

Mass Deployment FAQ

Please note: This FAQ should be used by IT admins who are in the process of deploying the WalkMe extension using the Mass Deployment guide provided to them by their WalkMe contact. Please ensure you've reviewed the Mass Deployment Project Scope before proceeding.

Brief Overview

After deployment, you may run into issues getting your WalkMe content to appear on your website. As a very quick test, try following these steps:

1. On a machine you've deployed the extension to, go to the website that should be showing the WalkMe content
2. Hit **F12** to open the browser developer tools
3. Go to the Console tab
4. Type this into the Console input and hit enter: **_walkmeInternals**

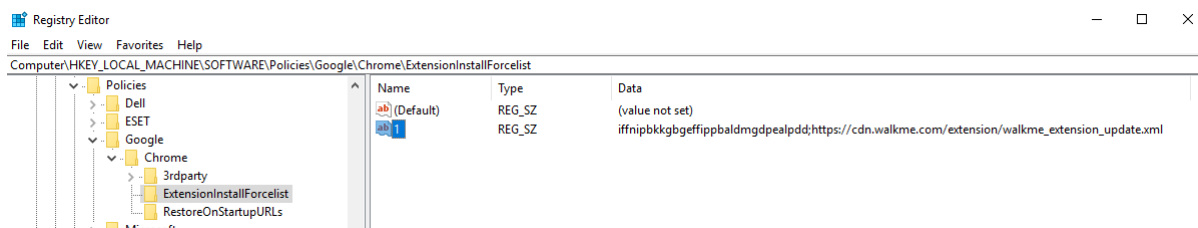
If you do not receive a red error in the console, (and WalkMe didn't already exist on the page without the extension) this means the extension deployment is working correctly, and any other issues seeing the WalkMe content are unrelated to the actual deployment.

If a red error did occur, it means the extension is not functioning properly. Here are a few common suggestions that can fix a problem with your deployment. If trying the below does not result in your WalkMe content showing, please [contact Support](#).

Windows

Chrome

1. The extension does not show in the browser
 - Confirm that the Installation step in the guide has been completed
 - Both the GPO and SCCM methods result in a registry key being placed in the **HKEY_LOCAL_MACHINE→SOFTWARE→Policies→Google→Chrome→ExtensionInstallForcelist** location. This can be confirmed by opening **Regedit** on the affected user's machine and looking for an entry like this:



- It's possible a different Chrome extension has already been deployed by your organization in this manner. If the entry for this other extension is in the same ExtensionInstallForcelist registry key and has the same Name (for example, both named "1" or "2") the extensions will conflict and only one of them will show. If this happens, make sure to change the Name for one of the extensions, as they must be unique.
 - It's possible a different Chrome extension was already mass deployed in the **HKEY_CURRENT_USER** hive. If this is the case, try deploying both registry keys for the WalkMe extension (for the Installation **and** Configuration steps) in the **HKEY_CURRENT_USER** hive as well.
2. The extension shows in the browser but is not loading WalkMe on the relevant site
- Confirm the Configuration step has been completed - **this is not optional and will prevent the extension from functioning if not completed.**
 - In **Regedit**, go to this location, and confirm the **wmExtConfig** value and data are there exactly as they appear in the mass deployment guide (this is the Configuration step): **HKEY_LOCAL_MACHINE→SOFTWARE→Policies→Google→Chrome→3rdparty→extensions→iffnibkkgbgeffippbaldmgdpealpd→policy**
 - Check with your IT team and confirm the domains listed [here](#) are allowlisted both for your network and proxy. Check www.whatismyproxy.com if you are not sure if you have a proxy.

Firefox

1. Make sure the following locations contain these files. If they're not there, the installation script **wm_firefox_enterprise_installation.bat** did not run successfully:
 - C:→Program Files→Walkme - WalkmeExtension@walkme.com.xpi
 - C:→Program Files→WalkMe→Extension - WalkmeExtension@walkme.com.json
 - ~→AppData→Roaming→Mozilla→Firefox→Profiles→**[every profile in this directory]**→Extensions - WalkmeExtension@walkme.com.xpi
 - **For 64-bit machines:**
 1. C:→Program Files→Mozilla Firefox→distribution→extensions - WalkmeExtension@walkme.com.xpi
 2. C:→Program Files→Mozilla Firefox→browser→defaults→preferences - all-walkme.js
 - **For 32-bit machines:**
 1. C:→Program Files (x86)→Mozilla Firefox→distribution→extensions - WalkmeExtension@walkme.com.xpi
 2. C:→Program Files (x86)→Mozilla Firefox→browser→defaults→preferences - all-walkme.js
2. **Verify that this registry key is present:**

- HKEY_LOCAL_MACHINE→SOFTWARE→Mozilla→ManagedStorage→WalkmeExtension@walkme.com.json
 - Value Name: Default
 - Value Type: REG_SZ
 - Value Data: C:→Program Files→WalkMe→Extension→WalkmeExtension@walkme.com.json
3. Check with your IT team and confirm the domains listed [here](#) are allowlisted both for your network and proxy. Check www.whatismyproxy.com if you are not sure if you have a proxy.

IE

1. The extension does not show in IE's Manage add-ons section:
 1. Confirm that the relevant MSI file(s) has been deployed and installed on the machines (just the 32 file for 32-bit machines, both 32 and 64 files for 64-bit machines):
 - https://cdn.walkme.com/extension/atl/Walkme_Extension.x32.msi
 - https://cdn.walkme.com/extension/atl/Walkme_Extension.x64.msi
2. The extension shows in Manage add-ons, but WalkMe content does not show on site:
 - Verify that **both** registry keys in the Config page of the mass deployment guide are in the machine's registry – **this is not optional and will prevent the extension from functioning if not completed.**
 - On the customer's machine, open **regedit**, go to these locations inside either **HKEY_LOCAL_MACHINE** or **HKEY_CURRENT_USER** (whichever one the deployment has been set for), and confirm the wmExtConfig value and data are there exactly as they appear in the mass deployment guide (this is the Config step):
 1. SOFTWARE→WalkMe→WalkMeExtension
 2. SOFTWARE→Wow6432Node→WalkMe→WalkMeExtension
 - If you are installing the registry keys via the SCCM .reg files, ensure that once the keys are in the registry that the values do **not** have backslashes before the quotation marks – these should only exist in the .reg files themselves, but not in the actual keys themselves once they've been deployed
 - Make sure that the Enable third-party browser extensions setting in IE's Internet Options Advanced tab are checked.
 - Check with your IT team and confirm the domains listed [here](#) are allowlisted both for your network and proxy. Check www.whatismyproxy.com if you are not sure if you have a proxy.

Mac

Safari

1. The extension does not show in the browser – Make sure the following locations contain these folders. If they're not there, the installation script did not run successfully:
 - ~→Library→Containers→com.walkme.safariAppExtension- Data

- ~→Library→Containers→com.walkme.safariAppExtension.WalkMeExtension-Data
- 2. The extension shows in the browser but is not loading WalkMe on the relevant site - Make sure the following files exists:
 - ~→Library→Containers→com.walkme.safariAppExtension→Data-wmExtensionConfig.json
 - ~→Library→Containers→com.walkme.safariAppExtension.WalkMeExtension→Data-wmExtensionConfig.json

Firefox

1. Make sure the following locations contain these files. If not, the installation script `wm_firefox_enterprise_installation.bat` did not run successfully:
 - Applications → Firefox.app → Contents → Resources → distribution → extensions - WalkmeExtension@walkme.com.xpi
 - Applications → Firefox.app → Contents → Resources → browser → defaults → preferences - all-walkme.js
 - ~→ Library → Application Support → Firefox → Profiles → *[every profile in this directory]* → extensions - WalkmeExtension@walkme.com.xpi
 - ~→ Library → Application Support → Firefox → Profiles → *[every profile in this directory]* → extensions - all-walkme.js
 - Library → Application Support → Mozilla → ManagedStorage → WalkmeExtension@walkme.com.json

Chrome

1. The extension does not show in the browser
 - Confirm that the installation step in the guide has been completed
 - The mass installation guide based on deploying mobileconfig, being placed as a profile on the device. Open System Settings, Under Privacy & Security → Profiles, Search for the mobileconfig you deployed (Default names are Chrome / WalkMe Chrome Extension) Double Click the profile under Details→Custom Settings→com.google.Chrome→Forced→