

Group: IT R&D Support

Task: Install and setup program ECTR

Example request: I need the ECTR software

Solution: User needs 4 things: AD username, SAP username, access to the network folder <\\ad.gorenje.si\\shared\\CAD\\PLM\\ECTR>, installed program NX. If user has all 4 things he needs to create helpdesk incident. After the incident is closed you can find ECTR in »C:\\NX-ECTR« and on your desktop.

In case of problems with the solution: Upgrade SAPGUI to the newest version then start SAPGUI and after than open ECTR again.