Migrate to the New User Extension

Brief Overview

- In June 2024, Google Chrome and Microsoft Edge will stop supporting our current browser extension version that is downloaded via the extension store
- As a result, WalkMe has created a new extension version (V 4.0.x.x) for these browsers that does not rely on the extension store to deploy

New Extension Benefits

- **Better performance**: Improved loading logic
- **Environment toggle**: Toggle between Test and Production environments in the same browser window
- **Independence**: No more dependency on the extension store for getting up-to-date version
- **Streamlined process:** The extension must be mass deployed

Technical Notes

- The new extension only supports Chrome and Edge
    - To deploy on other browsers, you will be using the store version of the extension
- The new extension does not contain a link to download it locally to an individual user's browser for Chrome and Edge
- The extension will need to be mass deployed by the customer's IT team

Migration Process

Customers who have deployed WalkMe using the extension store Master Extension on Google Chrome and/or Microsoft Edge before April 1, 2022 will need to migrate to the new V4 extension version for these browsers.

Note

The migration process to the new extension will depend on how you deployed your existing extension. Consult with your Customer Success Manager or WalkMe contact if you would like to clarify if any migration action is required of you.

1. Manual installation using the extension download URL

What will WalkMe do?

- No action needed

What will the customer's IT do?

- Re-deploy using the Mass Deployment Guide (MacOS or Windows) or All in One Installer (Windows)
- **Option 1: [Mass Deployment Guide](#)**
  - Windows and MacOS
    - Click the link and follow the prompts to install the new extension
- **Option 2: All in One Installer**
  - Access the WalkMe Admin Center
  - On the Installation page under WalkMe Extension, click **Open Installation Wizard**
  - Select Windows 32-bit MSI or 62-bit MSI depending on your needs
  - Select the Google Chrome and Edge Chromium browsers
  - Uncheck all other browsers
  - Click **Download**

2. Custom extension hosted on the WalkMe CDN

What will WalkMe do?

- WalkMe will provide an EXTENSION_UUID and UPDATE_XML value to be used for testing on staging environment
- After confirmation that staging environment is working, WalkMe will update the extension for you
  - To update, WalkMe will switch the existing extension file that's hosted in our cloud to the new extension file. This will automatically trigger the update on the end user's browsers.

What will the customer's IT do?

Someone with Admin permissions will need to install the extension on staging environment for testing purposes.

1. Create a file named **chrome_install.bat**
2. Insert the following line into the file and **save**

   - ```
     reg add
     "HKEY_LOCAL_MACHINESOFTWAREPoliciesGoogleChromeExtensionInstallForc
     elist" /v "1" /t REG_SZ /d "EXTENSION_UUID;UPDATE_XML"
     ```

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3. Run the batch file using admin permission (right click on the file and click **Run as administrator**)

Tip

Replace <mark>EXTENSION_UUID</mark> and <mark>UPDATE_XML</mark> with the values provided by WalkMe, making sure to leave the **;** separating them.

- Once you confirm that the extension is working on your staging environment, reach out to your WalkMe contact so they can update the extension on production environment

Note

You can uninstall the extension on your staging environment by going to HKEY_LOCAL_MACHINE → SOFTWARE → Policies → Google → Chrome → ExtensionInstallForceList and deleting the file.

3. Self hosted extension

What will WalkMe do?

- WalkMe will provide the customer with the CRX file and extension version XML

What will the customer's IT do?

- Update the files on their CDN

4. Mass deployed extension via the extension store using the All in One (AIO) Installer or the Mass Deployment Guide

What will WalkMe do?

- WalkMe will push the V4 extension update to the store extension and it will automatically update the customer's existing extension

What will the customer's IT do?

- No action needed
- If the customer wants a unique extension ID, they need to re-deploy

5. IT used normal_installed policy to install an existing extension

What will the customer's IT do?

- Change normal_installed to force_installed in the extension policy

Migration FAQ

Question: I currently have a custom extension that is mass deployed to the majority of my users but is also manually downloaded by a smaller group of users. When we update the extension, will it work for both groups?

- **Answer**: The WalkMe User Extension with the new manifest V3 technology must be force installed (mass deployed) in order to inject WalkMe content on sites with CSP headers (e.g. Salesforce and Workday). After we update the extension, the extension will not work for the users who manually downloaded it if they are using WalkMe on sites with CSP headers.

Question: Is there a specific (or minimum) version number of the extension that we can use to determine if we have the new version of the extension? Is it possible to be on a new version number of the extension but be on the wrong "old" extension?

- **Answer**: It is possible, though unlikely, if you have an extension that is not linked to a multi-system account and has manual installations.

Question: Do all users who manually downloaded their existing extension need to uninstall their current browser extension before we mass deploy the new one?

- **Answer**: Since the massed-deployed extension is the same extension that the users have manually downloaded (the official WalkMe extension in the Google store), they do not need to uninstall.