Workstation Installation and Settings Files

Brief Overview

Workstation is a desktop and mobile application. This article guidelines the deployment process of Workstation within an organization.

The guide below assumes that you already have a Workstation system available and an IDP configured.

The article was written for non-tech-savvy employees. However, you'll need administrator privileges on your computer to complete the guide successfully.

Need help deploying Workstation?

We have an article dedicated to the Deploy tab in the Workstation Console, which will guide you through the other aspects of deployment.

Architecture

Workstation is similar to any other WalkMe implementation. Behind the scenes, Workstation has a system GUID that identifies it with the customer account.

Workstation needs a settings file (ws_settings.json) to be deployed on the target computer to get started automatically with the designated system GUID, aka the customer account.

Otherwise, Workstation will start with the WalkMe default account, known as the "Workstation Portable Account".

Getting the Installation File

As of September 2022, Workstation, the desktop variant, supports Windows and macOS operating systems.

You can download Workstation installers from the WalkMe Console, following below table:

Operation System	Package Name	Objective	Notes	Installation Path
Windows	User (.exe)	Plug & Play version. Not designed for mass deployment		%localappdata%
Windows	System (.msi)	Enterprise installer. Designed for mass deployment		%localappdata%
Windows	Machine (.msi)	Centralized installer. Designed for Citrix, Windows Servers, and other VDIs	Auto-update is disabled by default with this version	\<system drive\>\Program Files\
macOS	Intel (.pkg)	One fits all – designed for all usages		/Users/Shared/walkme
macOS	M1 (.pkg)	Designed for Apple's M1 Chip machines	Auto-update if a user has the intel version of Mac Installation and would like to update to the M1. If done manually by IT, the Intel version would have to be removed first	/Users/Shared/walkme

Getting the Settings File

As mentioned earlier, the Workstation instances need a settings file on each computer to start up with the required account configured; otherwise, it will start up with the Workstation Portable Account.

The settings file is a JSON-based text file that provides initial configurations to the Workstation, named "ws_settings.json".

The settings file can be downloaded from WalkMe Console.

European customers need to change the data center property in the ws_settings.json file manually.

Deploy Workstation

Once the installer and the settings file are available, you can proceed to the deployment process.

Locate the Settings File

Workstation searches the settings file (ws_settings.json) from the following locations. Choose which one is compliant with the organization policy, and place the settings file there:

Operation System	Installers	Settings File Path	Description	Example
Windows	.msi, .exe	<installationDir>\.. or %localappdata%	One folder above the installation path	C:\Program Files\WalkMe\
Windows	.msi, .exe	%ProgramW6432%\WalkMe	Program files, in WalkMe folder	C:\Program Files\WalkMe\
Windows	.msi, .exe	<system drive>\..\WalkMe	WalkMe folder in system drive	C:\WalkMe
macOS	.pkg	/Users/Shared/walkme		

Placing the settings file is not a prerequisite to getting the Workstation up and running. Changing the settings can be done at any stage; changes will take place on every Workstation restart.

Install Workstation

Installation differs from organization to organization, mainly depending on the IT methodologies and MDM software.

The .msi and .pkg installers are straightforward. However, Windows "Machine" MSI has auto-update disabled by default.

If enabling auto-update is necessary for the "Machine" installer, use the following msiexec command to enable it:

```
msiexec /i <msiPath> INSTALLLEVEL=3
```

Organization IT can change the installation path by using the [msiexec](#) command:

```
msiexec /i <msiPath> APPLICATIONROOTDIRECTORY="PATH_TO_INSTALL"
```

User mode

The Workstation application does not require administrator privileges to function. As such, following security best practices and the least privilege principle, WalkMe recommends running the WalkMe Workstation in user mode.

Install for Testing Purposes

Any user with administrator privileges can double-click on the installer and follow the installation wizard. Once done, the Workstation will be installed on the computer.

Install over MDM

MDM ("Mobile device management") is used to distribute desktop and mobile applications across the organization's devices.

Workstation is compatible with MDMs and have been tested and verified specifically on the below list:

MDM Provider	Operation System	Deployment Test Time	Test Output
Jamf	macOS	March 2021	PASSED
Intune	macOS and Windows	June 2022	PASSED
Mobile Iron	macOS and Windows	Tested in WalkMe	PASSED
Workspace ONE	macOS and Windows		
Microsoft Intune	Windows		

MDM installation is only possible by the organization's IT department. Once the installation has been done, the Workstation will be available for each employee on their desktop.

Help

Please reach out to your Account Executive (AE), Customer Success Manager (CSM), or Technical Account Manager (TAM) to get the necessary help.