

Frequently Asked Questions (FAQ) for the SAP GUI upgrade

Question: What is “SAP GUI?”

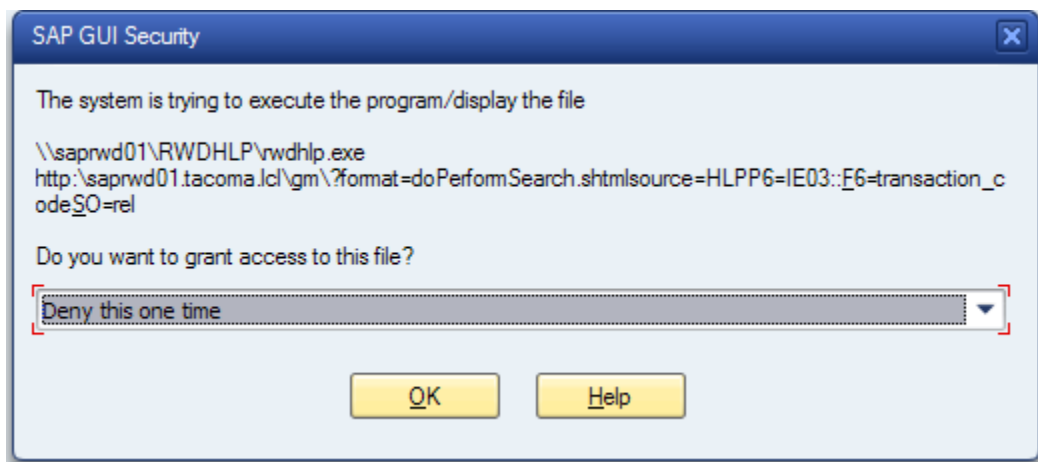
Answer: GUI is pronounced as “gooey” and is an acronym for “Graphical User Interface.” It is software that runs on a desktop and allows the user access to SAP functionality.

Question: WHY is the upgrade taking place?

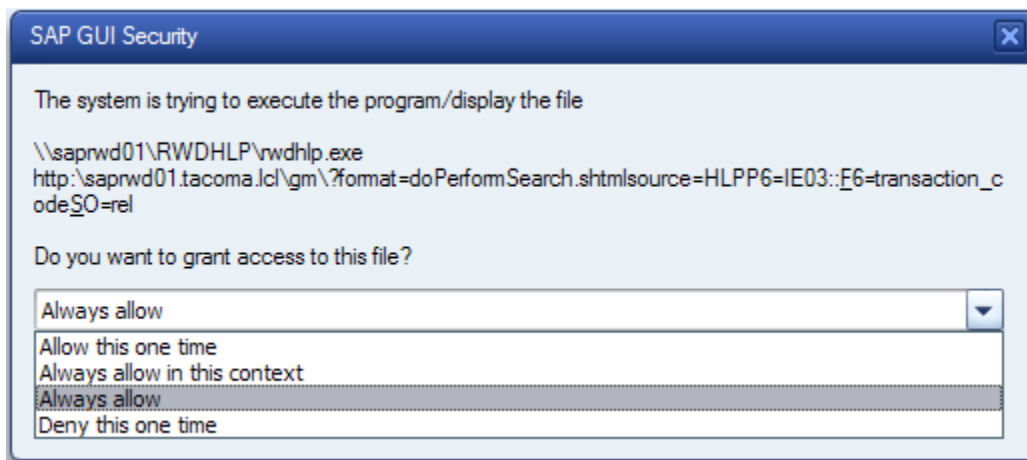
Answer: The upgrade is taking place in order to increase security and to support the SAP upgrade to ECC 6.0.

Question: I received a security prompt when accessing a transaction and going to the Tacoma SAP Help screen. What should I do?

Answer: The prompt is part of the SAP GUI Security. The prompt window will look like this:



When you get the prompt, please open the drop down and click on “**Always allow**”. This will allow you to continue on in that specific transaction without the prompt showing up again.



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Question: When will the upgrade take place?

Answer: The upgrade is scheduled for November 29 - December 9, 2010. Dates for the roll-out will appear in Take5 and Newslines two weeks prior to the upgrade, and you will be contacted by your computer support representative. The night prior to your scheduled upgrade you will need to make sure to leave your PC on for the upgrade to take place.