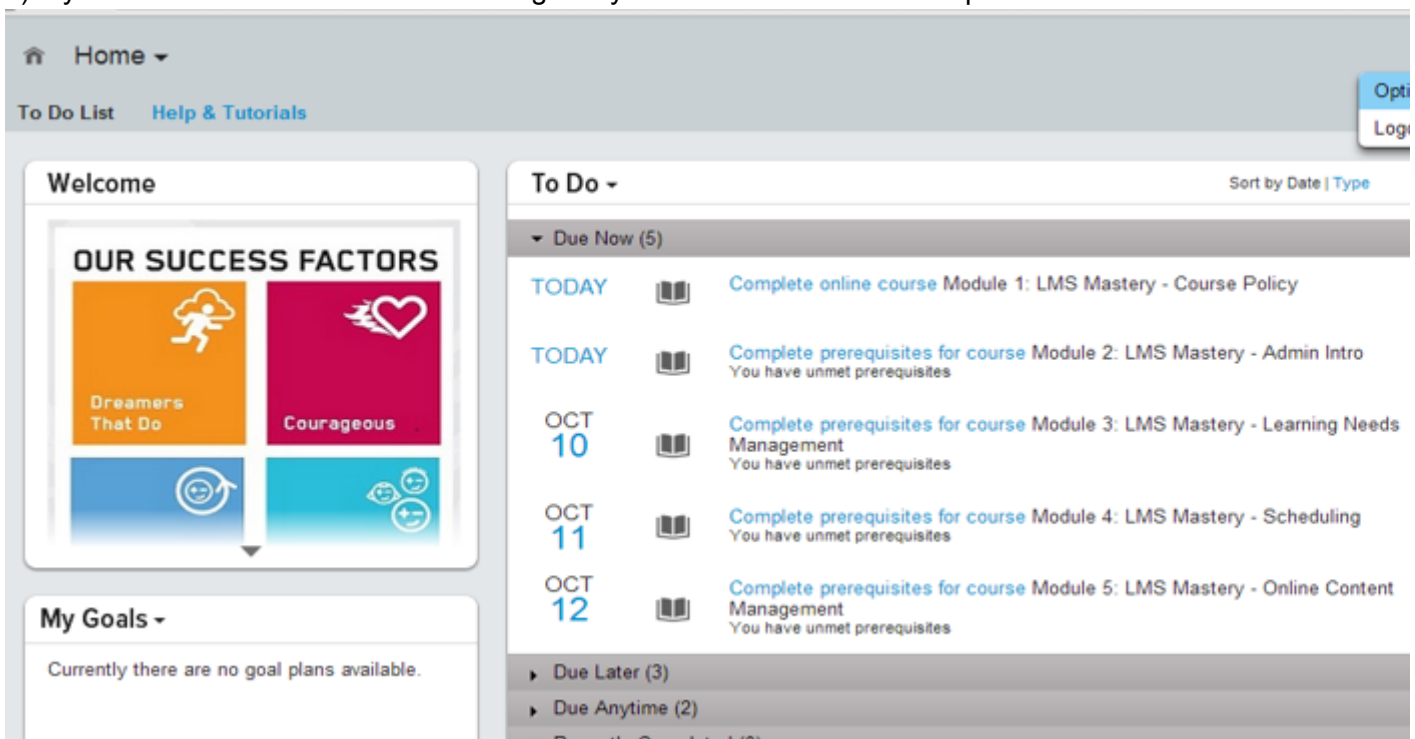
4. If have the mail click on the activation link or click on "Clicking here" in blue color which takes you to below screen

Click on Continue and in the next screen Select Success Factors or Jam only depending on your instance. After selection a code will be generated.

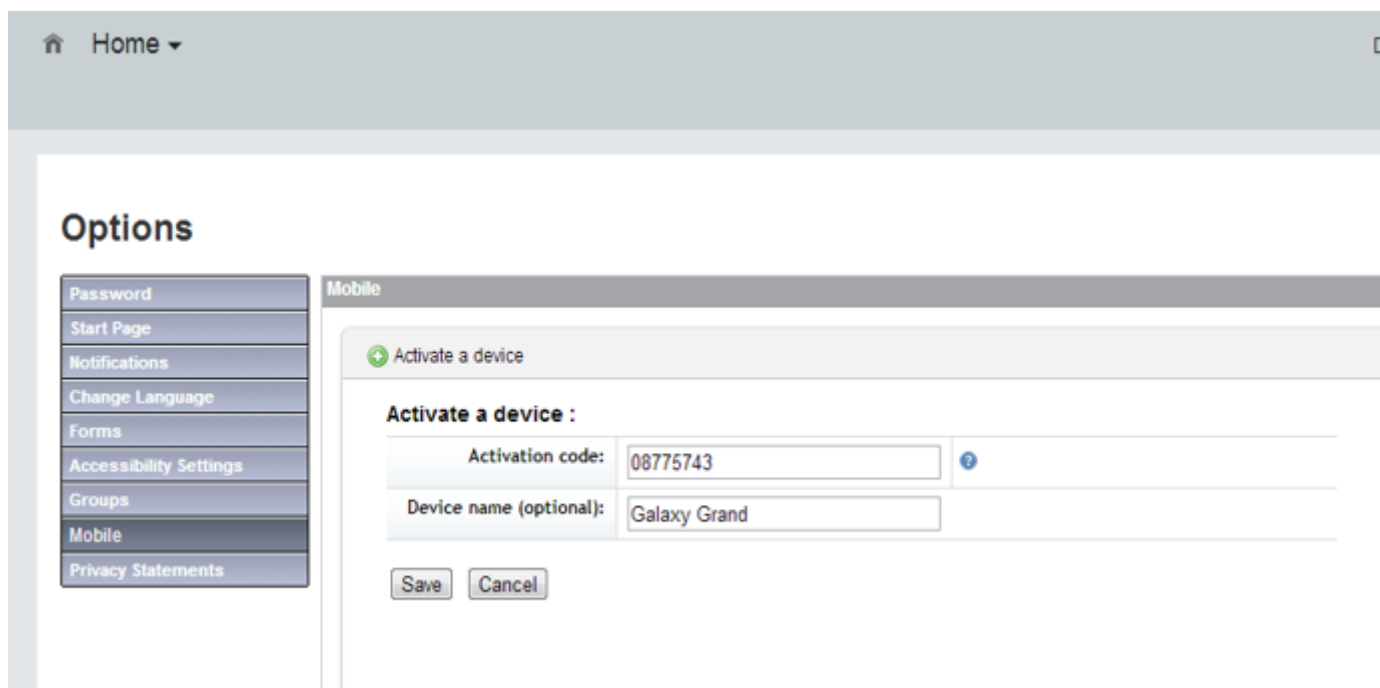


5. Note down the code generated and login to your instances.

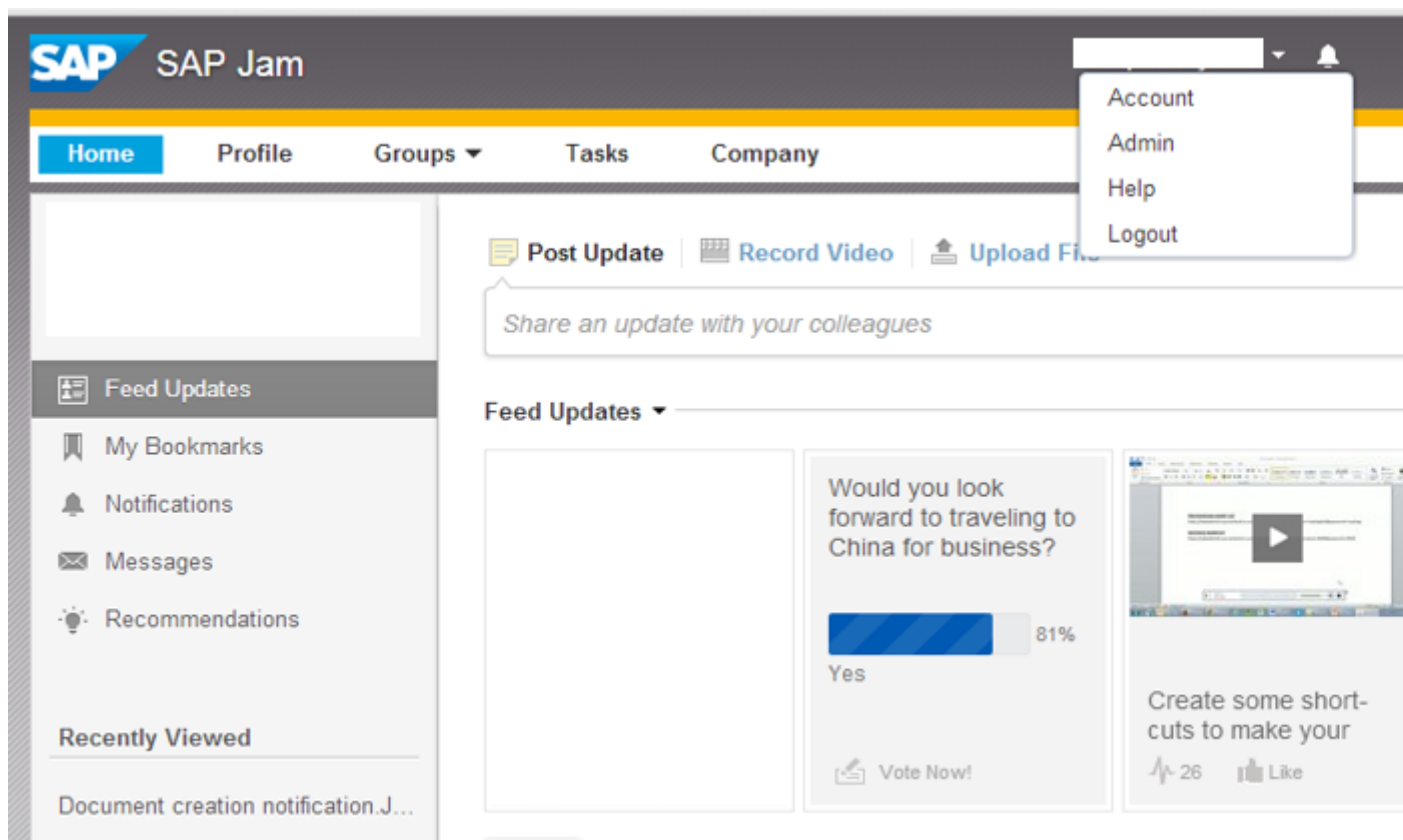
A) If you had selected Success Factors login to your instance and click on options as shown below.



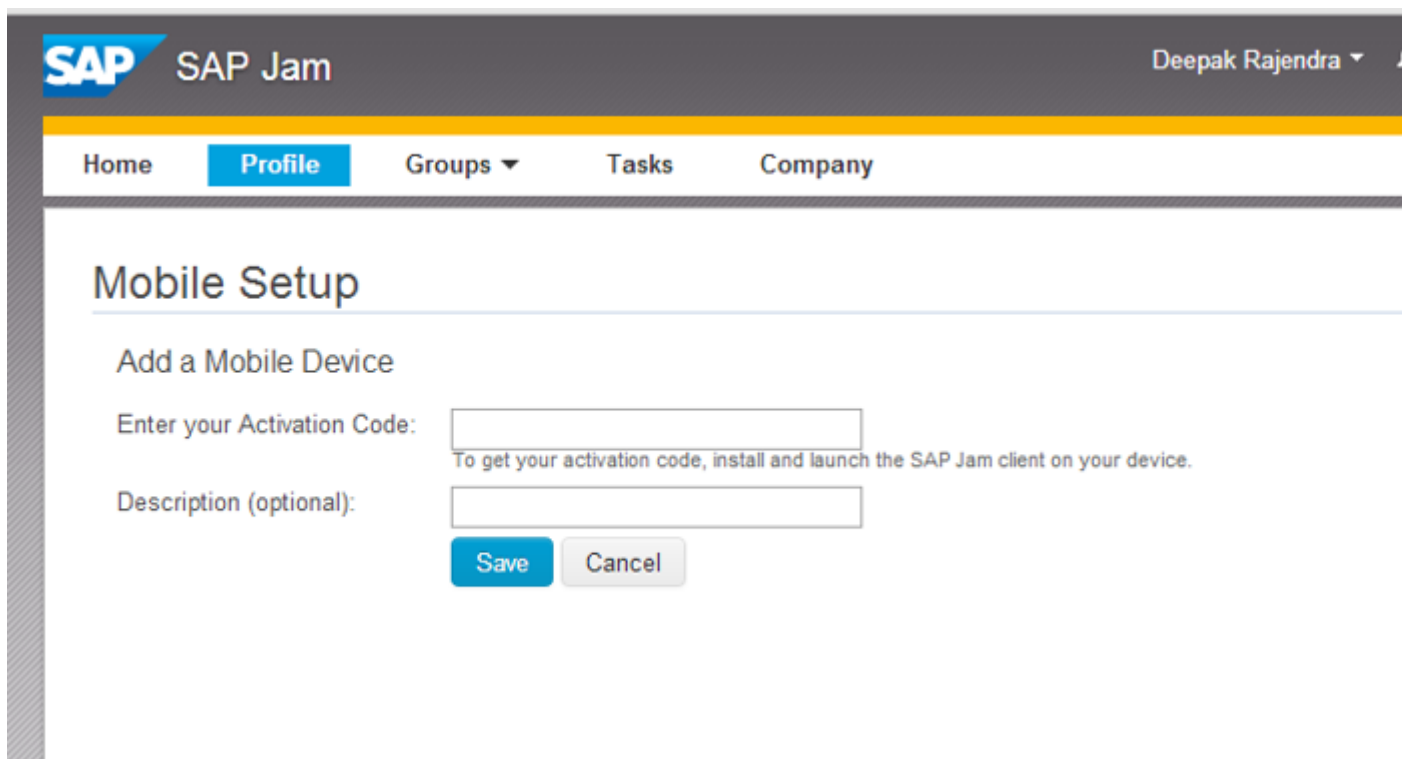
Then in the Mobile Section enter the code that you got from the device and click on "Save"



B) If you selected JAM only, login to JAM and select "account" as shown bellow.

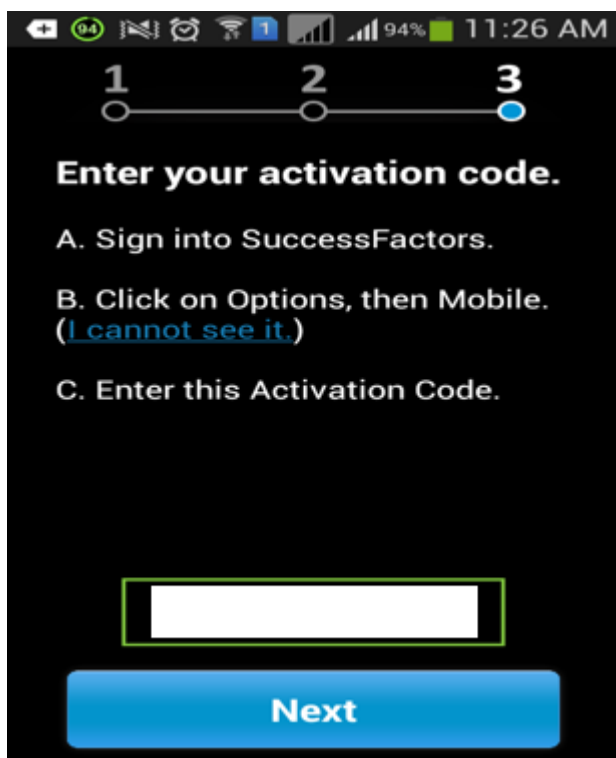


Click on mobile Setup and Enter the code that you got from the device and click on "Save"

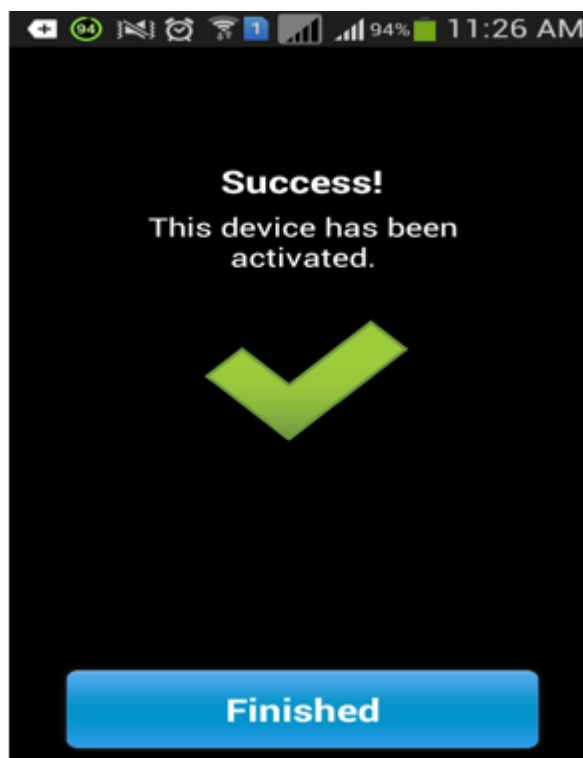


The screenshot shows the SAP Jam web interface. At the top, there is a header with the SAP logo and the text "SAP Jam". On the right side of the header, the user's name "Deepak Rajendra" is displayed with a dropdown arrow. Below the header is a navigation bar with tabs: "Home", "Profile" (which is highlighted in blue), "Groups" with a dropdown arrow, "Tasks", and "Company". The main content area is titled "Mobile Setup". Under this title, there is a section "Add a Mobile Device". It contains two input fields: "Enter your Activation Code:" and "Description (optional):". Below these fields are two buttons: "Save" (in blue) and "Cancel" (in grey). A small instructional text below the activation code field reads: "To get your activation code, install and launch the SAP Jam client on your device."

6. Then on your device click on "Next" wait for some time until you get other page saying "Success!". This device has been activated" and click on "Finished"

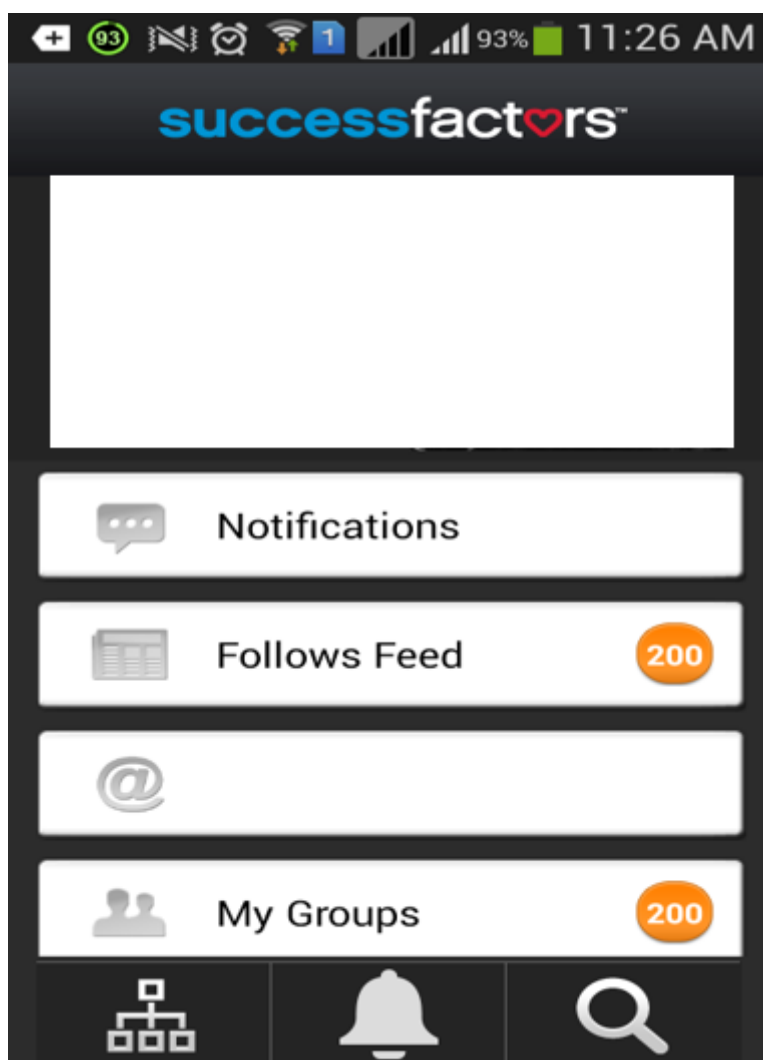


The screenshot shows the SAP Jam mobile app setup screen. At the top, there is a progress bar with three steps: 1, 2, and 3. Step 3 is currently selected and highlighted in blue. Below the progress bar, the text "Enter your activation code." is displayed. Underneath, there are three instructions: "A. Sign into SuccessFactors.", "B. Click on Options, then Mobile. (I cannot see it.)", and "C. Enter this Activation Code.". At the bottom, there is a text input field for the activation code, which is highlighted with a green border. Below the input field is a blue button labeled "Next".



The screenshot shows the SAP Jam mobile app success screen. At the top, there is a progress bar with three steps: 1, 2, and 3. Step 3 is currently selected and highlighted in blue. Below the progress bar, the text "Success!" is displayed in large, bold letters. Underneath, the text "This device has been activated." is displayed. At the bottom, there is a large green checkmark icon. Below the checkmark is a blue button labeled "Finished".

7. Now you should be able to access your instance.



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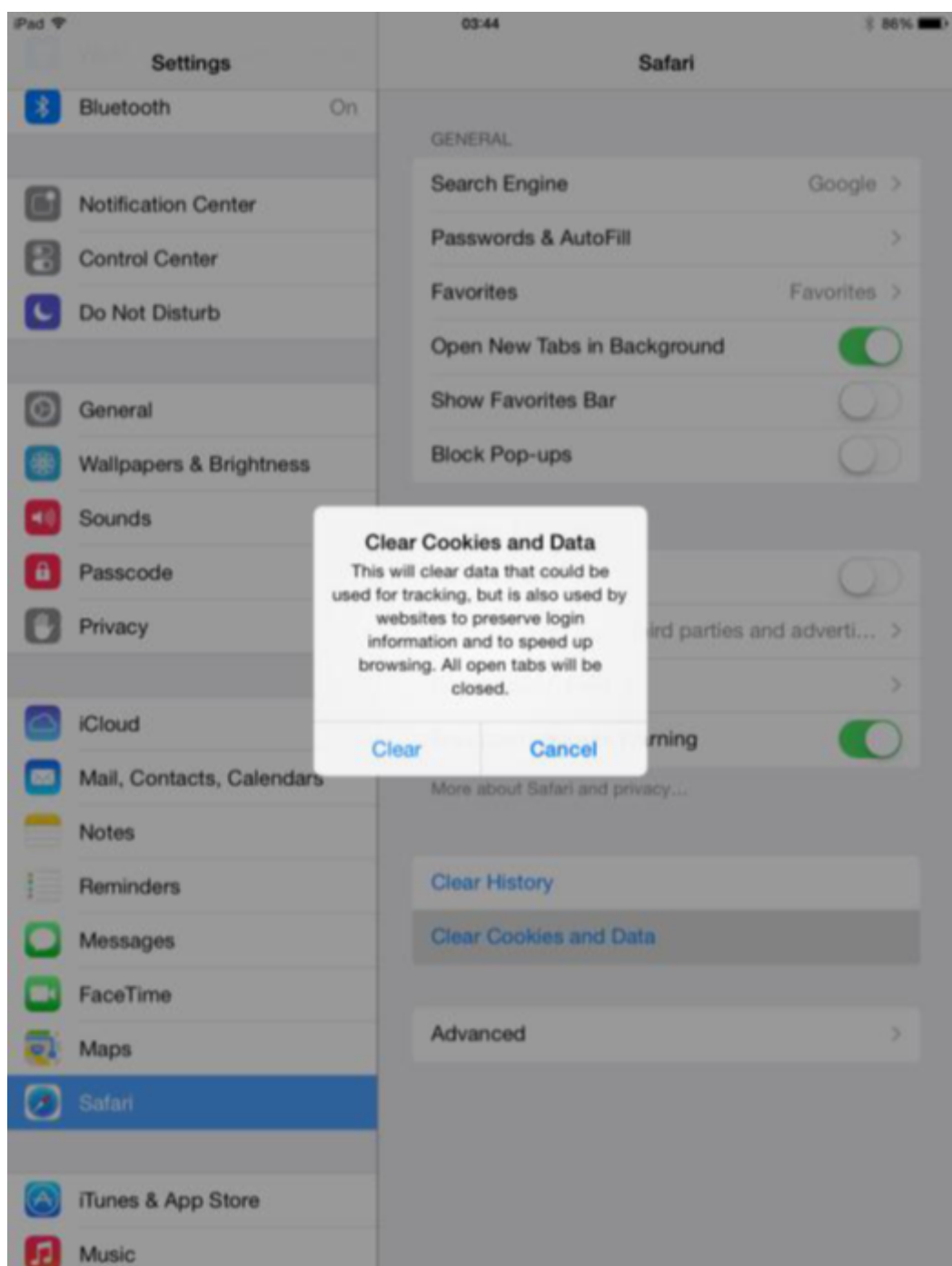
## 7. Ipad Safari Troubleshoot for Customer

Here is a guide about iPad Safari settings. Note that those settings are not necessarily required for LMS, it is for troubleshooting purpose. Please communicate those values in the ticket, support agent will analyze them.

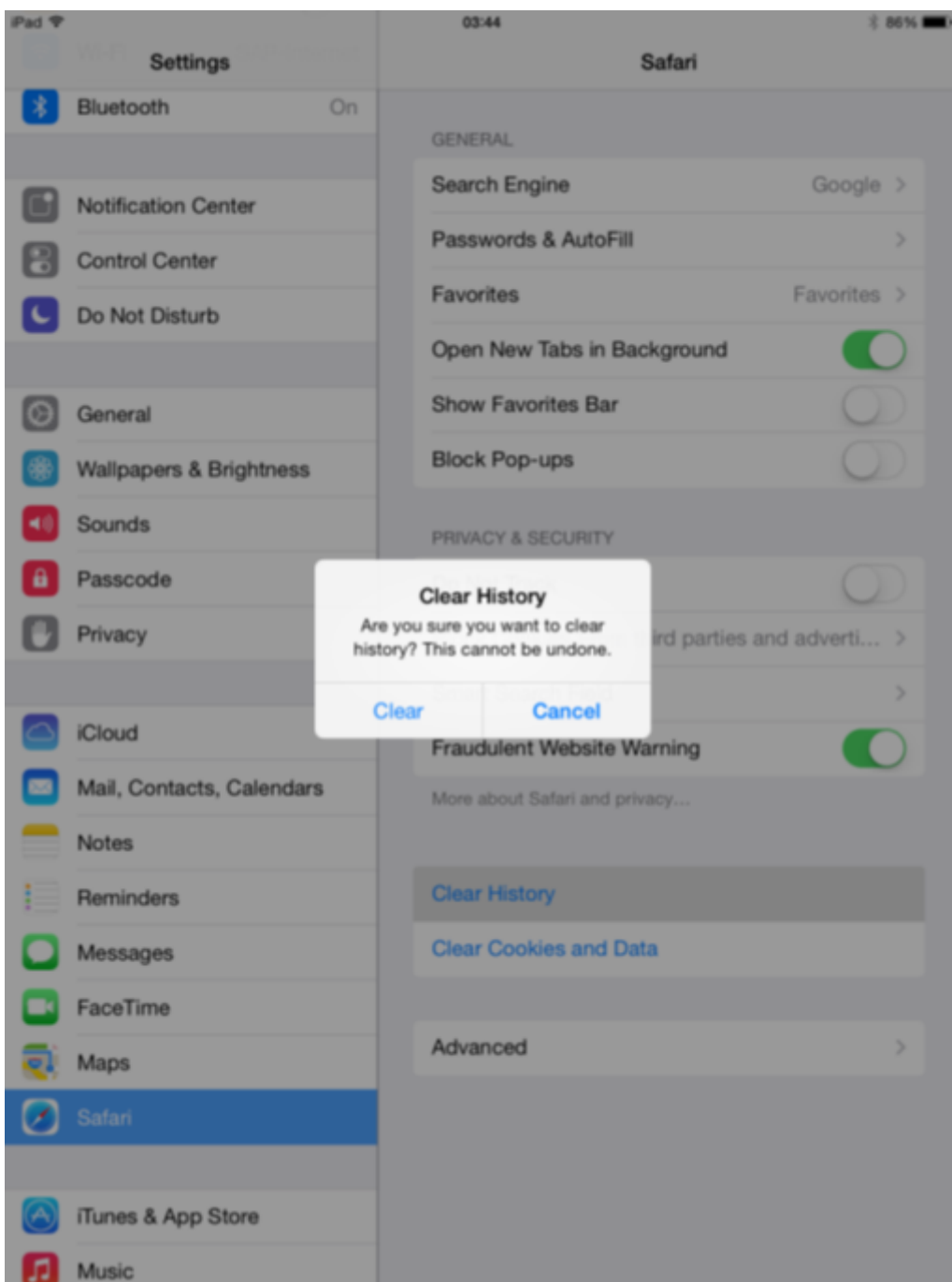
1. Settings->Safari: Block Cookies->Never



2. Settings->Safari: Clear Cookies and Data



3. Settings->Safari: Clear History



4. Settings->Safari: enable JavaScript



5. Get Safari Agent String (shows version of safari)

Open safari-> go url: <http://whatsmyuseragent.com/>



What's My User Agent?

Home What's a User Agent Check Server Response Common User Agents

What's My User Agent?

Your User Agent String is:  
Mozilla/5.0 (iPad; CPU OS 7\_1 like Mac OS X)  
AppleWebKit/537.51.2 (KHTML, like Gecko)  
Version/7.0 Mobile/11D167 Safari/9537.53

Ads by Google User Agent Whats My IP? Mozilla Web E

"What's My User Agent?" allows you to view details about your user agent, along with other information your browser sends to this website.

Watch Now

netflix.com/Ireland

Watch Instantly Online No Extra Fees. Free Trial.

Recent User Agents Visiting this Page:

Remote Server Monitoring

gfimax.com/Server-Software

Monitor Your Servers remotely with GFimax™. Download Our Free Trial!

The Elements of Your User Agent String Are:

- Mozilla/5.0
- iPad
- CPU OS 7\_1 like Mac OS X
- AppleWebKit/537.51.2
- KHTML
- like Gecko
- Version/7.0 Mobile/11D167
- Safari/9537.53

6. Settings->General: IOS version



## 8. VSaaS Mobile Learning App

### APP INSTALLATION

-> Validated customers will download VSaaS app for free from Apple App Store site : <https://itunes.apple.com/us/app/learning-by-successfactors/id1030964007?mt=8>



## Learning by SuccessFactors

By SuccessFactors, Inc.

- Validated customers will download regular BizX app from Apple App Store to access talent features (similar to the current process).
- Regular BizX app and VSaaS app will have different app icons.

### APP ACTIVATION

- Validated customers will activate the regular BizX app and VSaaS app separately.
- Different activation codes will be required for each app.
- Non-validated customers may be able to activate the VSaaS app, however they will not have access to Learning.

### USER LEARNING ACCESS

- Validated users can have regular BizX app and VSaaS app installed at same time.
- Validated users will have access to Learning through the VSaaS app only.
- My Assignments screen will be the homepage in VSaaS app.
- Learning link in BizX homepage and navigation menu will not be displayed for validated users.

### VALIDATED USERS FEATURES (Q3 2015 (B1508))

VSaaS App	
Homepage	My Assignments
Item Details	X
Registration	X
Online Content	X
Offline Content	X
Catalog Search	X
Learning History	X
Task Checklist	X
Multi-Profile	X
QuickGuide	X
Settings	X

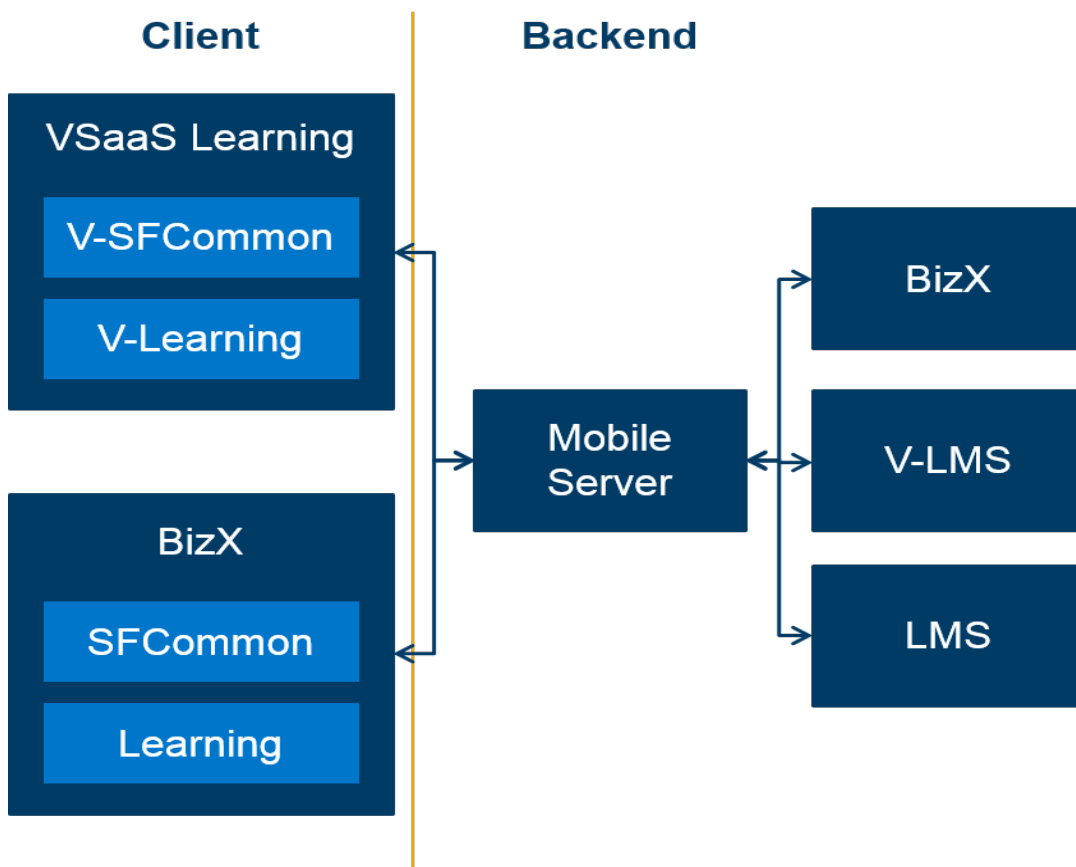
### DEPLOYMENT PLAN

- VSaaS app will be available in 1508 for internal testing.
- Validated customers will get access to the VSaaS app in January 2016 for testing.
- Validated customers will get all the features release of Learning app up to 1508.

- The validated version that customers will go live with (including patches) is based on 1508 p18, which aligns with the last 1508 patch that regular SaaS customer get before they move to 1511.
- VSaaS customers will then complete their validation on 1508 p18 and go live in production with that version.

## VSAAS ARCHITECTURE

- VSaaS app will be connected to V-SFCommon, V-Learning, and V-LMS.
- Regular BizX app will continue be connected to current SFCommon, Learning and LMS.
- Both apps will share current Mobile Server and BizX Platform.
- Mobile Server and BizX Platform will not support backward compatibility for VSaaS app.



## LMS SERVER CONFIGURATION

- For VSaaS customers with more than one SuccessFactors module, users will have access to both apps.
- The VSaaS app will be restricted only to users on a validated LMS instance.
- The general BizX app will deny access to Learning functions for validated users.

## 9. Related KBA in LMS about LMS Mobile

[2074193](#)

Flash to HTML

[2074743](#)

Eliminating LMS API Errors when using SCORM 1.2 content - Learning

<a href="#">2075371</a>	Task Checklists
<a href="#">2145309</a>	Learning: Evolution and Innovation - VIP Program - Learning
<a href="#">2149027</a>	LMS Mobile App user's learning plan cannot switch from classic view to native view
<a href="#">2161834</a>	Unable to Connect to Jam. Please Verify your Jam Integration setting and connectivity whilst ad
<a href="#">2184238</a>	Quick Guides activation pre requisites
<a href="#">2186494</a>	Content does not open with the Android app -LMS
<a href="#">2206445</a>	Users receive "Error Loading Page" message when accessing the course in Mobile - LRN-9726
<a href="#">2268236</a>	Plateau Staging Error
<a href="#">2273478</a>	FAQ - Mobile/HTML5
<a href="#">2286463</a>	Mobile enhancements Learning with Costs. If the learning has costs, can these be registered on
<a href="#">2289928</a>	LMS Mobile - Content Compatibility
<a href="#">2315247</a>	LMS Implementation tips & tricks from Support (Work in Progress)
<a href="#">2317513</a>	SuccessFactors Mobile APP - Security Error - Android - [LMS]
<a href="#">2323363</a>	JAM Integration in LMS Knowledge Support and Tips
<a href="#">2326365</a>	FAQ Mobile deep links in LMS
<a href="#">2327376</a>	SF Mobile Application not working on Android Devices - "SuccessFactors mobile application is r
<a href="#">2327938</a>	Adding or editing HTML attributes, properties and styling are currently unavailable in item descri
<a href="#">2331999</a>	Learning not visible from the mobile application
<a href="#">2334549</a>	Learning not showing on mobile after patching

For more KBA related to LMS Mobile please check [the link](#).

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## Environment

- Learning Management System (LMS)

## Keywords

- LMS Mobile
- Learn Test app
- Mobile LMS app
- APP
- LMS

## Products

SAP SuccessFactors Learning 1511

SAP SuccessFactors Learning 1602

SAP SuccessFactors Learning 1605

SAP SuccessFactors Learning 1608

SuccessFactors Learning 1508

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