# FAQ : SAP ECC6

1. Supported browser
   IE8, IE9, Mozilla Firefox
   Preferred browser is IE9

2. SAPGUI client and WEBGUI
   SAPGUI client: All NTU finance users and a few point-of-sale collection centres will be accessing SAP via SAPGUI client version 7.2.

   WEBGUI : All other school/department users' shall access SAP via NTU web portal – Stafflink – Financial services – SAP

3. Stafflink – Financial Services – SAP
   From 1 Dec 2011, all NTU/NIE users should access SAP ECC6.
   Access to 4.6C shall be extended till Apr 2012.
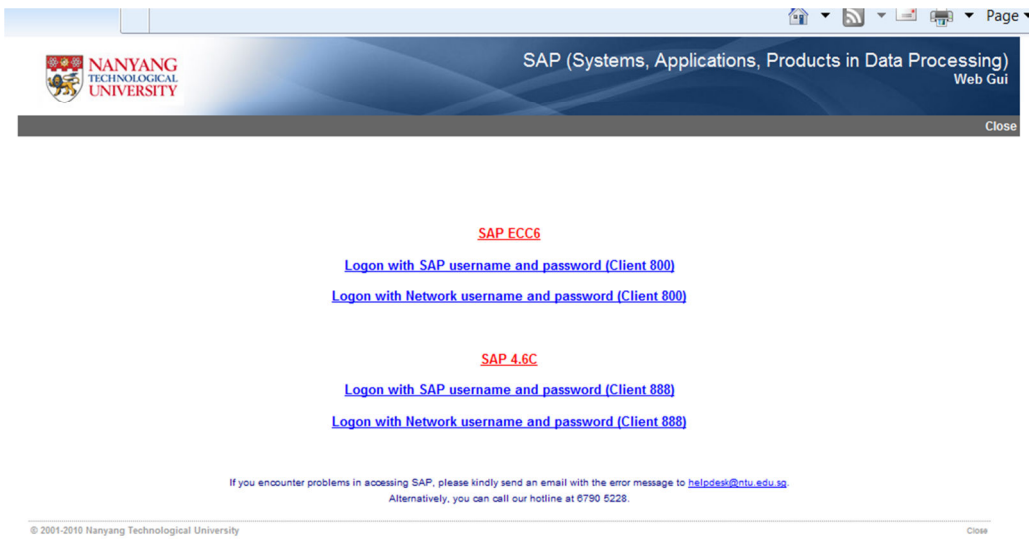
4. SAPGUI users login
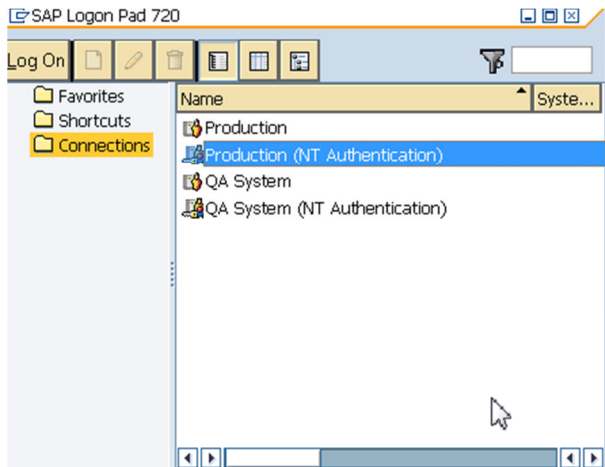
a) Ensure users are connected to VPN ADMIN
b) Double-click on icon "SAP ECC6" icon from their desktop
c) For NTU SAP users, choose "Production (NT authentication)"
d) For NIE SAP users, choose "Production"

5. Ensure client no is client 800

6. WEBGUI users login, please select options under SAP ECC6
   e) For NTU SAP users, choose "Logon with Network username and Password(Client 800)" and click on the hyperlink
   f) For NIE SAP users, choose "Logon with SAP username and password(Client 800)" and click on the hyperlink
   g) Ensure the hyperlink you have clicked is under SAP ECC6.

7. Printing from WEBGUI
   a) Default printer assigned is PDF_PRINTER
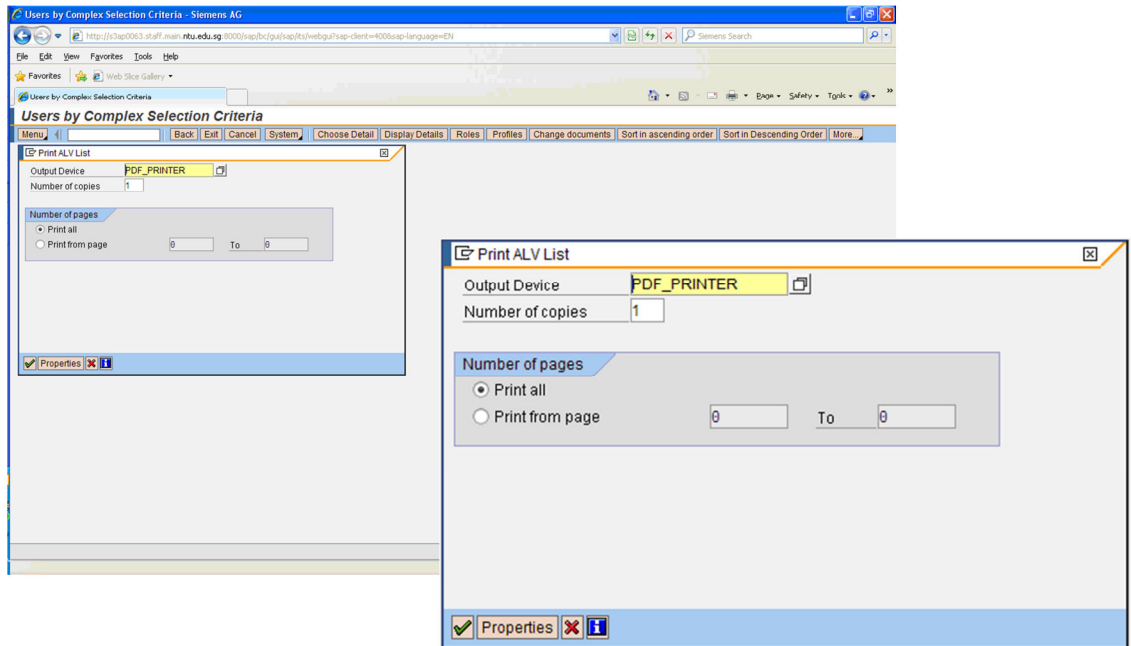
   b) SAP report will be spooled to PDF file.
   c) To Print/Save, click on Print icon from Adobe reader to print the report.
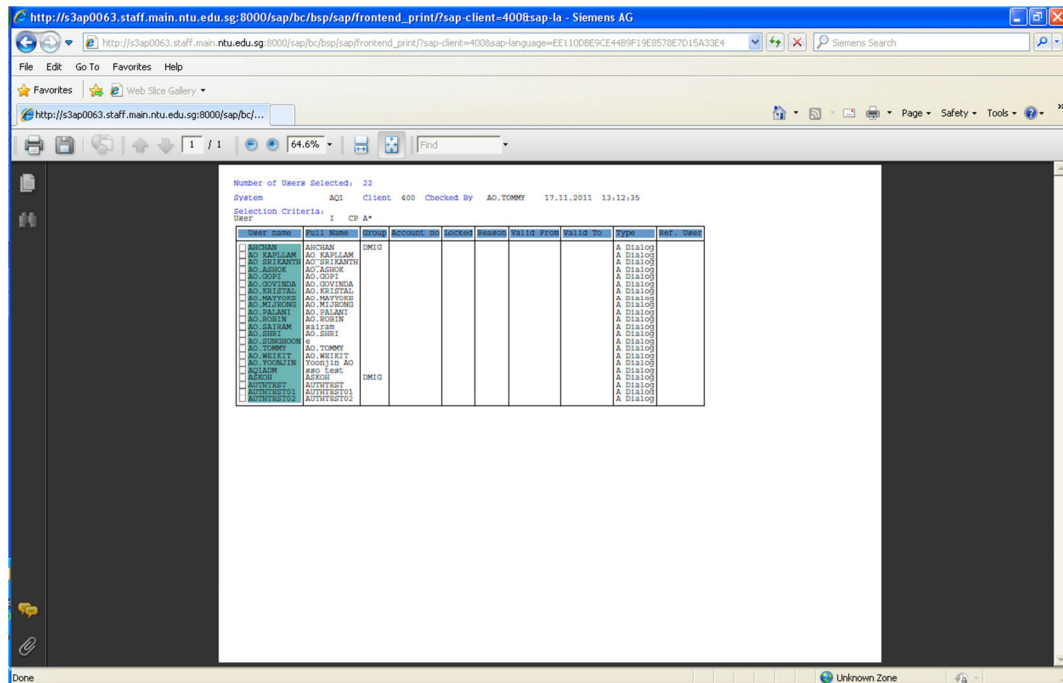
8. Printing from SAPGUI Client
    i) PC_PRINTER
        a) Default printer is PC_PRINTER
        b) Printing will be directly printed to the user's default printer if the print setting is set to 'PRINT IMMEDIATELY'.

    ii) PDF_PRINTER
        With ECC6, SAPGUI client user will be given the option to save the report in PDF format instead of PRINTING. However, you are required to choose PRINTER as PDF_PRINTER instead.

        Prerequisite: Users are required to do a one-time setup to add a local printer that accept PDF file.
   Steps:
        a) Go to Control Panel – Devices and Printers
        b) Select 'Add a Printer'
        c) Choose 'Add a Local Printer'
        d) Choose 'Using an existing Port' and select 'FILE: (Print to file)'
        e) Under Printer Driver, choose any printer.
        f) Enter Printer name as 'SAPPDF"
        g) Under 'Printing sharing', choose 'Do not share this printer'.

Printing:

a) In SAPGUI client, ensure 'Output Device' is set to 'PDF_PRINTER'.
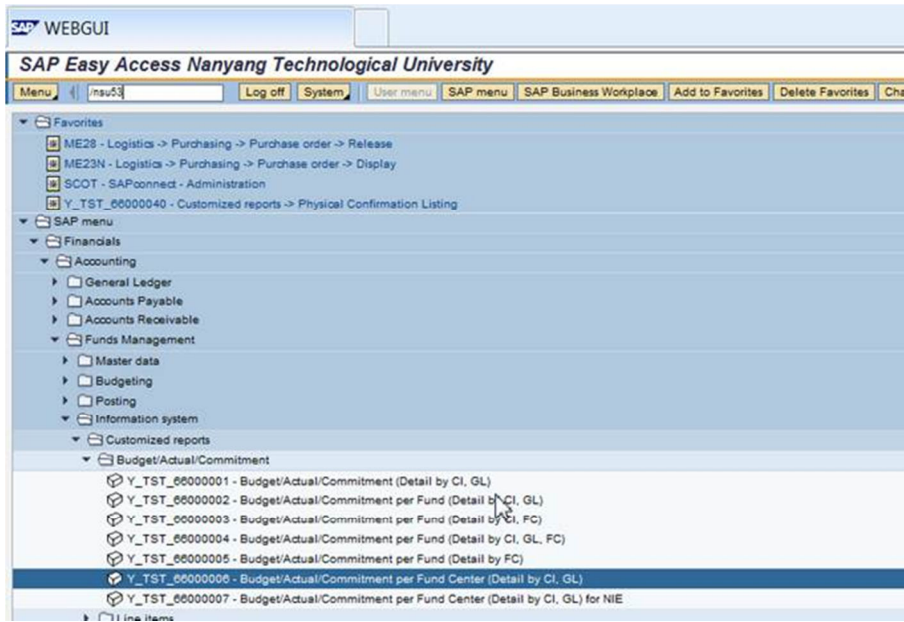b) Make sure 'Time of Print' is set to 'Print Immediately'.
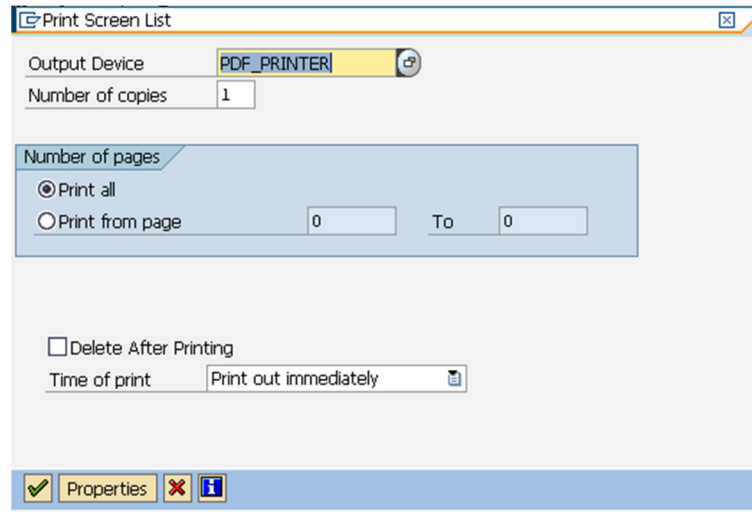
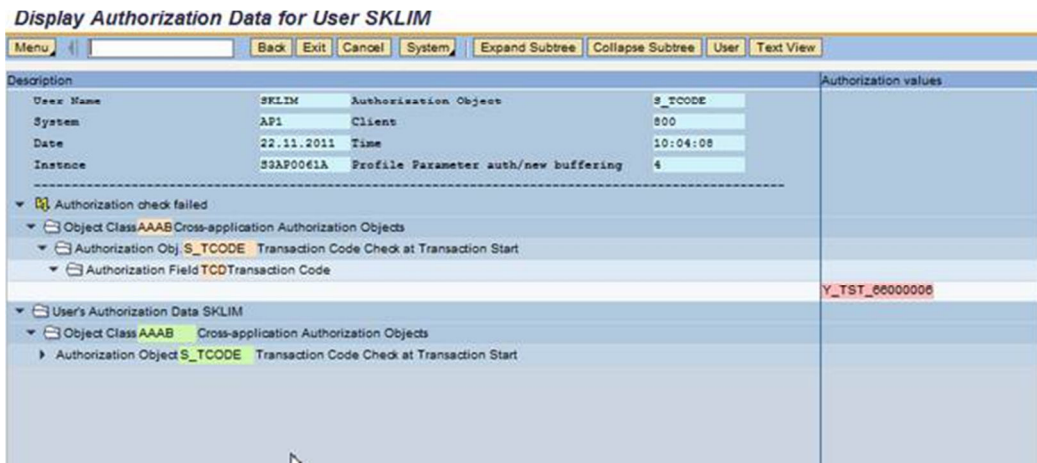c) Choose Printer 'SAPPDF' from the printer drop-down list..
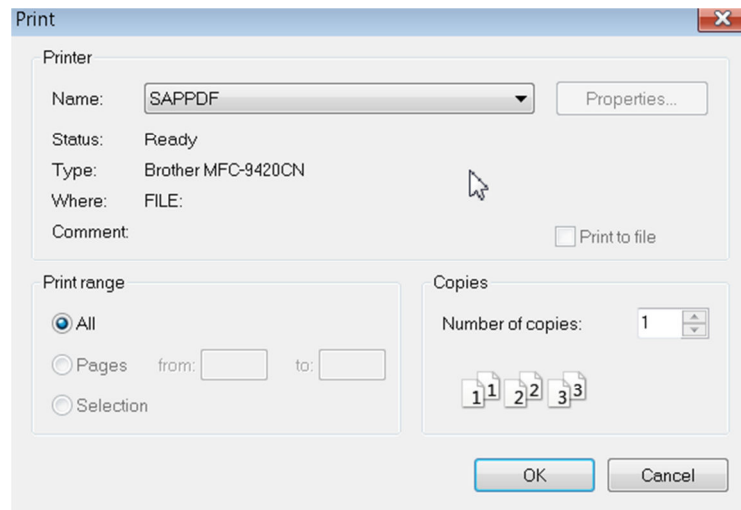
d) Click OK.
e) Enter the PDF filename you would like to save eg Abc.pdf.

9. Authorisation related Error
   a) Please type /nsu53 in the transaction code box when you encountered an authorisation error eg ' You are not authorised to access xxxxxx'.

b) Example of an authorisation error:

c) Please send the error to helpdesk with the attached error