

When User Showing Inactive In Neptune System

This article shows how can we solve user Inactive in Neptune system.

Step-by-step guide

Step 1:

Reference Ticket:

<https://solvay-smartit.onbmc.com/smartit/app/#/workorder/AGGIODAVEJEUDAR8ETBQR7FI663TZZ>

756167 - HEMM5522 - Assign access to existing user - STE

Work Order WO0000000206552 Low

Updated Sep 26, 2022 9:29 AM

Flags, Users, Share, Star, Info

Closed

Achieved Yesterday

Status Reason: Successful

Type of request : Assign access to existing user;

Access needed for : [Production];

Select the SAP system : : [SAP WP1 - RCS, SAP GWP - Neptune];

Inform for which GBU you'll need access to : [ALL GBU's];

Determine the location you'll need access to : The plant you're based only;

GWP - Neptune : Describe the activities you'll need to perform in the system : IM/WM Location moves;

GWP - Neptune : List the main transactions you'll run : IM/WM Location moves;

GWP - Neptune : Please add more information below if needed : WRK = 8370

LGN = 092;

WP1 - RCS : Describe the activities you'll need to perform in the system : IM/WM Location moves;

WP1 - RCS : List the main transactions you'll run : Label printing, access to Neptune;

WP1 - RCS : Please add more information below if needed : WRK = 8370

LGN = 092;

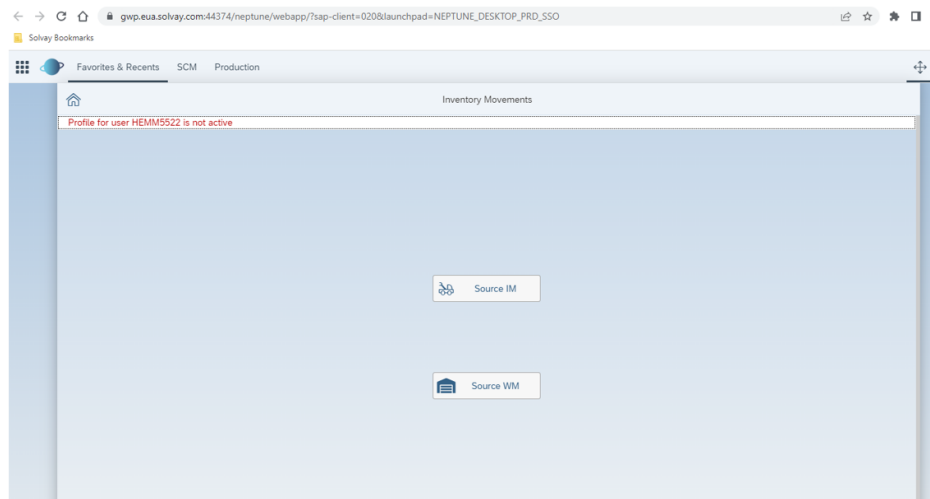
WP1 - RCS : Please describe why you need a user modification : I do not have access to Neptune and was advised to put in a ticket for WP1;

GWP - Neptune : Please describe why you need a user modification : I do not have access to Neptune and was advised to put in a ticket for GWP;

- First we will check user Active or Not in Neptune System.
- If user is Locked means for that we have to provide the self service reactivation link.

Step 2:

- As we have checked user active in Neptune system But again user saying Not active in Neptune system like below screenshot.



Reasons for why user getting this error :

1. Parameters is not updated in Backend.
2. If user missing any access in Backend.
3. If there is no access in Backend.

- **Step 3:**
 - First we need to check whether this Neptune backend is WP1 or PF1.

How to find Backend:

1. If user belongs to GBU COMPOSITE MATERIALS the backend will be WP1.
2. If user not belongs to GBU COMPOSITE MATERIALS then we have check whether user have access to PF1 or WP1.
 - If user having access to PF1 means the backend is PF1.
 - If user having access to WP1 means the backend is WP1.
3. In case no backend is there for user means on that time we need ask the user in which system user need access.
4. user not have access to any of the systems user will not able to run the Neptune. We need to inform same thing to user also.
5. If user need access for PF1 for that we need to update the PF1 parameters.
 - **USER PARAMETERS NEEDED IN PF1:**
 - **LGN** to be set with the number of the warehouse where the user will operate in WM
 - Parameter value must be updated based on the reference user or user's managers .
6. If user need access for WP1 for that we need to update the WP1 parameters.
 - **USER PARAMETERS NEEDED IN WP1:**
 - **LGN** to be set with the number of the warehouse where the user will operate in WM
 - **WRK** to be set with the code of the plant where the user will operate in IM
 - Parameter value must be updated based on the reference user or user's managers .
7. If user need access for PF1 for that we need to update the PF1 parameters and also GWP system parameters.
8. If user need access for WP1 for that we need to update the WP1 parameters and also GWP system parameters.
 - **USER PARAMETERS NEEDED IN GWP(NEPTUNE):**
 - **DYL** to be set with the corresponding screen language code needed (E for English, F for French, I for Italian, D for German, P for Portuguese, L for Polish, S for Spanish, J for Japanese)
 - **WRK** to be set with the plant code, in case of multiple plant use one at your choice as reference. This parameter is used for statistical purpose.

Step 4:

- For this we need to update the user parameters based on the Reference user or users manager

The screenshot shows a software interface with a top navigation bar containing 'Documentation', 'Address', 'Logon Data', 'SNC', 'Defaults', 'Parameters' (highlighted), 'Roles', 'Profiles', 'Groups', 'Personalization', and 'Lic. Data'. Below the navigation bar, there is a 'Parameters' section with a toolbar containing icons for search, list, refresh, and other actions. A table is displayed with the following data:

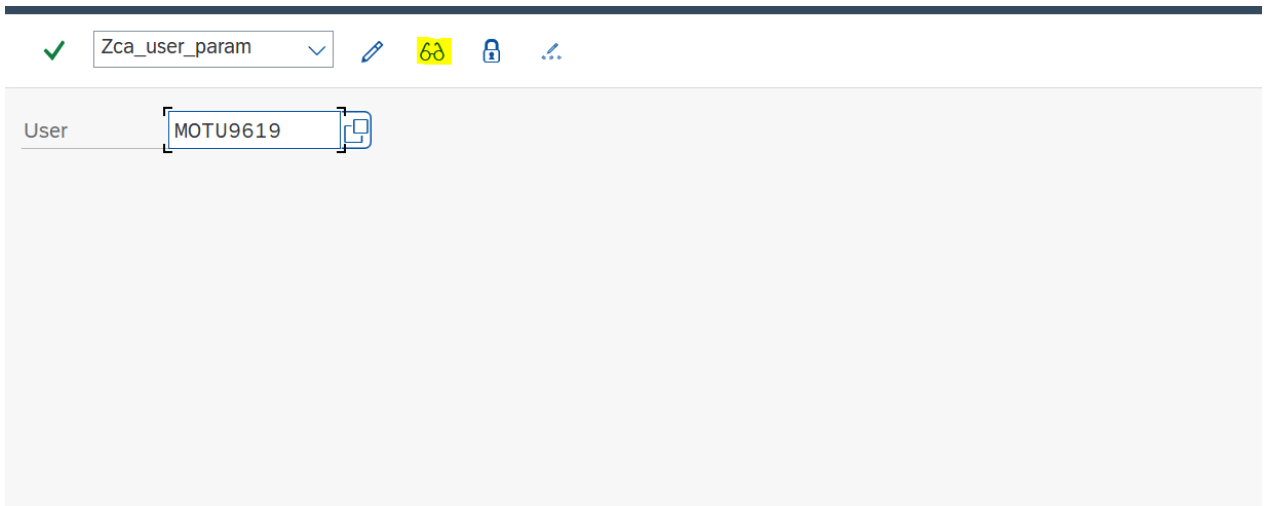
User	HEMM5522			Status	Saved
Changed By	MOTU9619	20.09.2022	10:25:38		

The table has columns for 'SET/GET Parameter ID', 'Parameter value', and 'Short Description'.

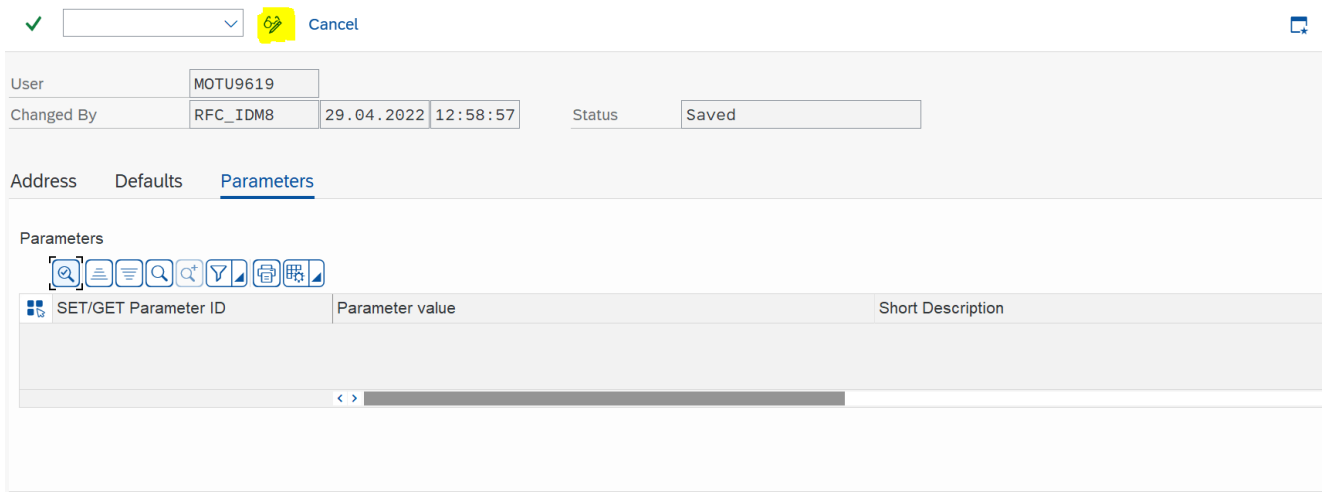
Step 5:

HOW CAN WE UPDATE THE PARAMETERS:

- Type ZCA_USER_PARAM Transaction code to change the parameters.



- Click on that spectacles and update the parameters.



- The Parameters are updated.

REFERENCE :