Guide to installing the Agresso system
This guide explains how to install Agresso on your PC

Requirements
To access Agresso BackOffice you must be using a PC.

Installation: Stage 1 – registering your PC
You will need to have registered your PC with Financial Systems before beginning the installation.
To do this you must complete the Agresso user application form, have it authorised and send it to the address on the form.
Once your access is set up you will be emailed your login details and installation instructions.

Installation: Stage 2 – mapping the Q drive.

1. Right click on Start->Explore
2. From the menu bar at the top select Tools->Map Network Drive
3. In the drive box, select Q: (if drive Q: is not available or is already being used pick another letter).
4. In the folder box, enter ||sufs1-nt\accfg$
5. Click Finish.
6. Your drive should now be mapped.
Installation: Stage 3 – create the shortcut

You now need to create the shortcut to run Agresso Live.

If you used drive Q: above

- Double-click on My Computer to open a My Computer window, double-click on Q:
  On the Q: drive you should find a shortcut called Agresso55 Live.

1. Right click on Agresso55 Live
2. Select Send To > Desktop (create shortcut).

If you used a different letter:

- Double-click on My Computer to open a My Computer window, double-click on your chosen drive letter, then Agr55live_sp2, and finally Bin.
- You need to scroll down about halfway and then select (left-click once) the icon Agresso32.exe (you may not see the exe extension; if you do not; make sure it is the Agresso32 file with a blue and white icon).
- Right click the icon and select Send To > Desktop (create shortcut).
- Close the My Computer window(s).
- Right click on the new desktop icon and select Rename. Change the name of the shortcut to Agresso55 Live (type this in followed by pressing <Return>).

Double click on the Agresso55 Live icon to start Agresso.
Common Issues

1. When I try and map the drive, I get the error message “Q:\ is not accessible. Access is denied”

![Error Message](image)

This indicates that the user account you are connecting as does not have access to the Q drive. If you normally connect to the rdg-home domain using a standard ITS username and password, then you should contact Finance Help who will check that you have permission.

If you are not a member of the rdg-home domain, you should ensure that you select **Connect using a different user name** on the Map Network Drive box. In the boxes, enter your ITS username with `rdg-home\` in front of it, and enter your password in the password box.

If this still does not work you should contact Finance Help on ext 7161 or email finance-help@reading.ac.uk.

2. When I try and map the drive, I get the error message “sufs1-nt could not be found”

Check that you have the WINS servers assigned. To do this

- Start a command prompt
- type `ipconfig /all` and press enter
- Look for the WINS servers line in the output. These should read at least one of `134.225.32.178`, `134.225.32.179`.

If none are assigned, then you should get your IT Supporter to assign some for you.

If some are assigned, but they are not the servers are above, you should try using `\vifs1\accfg$` rather than `\sufs1-nt\accfg$`.

For problems related to PCs, networking etc please contact ITS-Help. For problems related specifically to accessing Agresso, please contact Financial Systems. For queries regarding payments to suppliers or expenses claims paid directly to your bank account, please contact Accounts Payable, and for problems and queries relating to financial issues and management reports, contact Management Accounts.
### Summary of contact names

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Systems Team</td>
<td>0118 378 7161</td>
<td><a href="mailto:finsyssupport@reading.ac.uk">finsyssupport@reading.ac.uk</a></td>
</tr>
<tr>
<td>ITS-Help</td>
<td>0118 378 6262</td>
<td><a href="mailto:its-help@reading.ac.uk">its-help@reading.ac.uk</a></td>
</tr>
<tr>
<td>Management Accounts</td>
<td>0118 378 7107</td>
<td><a href="mailto:manaccs@reading.ac.uk">manaccs@reading.ac.uk</a></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>0118 378 8104</td>
<td><a href="mailto:invoices@reading.ac.uk">invoices@reading.ac.uk</a></td>
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