

Self-Hosting Model

Brief Overview

Self-hosting is a deployment option WalkMe offers in order to enhance the security of WalkMe on your site. Self-hosting allows you to keep all of your WalkMe content files on your servers to disconnect dependency on outside servers.

The Short Version

WalkMe customers include SaaS vendors and financial institutions that all value highly secure networks and services. In response to the need for this highly secure architecture, WalkMe offers a self-hosting feature. In this model, WalkMe items are initially created on WalkMe servers and then downloaded and uploaded onto your server.

A self-hosted deployment is commonly used when:

- WalkMe cannot have access to your site's information;
- You are unable to whitelist WalkMe due to security reasons;
- Your devices operate on an intranet.

How It Works

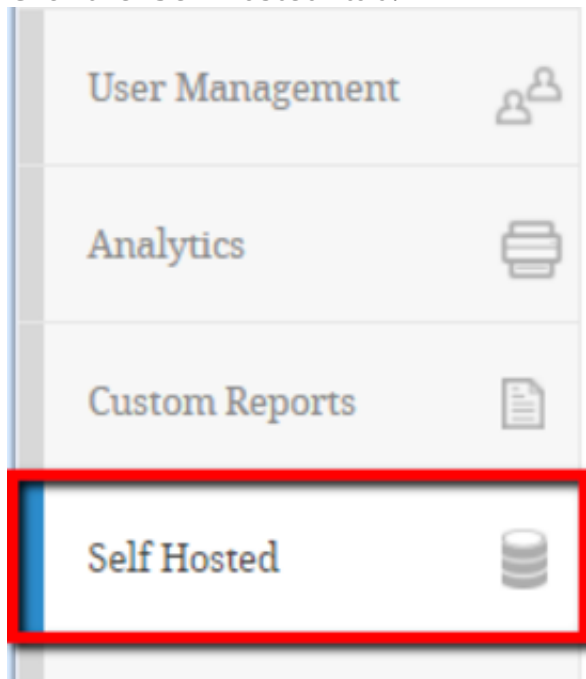
In the self-hosted model, the WalkMe content creation process is done on WalkMe servers. Once the items have been created, they are downloaded as a zipped file (compressed file). This file can then be uploaded to your servers. When an end-user accesses your site, WalkMe places a call to your servers directly and not to WalkMe servers.

In order for WalkMe to point to your servers, your Account Manager must configure your snippet. Every time a change is made to your WalkMe content, it must be re-published and the WalkMe files re-downloaded.

Downloading Your WalkMe Items

Create WalkMe items in the Editor as you normally would. Before you are able to download these items, your Account Manager must enable the feature. Once enabled, you will be able to download a zipped file of your WalkMe items on analytics.walkme.com. To do so, follow these steps:

- Set up a location on a local server for the self-hosted files. [Read more about how to set up server storage for WalkMe self-hosted deployment](#);
- Log in to your WalkMe Analytics account at <https://analytics.walkme.com>;
- Click the “Self Hosted” tab:



- Select the environment from which you would like to deploy the WalkMe content (Test or Production);

Self Hosted

Environment:

Instructions:

1. Press "Download" to download the ZIP file.
2. Unzip the downloaded file into: `http://www.example.com/folder` .

[Download](#)

3. Once the resources are located in the folder, you can use the Snippet Builder to create a snippet.

[Snippet Builder](#)

Note: WalkMe content needs to be published to the desired environment before completing the following steps. [Read more about publishing WalkMe Items](#);

- Click the Snippet Builder button;

Self Hosted

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- In the text field, type the local domain path for the environment that will store the

3. In order to implement the self hosted model, please enter the url where the WalkMe package will be deployed. The URL should start with "http://", "https://" or "/" (relative path) and should not end with "/".

For example: <http://www.example.com/folder>

Copy & paste the following code onto every page you want to enable the WalkMe Player, before the closing </head> tag.

```
<script type='text/javascript'>(function() {var walkme = document.createElement('script'); walkme.type = 'text/javascript'; walkme.async = true; walkme.src = 'http://www.example.com/WalkMe/7f7e5889f1134b56844bda91c8ce67e3/walkme_7f7e5889f1134b56844bda91c8ce67e3_https.js'; var s = document.getElementsByTagName('script')[0]; s.parentNode.insertBefore(walkme,
```

Just right click on the text and select 'Copy', The entire text will be selected automatically.

Save Snippet
Url

- Copy the snippet generated;

Copy & paste the following code onto every page you want to enable the WalkMe Player, before the closing </head> tag.

```
<script type='text/javascript'>(function() {var walkme = document.createElement('script'); walkme.type = 'text/javascript'; walkme.async = true; walkme.src = 'http://www.example.com/WalkMe/7f7e5889f1134b56844bda91c8ce67e3/walkme_7f7e5889f1134b56844bda91c8ce67e3_https.js'; var s = document.getElementsByTagName('script')[0]; s.parentNode.insertBefore(walkme,
```

Just right click on the text and select 'Copy', The entire text will be selected automatically.

Save Snippet
Url

- The snippet must be embedded in the tag element of your website. For more information, refer to the [Accessing the Snippet section in the Publishing article](#);
- Click Download below to download a .ZIP file containing the WalkMe files;

Environment:

Instructions:

1. Press "Download" to download the ZIP file.
2. Unzip the downloaded file into: <http://www.example.com/WalkMe>

Download

- Unzip the WalkMe files in your destination folder on your local server;
- [Test your self-hosted deployment.](#)