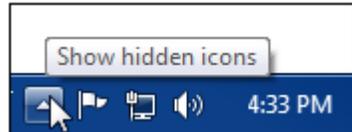# Updated SAP Gui version 7.40 patch level 10 available

Each year during the Fall, the IRIS support staff applies year-end updates from SAP that provide regulatory and other changes that are needed on the system. This year in testing the year-end updates, we have identified an issue that requires a new version of the SAP Gui; version 7.40 patch level 10 has been made available to correct this issue. This version has not been available previously, so all IRIS users who use the SAP Gui will need to update to the new version. **Please read all instructions below carefully before attempting a download of the SAP Gui 7.40, patch level 10.**

Before downloading the SAP Gui, make sure you do the following:

- **Close all windows related to your current SAP Gui installation, including the SAP Logon Pad and anything that might be open in your system tray. If applicable, click the "Show hidden**

  icons" button in the lower right hand corner of your screen: .
- **Ensure that the user ID you are using has administrator rights to your PC.**

Version 7.40, patch level 10 is available from the UTK OIT Software Distribution page: https://webapps.utk.edu/oit/softwaredistribution/. This page will require authentication with your NetID/password and will require you to specify whether the download is for home use or office use.   If you have questions about your NetID and Password, please refer to this link: https://oit.utk.edu/accounts/net-id/Pages/Find-Your-NetID-(Faculty-and-Staff).aspx.

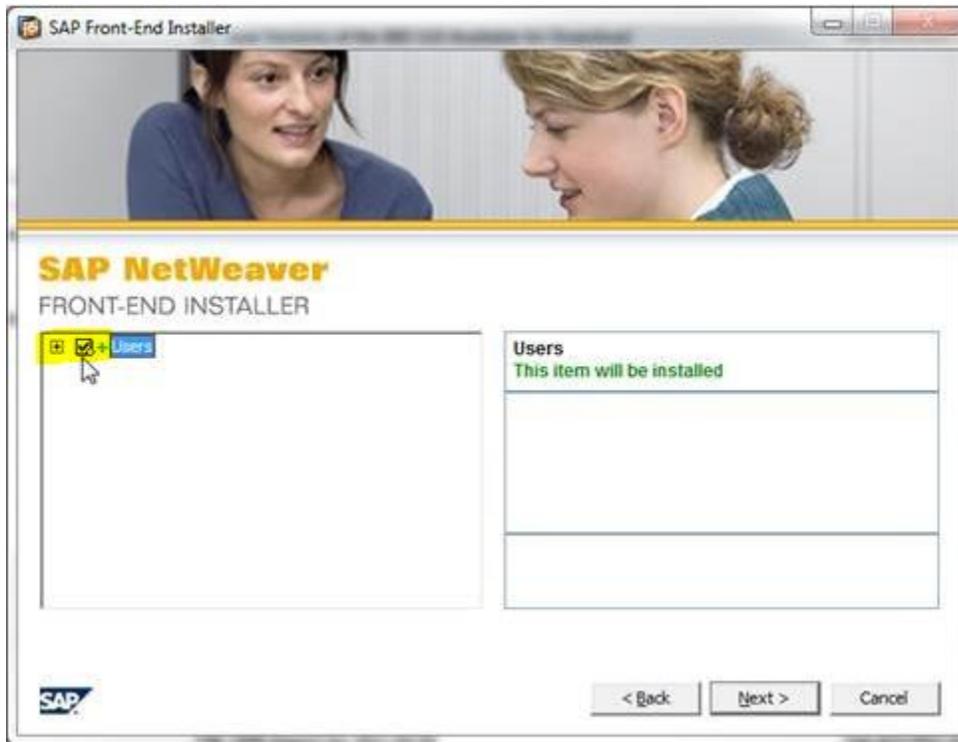After authenticating, select the option for SAP and then SAPGui 7.40 Patch Level

10:   . Then click

 .

Please note, during the installation process, you should see the window shown below. Make sure the box next to the line for "Users" is checked. If it is not checked, the installation will continue as if it is installing correctly, but you will NOT be able to access IRIS after the installation is complete.

If your initial installation does not work, we have found the following steps take care of most issues:
- Uninstall the SAP Gui from your Control Panels
- Download and Install the SAP Gui again following the steps above