How to Deploy Workstation

Overview

WalkMe Workstation is a centralized hub – deployed directly on the desktop – that simplifies information discovery, employee workflows, communication, and application usage.

The Workstation can be installed by individuals or organizations. It has official installations for both Windows (MSI and .exe) and macOS (.pkg). Both are available on [WalkMe Console](#).

This article explains how to deploy Workstation to the entire organization. The discussed deployment is an internal process that is done by the organization's IT team.

Workstation Configuration

The Workstation comes with an out-of-the-box configuration that suits a generic audience. The generic configuration includes the WalkMe branding; logo and colors; and has no dedicated content, such as Shuttles, Walk-Thrus, and Popups.

At WalkMe, configurations are stored in a frame of a "system". A Workstation is a "system" that includes a set of configurations for a specific customer.

Changing a system impacts the available content for the end users and that was curated by the builder. Changing the Workstation system can be done by end-users by inserting a preconfigured domain or an IDP Integration, that is done by the builder on WalkMe console and Admin, or by the IT team with a local settings file.

See *Local Configuration File* section for more info.

Workstation Deployment by IT team

Pre-deployment Step

If your organization had a previous installation of Workstation, please uninstall any of the old Desktop or Workstation applications which were deployed before the Electron-based Workstation solution.

Local Configuration File

You can overwrite Workstation configuration by providing a settings file in a JSON format.

The path for the configuration file is as listed in the table below:

Operation System	Configuration File Path
Windows	c:\walkme
macOS	/Users/Shared/walkme

Configuration file is *ws_settings.json*.

Available Settings

The ws_settings.json file can include the following settings:

Property Name	Description	Available Options
env	The development environment (for example for customers who wish to use EU environment)	prod, eu-prod
headlessGUID	System GUID that Workstation starts with	{{ any system GUID that was provided by the account builder }}

Examples

Changing Workstation Data Center to Europe

The following ws_settings.json file will overwrite Workstation to work with the EU data centers.

{

"env": "eu-prod"

}

Changing Workstation System

The following ws_settings.json file will overwrite Workstation system GUID

{

"env": "prod",

"headlessGUID": "881e87c9162b41a0b18eed2a2eab7163"

}