

M-Files



M-Files is an intelligent information management platform that helps companies make smart connections across the business and automate critical business processes, while at the same time keeping information secured and controlled.

At Syensqo there are two tools, M-Files Web which is mainly used for TOXECOTOX and WEBMDOC application and M-Files desktop which is used for KMS².



Relevant content

[M-Files site](#)

[M-Files - extra contents](#)



FAQ

Yes, you'll need to open a Freshdesk ticket requesting to create a new view - Explaining what's the view you want to be created. The cause of the problem can be either authentication or the network connection. If there are problems with the network connection, an error message usually reveals the cause of the problem (Make sure you are connected to the VPN).

As regards authentication, there can be a few problems that should be solved by making the following checks: Ensure that your password is correct.

Check that you are using the authentication method (Windows/M-Files) specified for your login account. (Don't forget to use "EUA!" before your login ID) If the problem cannot be solved, open a ticket in Freshdesk

There's no advanced search in M-Files; To find the documents easily you can use the filters during a search on your left side.

No, you don't; To access M-Files, you will open this link in your browser: <https://kms2.solvay.com/vNext>

The '+' button you see in your right corner has only one option for you: 'Document', however IT'S NOT the proper way to create a document in Toxecotox because you will upload documents already existent in your computer to M-Files. Ignore this button and to upload files drag and drop them in M-Files web. If you are a reader, you won't be able to create documents.

Some enterprises have Specific family of product linked to it - Which is the case for: Special Chem AFM; Technology Solutions; Special Chem Fluorinated; Special Chem RES; Special Chem AromaFluor But others don't have Specific family of product linked to it. In these cases, it will be "Not Relevant + the enterprise name"

Due to the character limit of 100 in M-Files, some of the Main product names or Specific families of product can appear as cutted. In order to the user to see the completed values of the documents, the replication of these values appear completed in (Replicated long name).

M-Files has a character limit of 100 for Values list and documents name, this is why for some documents they are not completed. M-Files accepts any types of files, but toxecotox usually uses PDF.



Get started

KMS², the "Knowledge Management System @ Syensqo" service is an application, the unique Syensqo repository for the long term preservation of the scientific and technical knowledge of the company. Targeted documents are finalized R&D reports containing an introduction and a conclusion as well as any intermediate report or technical document containing unique and valuable technical and scientific content like R&D monthly reports. This applications is mainly accessed through M-Files desktop client.

TOXECOTOX service is an application, the unique Syensqo repository for the Toxicological / Ecotoxicological documentation. TOXECOTOX application has been set up in order to manage study reports documents ordered by Syensqo to the laboratory. Toxecotox application is mainly accessed through M-Files web client;

WEBMDOC service is an application to store historical data of 3 document types for WEBMDOC, they are: Bloom (SpP), ARMS(SpP) and Formulations (SpP).

Roles	Training links
Readers	Presentation link Training video link
Contributors	Presentation link Training video link

In case you need access in Toxecotox application, follow the steps below:

1. Fill in this [form](#);
2. Open a ticket in Service One, informing that you need access in Toxecotox and that you've already filled in the necessary form. <https://syensqo-dwp.onbmc.com/dwp/rest/share/OJSXG33VOJRWKVDZOBST2U2CL5IVKRKTKREU6TSOI FEVERJGORSW4YLOOREWIPKBI5DUCRCLGAZUINCMGFHUCUZXJFHTOV2TG5EU6N2XIE4FKURGOJSXG33VOJRWKSLEHU2DEMZGMNXW45DFPB2FI6LQMU6UGQKUIFGE6R27JBHU2RI=>
3. The ticket will go through an internal process and you'll informed of each steps until you receive properly the access.

In case you have any question regarding application or access, you can contact the key user of your application.

Toxecotox - Jacques-Aurelien.Sergent@solvay.com
<https://sites.google.com/syensqo.com/kms2-en/home>
<https://drive.google.com/drive/folders/1ku5HeiFj5W-MmnDpkpuWiMZy8UwgyW4s>



How-to

To create a M-Files incident Ticket follow this procedure;

<https://docs.google.com/document/d/12jIQ29OFru731VwaglsqQqI2iFnrx0Rkqg4uHh5Eh2c/edit#heading=h.ltrdqvj8gec>

To request a M-Files Service follow this procedure:

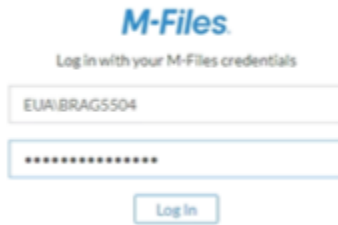
<https://docs.google.com/document/d/12jIQ29OFru731VwaglsqQqI2iFnrx0Rkqg4uHh5Eh2c/edit#heading=h.oy5tia5h091k>

To request M-Files package installation follow this procedure:

<https://docs.google.com/document/d/12jIQ29OFru731VwaglsqQqI2iFnrx0Rkqg4uHh5Eh2c/edit#heading=h.m38v17j8h0az>

Contributors and readers CAN'T create these values. To have a new specific family of product/Main product name you'll need to contact the key user of toxecotox (Jacques-annie.buard@syensqo.com) Contributors/Readers CAN'T delete documents, in case you need any document deletion you'll need to contact the key user of toxecotox (Jacques-annie.buard@syensqo.com) You'll need to open a Freshdesk ticket requesting to create a new view - Explaining what's the view you want to be created.

1. On google chrome enter this link: <https://kms2.solvay.com/vNext>
2. Log in with your windows credentials "EUA*****".



The image shows the M-Files login interface. At the top is the 'M-Files' logo. Below it is the text 'Log in with your M-Files credentials'. There are two input fields: the first contains the text 'EUA\BRAG5504' and the second contains a series of asterisks representing a password. Below the password field is a 'Log In' button.

****Do not forget to add "EUA\ " else, your login won't work.**

1. Select TOXECOTOX vault.



The image shows a 'Select Vault' dialog box. It has a blue header bar with the text 'Select Vault' and a close button (X). Below the header is a search bar with the word 'Search' above it. In the search results, 'TOXECOTOX' is listed and highlighted with a red rectangular box. Below 'TOXECOTOX' is the text 'KMS2'.



Troubleshooting

In case of when doing an action in M-Files (Deleting or creating a document, you face the error below:

Object operations are not allowed because the M-Files Compliance Kit configuration is not complete.
Inform your vault administrator about the issue.

Error reference ID: 04909ae9-2ad5-43ed-b6df-80032bb29e76

OK

Create a ticket for Document Management at Service One informing the error.