

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

Closed  Achieved Yesterday

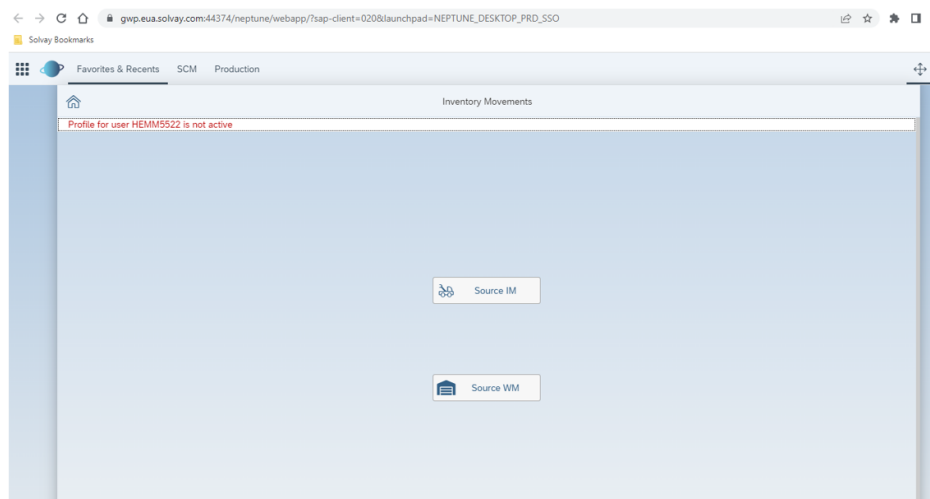
Status Reason: Successful

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...

- 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

✓ Cancel

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

Documentation
Address
Logon Data
SNC
Defaults
Parameters
Roles
Profiles
Groups
Personalization
Lic. Data

Parameters

SET/GET Parameter ID	Parameter value	Short Description

Step 5:

HOW CAN WE UPDATE THE PARAMETERS:

- Type ZCA_USER_PARAM Transaction code to change the parameters.

User

- Click on that spectacles and update the parameters.

Cancel

User

MOTU9619

Changed By

RFC_IDM8

29.04.2022

12:58:57

Status

Saved

Address
Defaults
Parameters

Parameters

SET/GET Parameter ID	Parameter value	Short Description

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- The Parameters are updated.

REFERENCE :