FAQ

Answers common Eyelit MES questions to help users resolve issues quickly.

Is it possible to archive or disable users for ex-employees?

You can remove users from being able to access confidential information without losing any historical data.

1. Navigate to the **Users** menu by using the search box for all menu items.

2. Select the user you want to set to *inactive*.

3. Select the **Edit** button to edit the user.

4. Deselect the **Enabled** tick box.

5. Ensure you have the correct user information displayed and save your changes via the **Save** button.

6. To view a user that has been set to inactive (disabled), open the dropdown and select **Show Inactive**. Inactive users will be displayed crossed out.

How to configure your dashboard to automatically login?

1. Set up a user with a license and the correct role/permissions to access the dashboard.

2. Set up a device for the dashboard with the default menu item of the chosen dashboard menu item.

3. Register the device on the machine that will be running the dashboard

4. Set up the device to load the URL in the format below in full-screen mode on startup.

Task Scheduler is a useful utility on Windows that you can automate almost any task on your computer. With it, you can launch programs, execute commands, or even schedule your PC to shut down when certain triggers and conditions are matched.

Step 1: Open up any web browser on your PC and navigate to the website you wish to launch at startup. Click on the lock icon to the left of its URL in the address bar, and drag it on the desktop. Update the URL on the shortcut to **https://[sitename].mestec.net/#/user/[username]**
-
- This format will input the username and try to sign in automatically when the page loads.
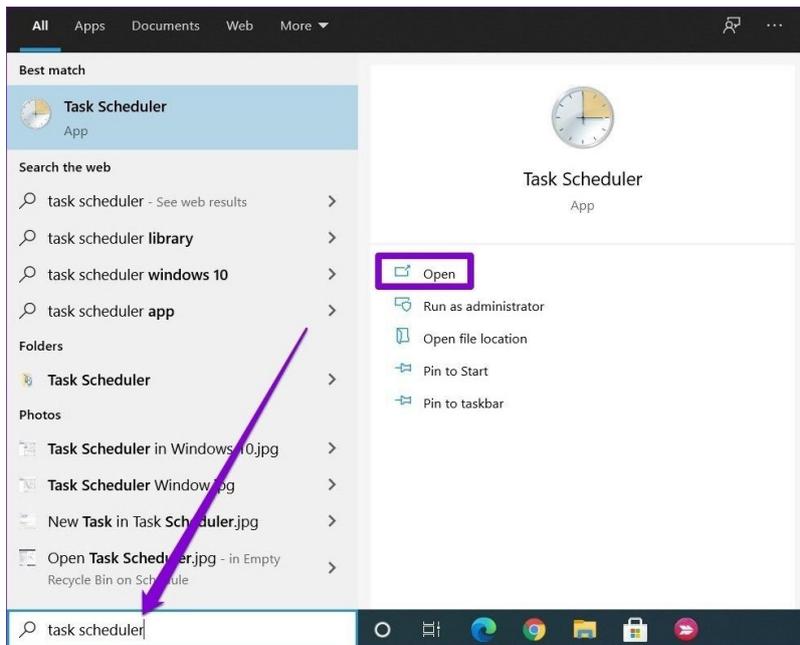

Update the URL on the shortcut to **https://[sitename].mestec.net/#/user/[username]**
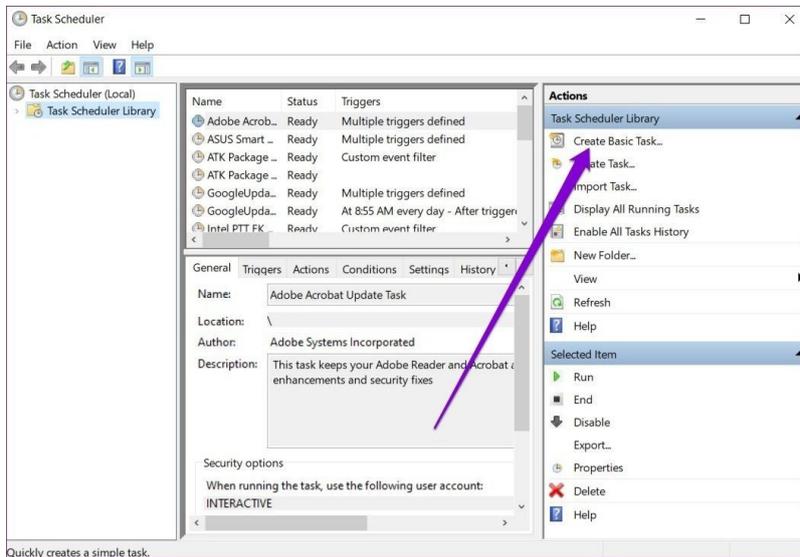-
- This format will input the username and try to sign in automatically when the page loads.
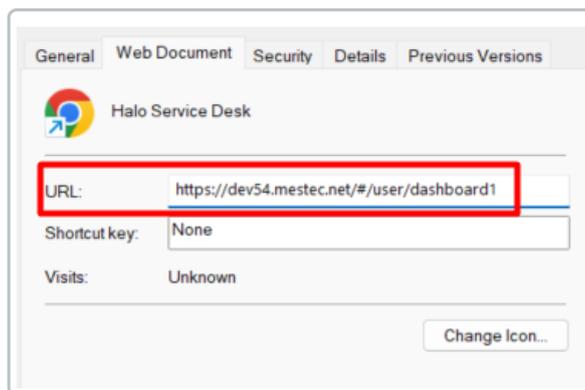
Step 2: Now open the Start menu, type in task scheduler, and press Enter.

**Step 3:** Now, in the Actions pane on your right, click on the Create Basic Task option.

Step 4: In the Create Basic Task Wizard, enter a suitable name for the task. Optionally, you can also write a brief description of the task. Then click on Next.
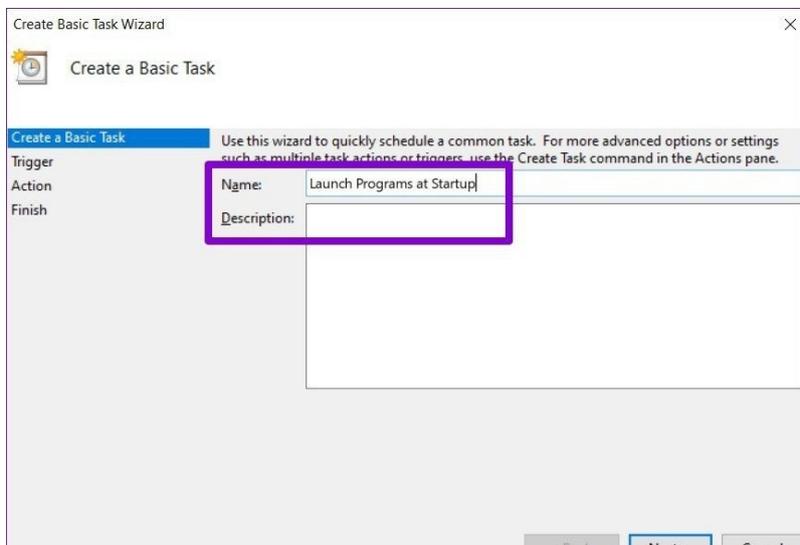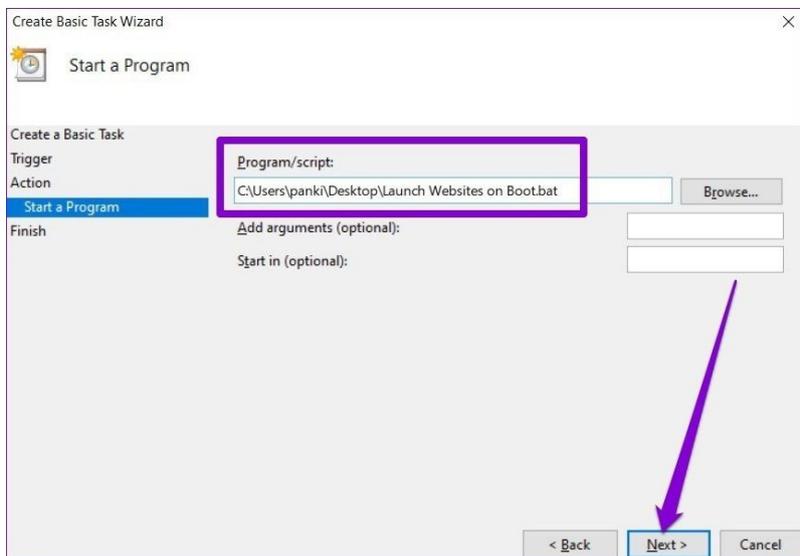
Step 5: Under Trigger, since we want to launch the website at startup, select the 'When the computer starts' option from the list and click on Next.
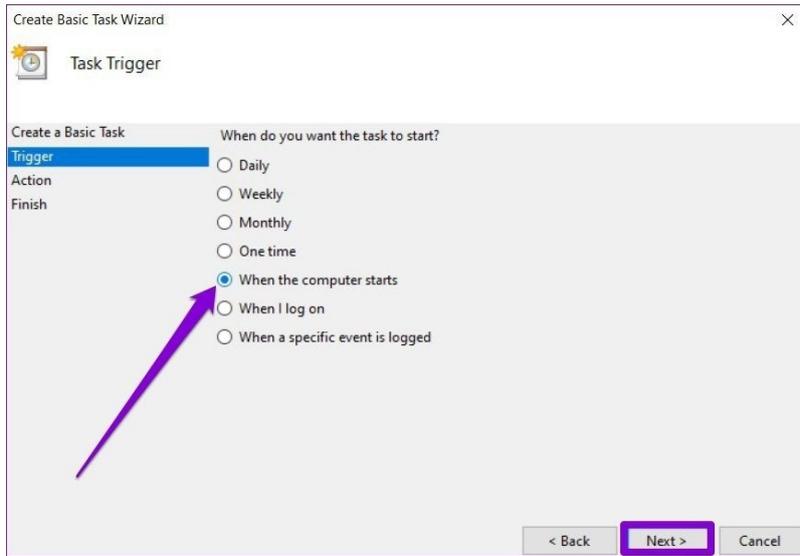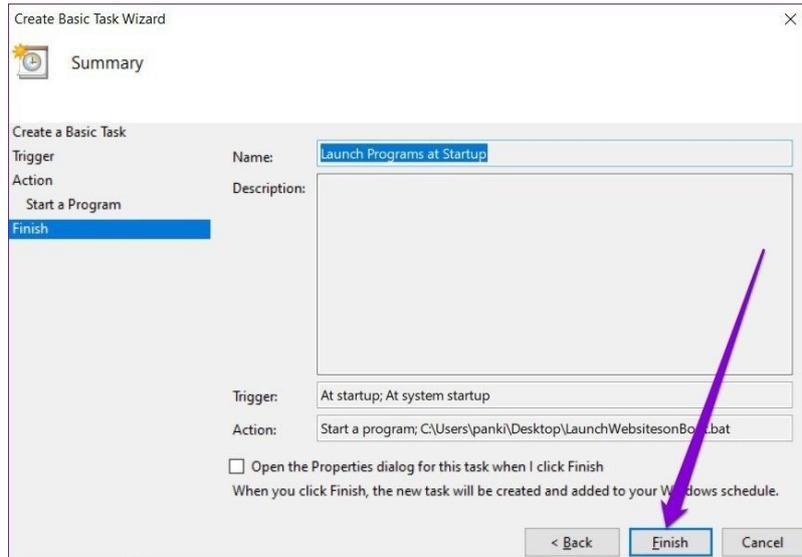

Step 6: In the Action tab, select Start a program. Then hit Next.
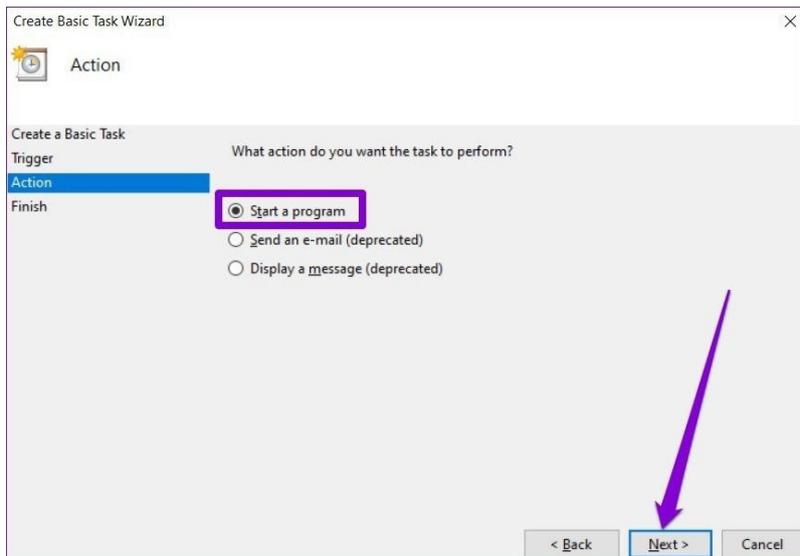
Step 7: Now, under Program/script, browse the website shortcut created earlier.

Step 8: Lastly, in the Finish tab, verify the task details and click on Finish.
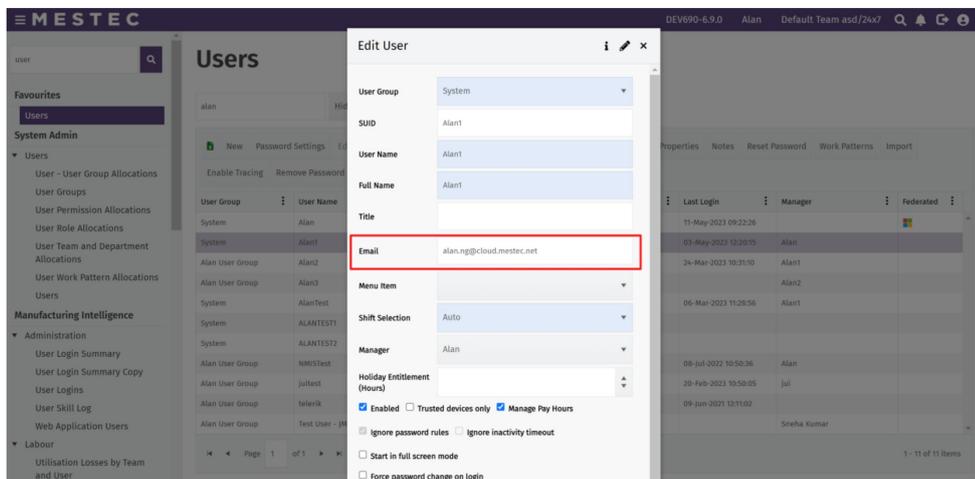

Once you complete the steps above, Task Scheduler will run the shortcut or the batch file every time your PC starts.
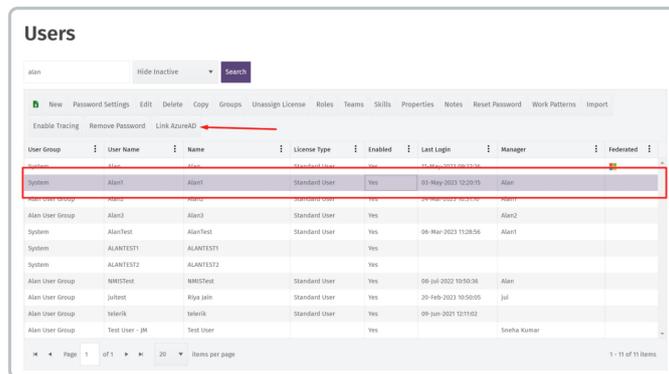
How to register a user for SSO?
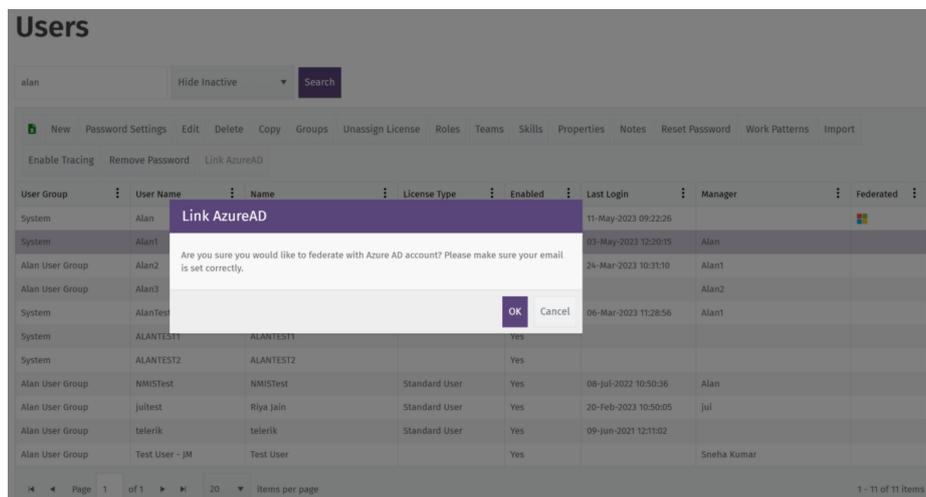
To register an existing user for SSO:

1. Sign in to Eyelit MES with user account permission for user management.

2. Go to the **Users** page.

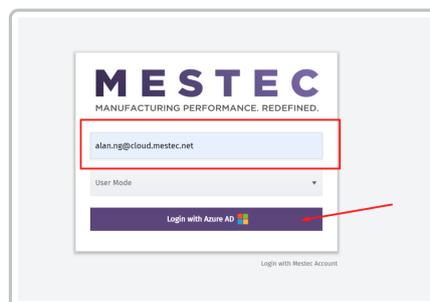3. Locate the user and make sure the email has been entered (email account for SSO).

4. Click the **Link AzureAD** button for the selected user account.

4. Confirm the link.

7. Now, you could try login with the SSO account just registered.

7. On successful login, the user is now federated with Azure AD on Eyelit MES. A small Windows logo should appear on the Users page. (The logo won't appear until a successful login attempt).

Users

Users

Shopfloor user cannot login.

The user will receive the information below when unsuccessfully trying to login:

Login Failed. Either:
- *The credentials you have entered are incorrect.*
- *The user account is locked (you may have exceeded the maximum failed login attempts).*
- *The user account is not licensed.*
- *You are attempting to log into a non-trusted device when your account is permitted.*

Please contact your system administrator.

Resolution

Check if the device is registered. To confirm, the login screen should say: "This device is **<Device Name>**". If it does not say this unregister then reregister the device.

If the above step is confirmed, navigate to the **Users** screen and do the following checks.

Ensure the user account is enabled on the **Users** screen. Ensure the dropdown list is configured to **Show Inactive** users. If the

user account is not enabled, **Edit** the user and tick the **Enabled** box.

Users

User Group		User Name		Name		License Type		Enabled		Last Login		Manager
System		user1111		Demo User				No		09-Apr-2021 11:47:06		

demo | Show Inactive ▼ | Search

New | Password Settings | Import

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If the user is allowed to log in without a password, ensure the **Trusted devices only** and **Ignore password rules** tick boxes are ticked.

Edit User ℹ ✕

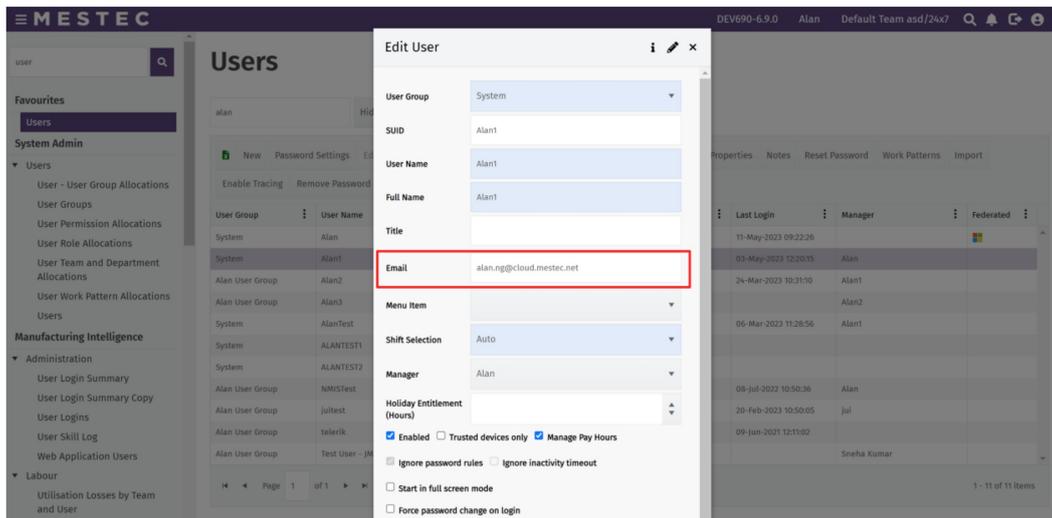| Field	Value
User Group	System ▼
SUID	
User Name	user1111
Full Name	Demo User
Title	
Email	
Menu Item	▼
Shift Selection	Auto ▼
Manager	▼
Holiday Entitlement (Hours)	▲▼

☑ Enabled ☑ Trusted devices only

☑ Ignore password rules ☐ Ignore inactivity timeout

☐ Start in full screen mode

☐ Force password change on login

By adding a named user account, you are enabling the collection and storage of personal data for that user. You accept responsibility for the purposes for which and the manner in which any personal data are processed.

OK | Cancel

After saving your changes, to ensure they do not have a password set against the account, select the user and click the **Remove Password** button on the **Users** screen.

Users

If the user is still having trouble logging in, contact support@mestec.net for further assistance.

A user cannot log into Eyelit MES.

The user will receive the information below when unsuccessfully trying to login:

Login Failed. Either:
- *The credentials you have entered are incorrect.*
- *The user account is locked (you may have exceeded the maximum failed login attempts).*
- *The user account is not licensed.*
- *You are attempting to log in to a non-trusted devices when your account is permitted.*

Please contact your system administrator.

Resolution

1) The username or password is incorrect. If the password is lost, see related article to reset the user's password.

2) The user account is locked due to the incorrect credentials being entered multiple times in succession. See system log example below and related article to unlock the user account.

3) The user account you are trying to log into does not have a license to access Eyelit MES. Please read the related article.

4) The device used is not considered a trusted device. The registration may be lost. Please see the related article to reregister the device.

Example of a user account locking

The system log screen records incorrect password attempts which may lead to the user account being locked. Navigate to the **System Logs** screen. Search for "User Validation" in the search box. All user validation errors will be displayed.
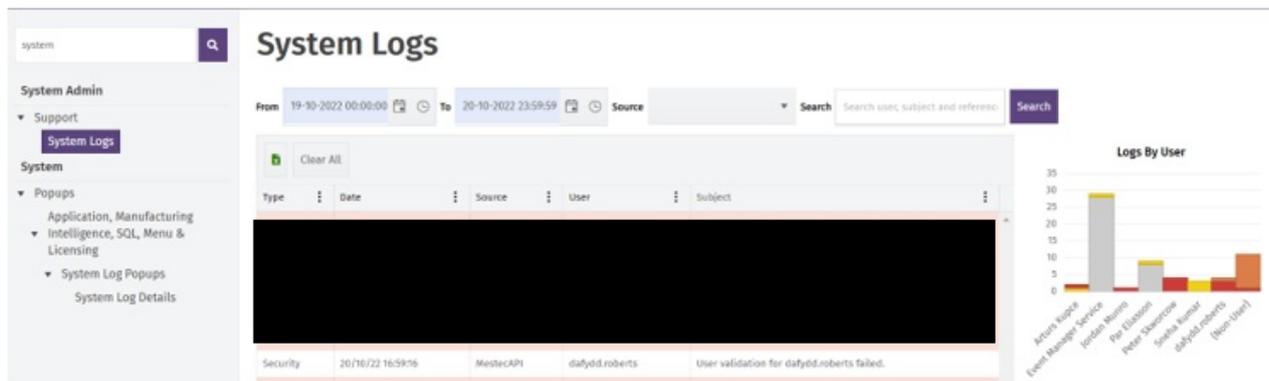
Right-click the error so we can get more information then click details.
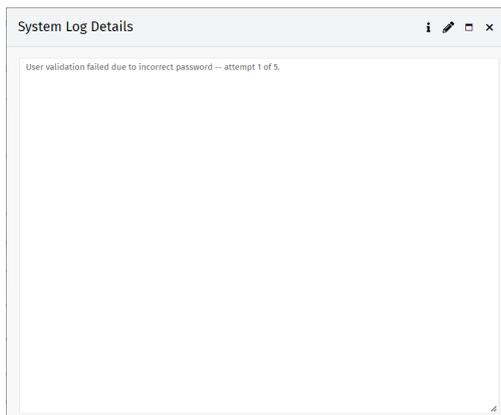
As we can see in this example the user entered their password incorrectly once.

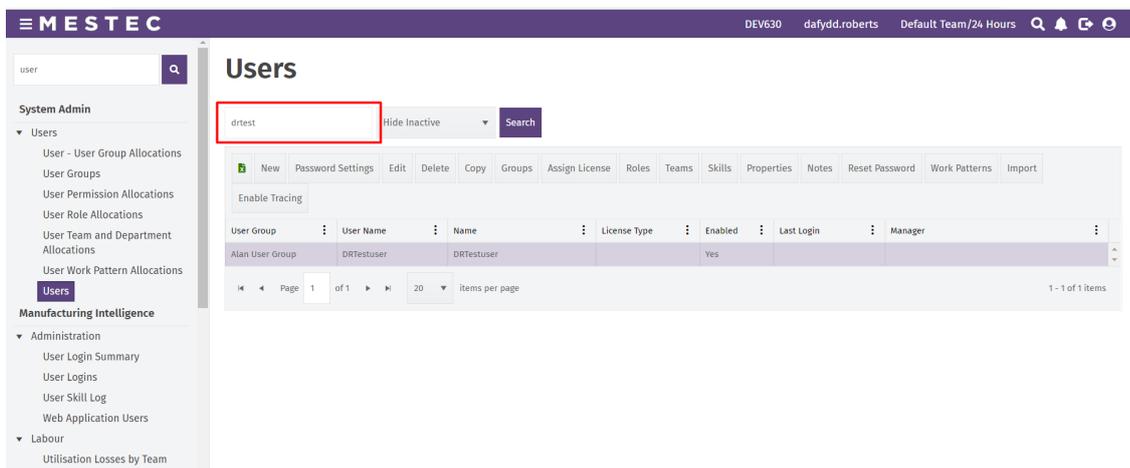Depending on the error message you will be able to narrow down what is preventing the user from logging in.

How do I assign a license to a user?

The following document will help you to assign a License to a user.

Resolution

First we shall check if the user has a license assigned to them.

Go to the Users screen and find your user. Type the username into the text box highlighted :

On this screen we will be able to see if the user has a licenses and what type it is.

In our example the user does not have one so we will need to assign them one.

If your user does not have a license you will need to add one to allow them access. To do this we click the assign license button:

When you do this the assign user screen will be shown:

Find the license you wish to assign to your user:

Make sure that you have enough of the license to assign to your user. You can check this by making sure the 'Qty' is more than the 'Used Qty' if the number is the same you will not be able to assign more license of this type and will have to buy more.

Once you have chosen the license click the 'Assign' button
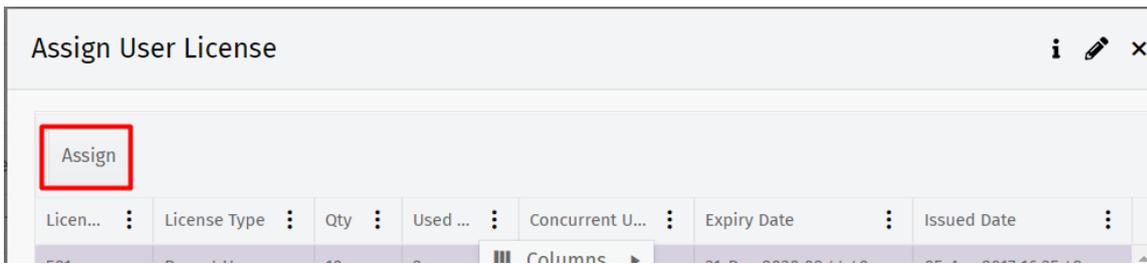
You should now see the user has a license type:
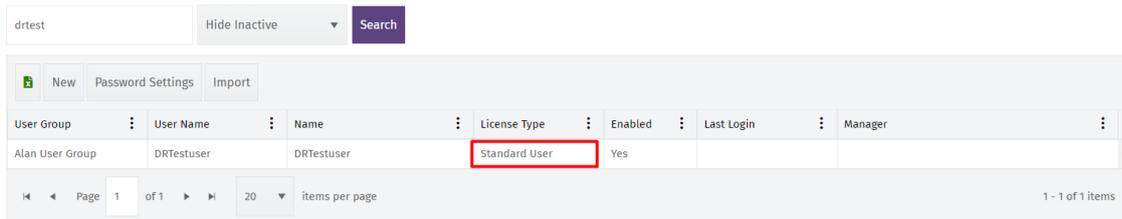
If you need to change the license or Unassign a License click the 'Unassign License' button:
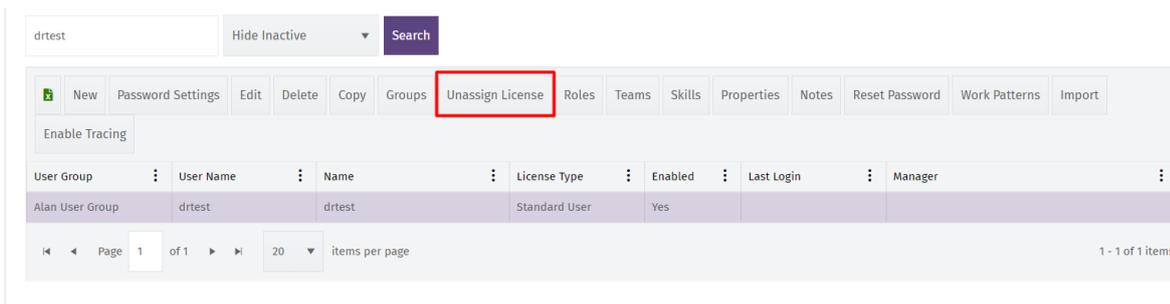
Then click OK:
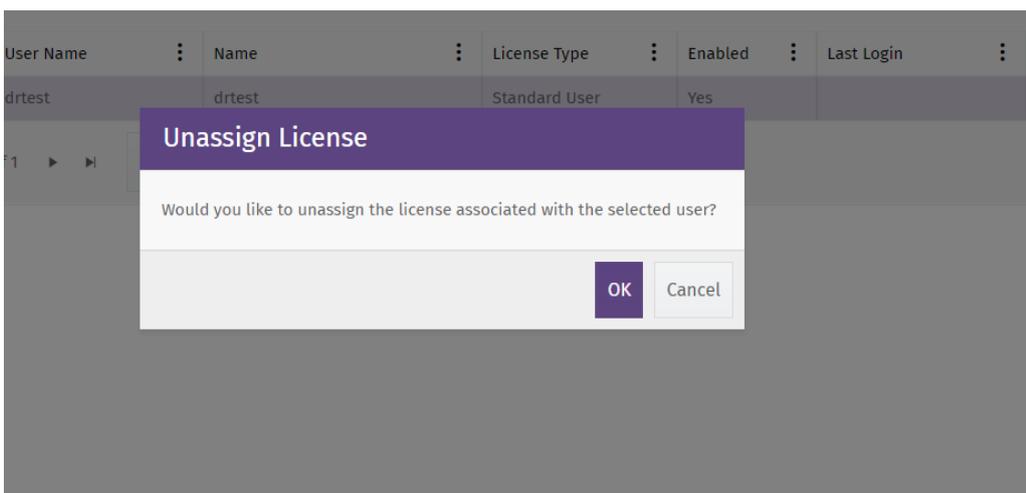
Your login has been re-used elsewhere.

This error could happen because of the following reasons:

- You are logged into Eyelit MES on another device which will cause the first session to close.
- Bug on the browser. You will need to reset the browser settings [Resolution below].
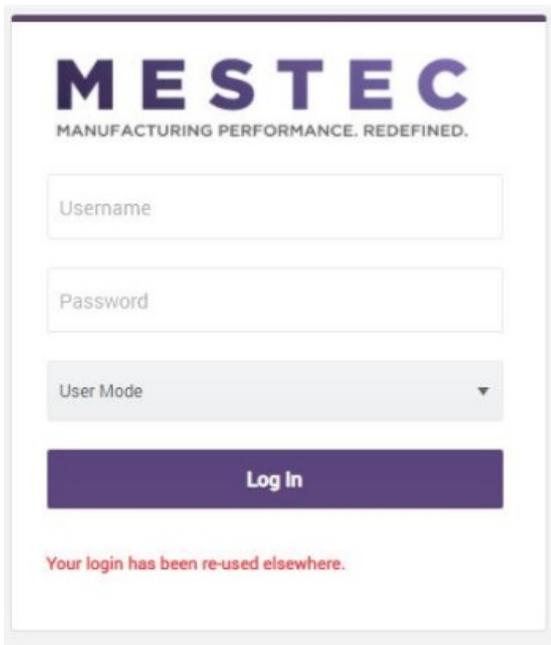
Resolution

Reset browser on Edge:
- Go to the [...] menu.
- Under Settings > Reset settings
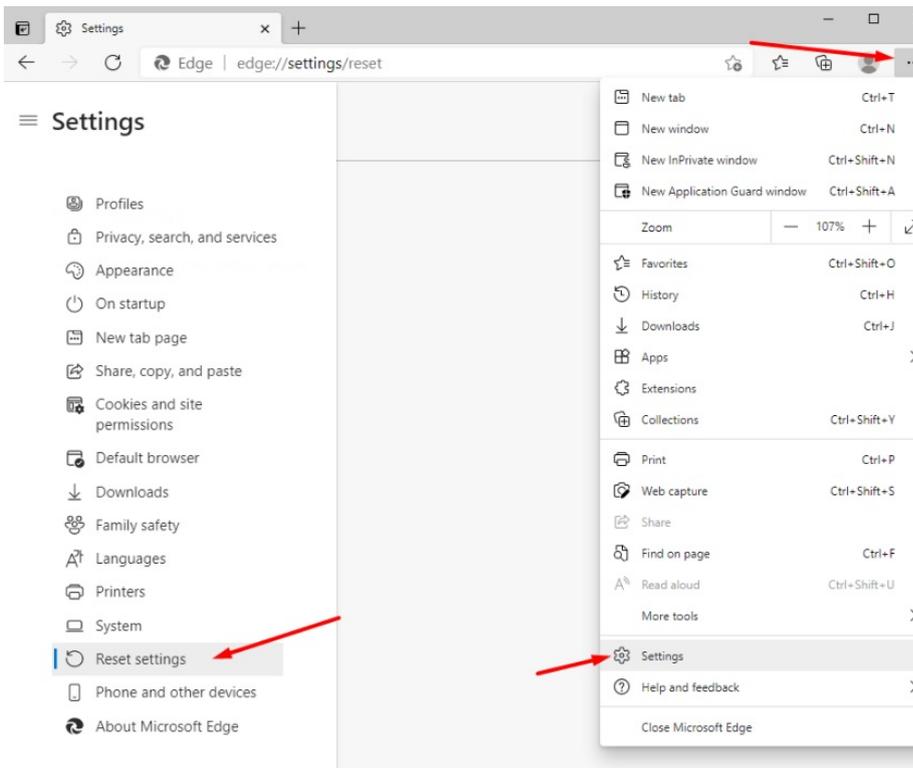
Is there a template I can download to import users?

Import users file template with possible column values.

The Columns with headers including an asterisk are essential columns. Non-essential fields can be left blank.

Resolution

Download the template

Template_Users_Import_Mestec.xlsx 📎

| Field Type	Column Header	Possible Values
Non-essential	TEMPLATESUID	SUID of a user account that has commonly used settings and properties already configured.
Non-essential	EMAIL	XXXX@test.com
Essential	USERNAME*	Test
Non-essential	PASSWORD	TestPassword_1
Non-essential	SUID	T001
Non-essential	TITLE	Technician
Essential	FULL NAME*	Test User A
Essential	SHIFTSELECTIONMODE*	Auto / None / Prompt
Non-essential	HOLIDAYENTITLEMENT	TRUE / FALSE
Non-essential	TRUSTEDDEVICESONLY	TRUE / FALSE **NOTE:** If False, the IGNOREPASSWORDRULES will also default to False
Non-essential	IGNOREPASSWORDRULES	TRUE / FALSE
Non-essential	LICENSE	Standard User
Non-essential	FULLSCREEN	TRUE / FALSE
Essential	DEFAULTUSERGROUP*	System / Any user group registered in Eyelit MES
Essential	DEFAULTTEAM*	Default Team / Any team registered in Eyelit MES
Non-essential	DEFAULTMENUITEM	Default screen to open on Login
Non-essential	ENABLED	TRUE / FALSE
Non-essential	MANAGERSUID	SUID of a user account that is a Manager

How do I reset my password?

The following document will show you how to reset your password and another users.

For you own password when you login you need to click the top right symbol:
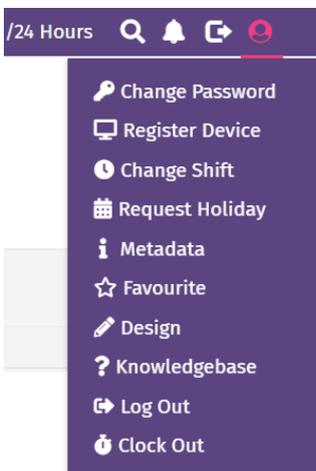
Then click change password.

Add the password you used to login to the current password and what you want your new password to be in the new and confirm new boxes.

Click okay.

For another user you will have to do the following:

First go to the users screen. you can do this by typing user in the search bar:

Next using the text box Search for the user whose password you wish to reset.

Click the search button

If the user has not logged in a few months they maybe an inactive user. if this is the case change the dropdown box from "Hide Inactive" to "Show Inactive".

Click on the user whose password you want to reset.

Click the Reset password button:

click the okay button:

Reset Password

Are you sure you want to reset password for selected user?

OK   Cancel

A strong password will be created:

New Password   i   ✏   ✕

Please give this password to the user

New password   ▮▮▮▮▮▮▮▮

Close

Copy the new password.

Next we check that the user can change the password to something they know for when they login.

Go back to the user screen and click the edit button:

| testdr | Hide Inactive ▼ | Search |

| | New | Password Settings | Edit | Delete | Copy | Groups | Assign License | Roles | Teams | Skills | Properties | Notes | Reset Password | Work Patterns | Import |
| Enable Tracing |

| User Group | | User Name | | Name | | License Type | | Enabled | | Last Login | | Manager | | |
| deletetest | | TestDR | | TestDR | | | | Yes | | | | | | |

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Make sure the "Force password change on login" is ticket

An account is locked.
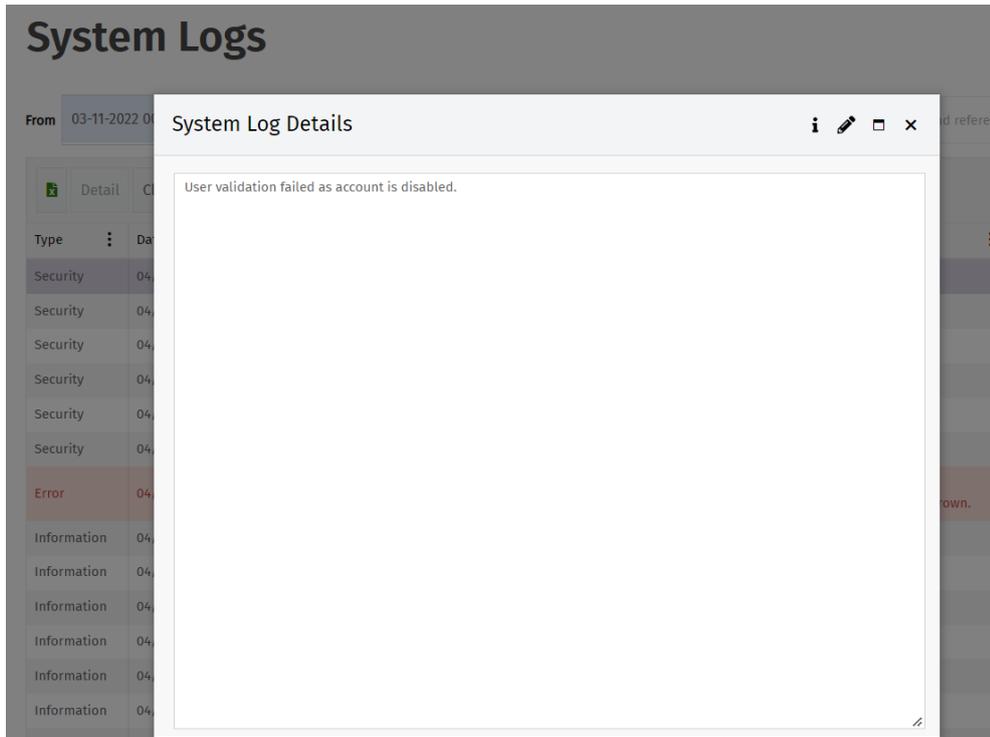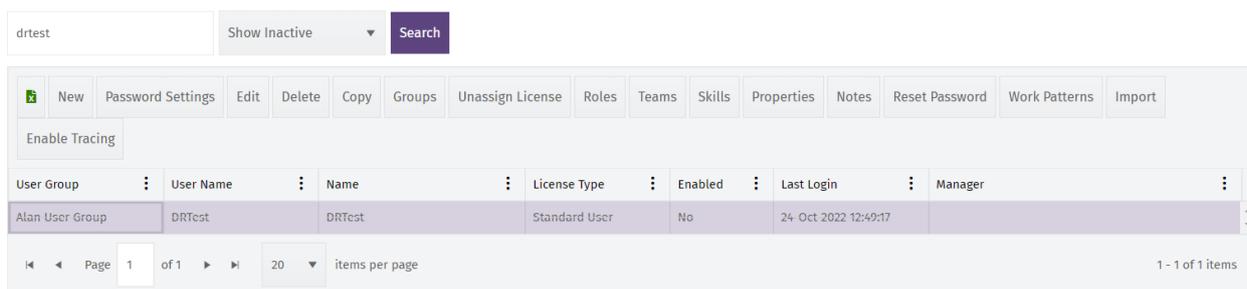
User validation failed as account is disabled.

If you get the following error from the system logs. the user accounts your looking into is locked. this is caused by too many attempts to log in using the wrong password over 5 attempts.

Resolution

To fix this go to the user screen. Search the name. change the drop down to show inactive. click the user and use the edit button.

Click the enable tickbox

Then click okay.

Permission login failed

If you are trying to login and get the following error:

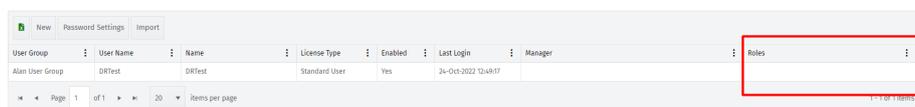*The requested function requires the AllowLogin permission, which you do not have.*

This could be that your user's account had all roles removed.

Resolution

To fix this go to the user screen, find your user using the search box, click on the three dots as shown, go to columns and check the roles.
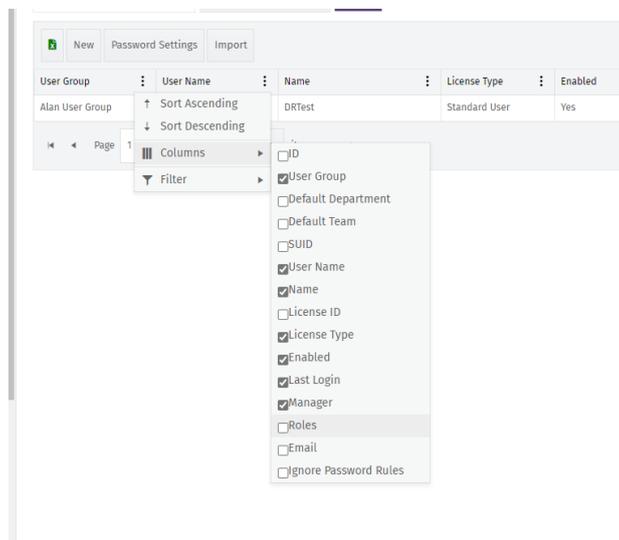
You should now have a column called Roles. check if your users roles are empty.

If it is empty go to the roles button and click it:

Find the correct role you wish to add then click the assign button at the top or right click assign.