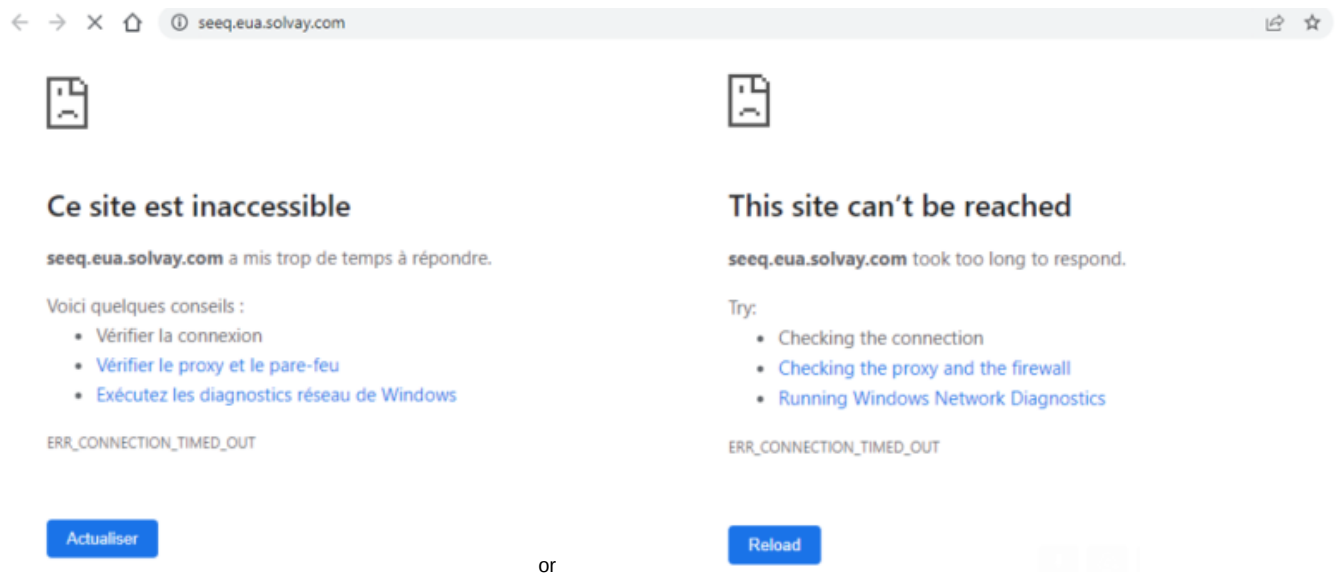


3.3 SEEQ Troubleshooting

No access to SEEQ application

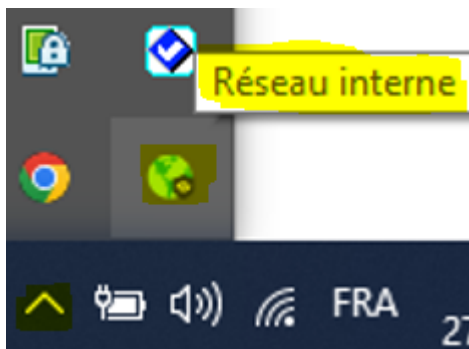
If you are unable to access SEEQ and you have the following error message



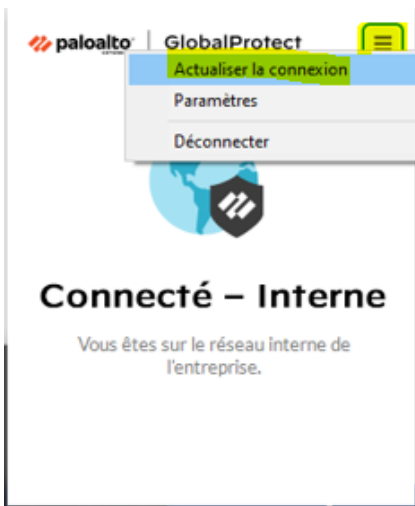
Please proceed to the following checks:

- ☐ I am connected to Solvay VPN. If not: I connect to Solvay VPN and retry the connection to SEEQ.
- ☐ I refresh my "Palo Alto | Global Connect" connection:
 - For Chromebook : follow the guidelines of this [article](#)
 - For Windows PC :

Display icon the hidden icon "Global protect" or "Network" or "réseau interne" (clicking the button "hidden icon" on the bottom right corner)



On the "GlobalProtect" window, refresh your connection using the "3 bars" menu on the top right corner



If after checking all mandatory pre-requisites, user still have no access, proceed as following

- Initiate an incident following this KBA00001725 "[Internet - Website is not working](#)".

No access to data using SEEQ application

If you are unable to access specific data using SEEQ, or you are in one of the following situations:

Can't find signal or tags in Data search tab	Can't display trend or data for a signal in workbench
	Error message with "Identity... does not have access for..." is relevant data. It is related to PI tag security configuration and user access right

Please proceed to the following checks:

- ☐ I have requested my data access on PI RING 1 (STAR TEK). If not, I use the following [service request](#)
 - Type : user creation
 - Application : MES Aveva PI (OSIsoft)
 - Additional Info : Star Tek RING 1data for site.... and area

[blocked URL](#)

- ☐ If I have already requested my data access and I have received confirmation of access.
 - Please log-out SEEQ from the user profile menu (menu on the top right corner)
 - Then log in again

