

# **BeAware Corporate Edition**

## **Error: Can Not Connect To Admin or Database**

If you are receiving an error message that you can not connect to the Admin application or the database, please make sure that the following information is correct.

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## Incorrect Administrator Login



This screen is the login screen for the BeAware Admin application. To login, you must enter a username that is already set up in the User Management screen AND that user must be set up as an Admin.


By Default, the BeAware Corporate Admin comes pre-installed with an administrator account. The login information is:

Username: admin

Password: admin

For instructions on setting up a new user, please see **"User Management"** below.

## Database Login Information Incorrect / Can Not Connect to Database



BeAware Server Configuration Settings

Please provide BeAware Server information to get connected.

Database Server Name : BEAWARESERVERMACHINE\BCS

Database Username : sa

Database Password :

Server Name : BEAWARESERVERMACHINE

Apply Cancel

This screen is the connection information for your BeAware Server where your Admin application connects to view the data. This screen should never be touched unless the BeAware Server IP address or Machine Name has been changed. To avoid issues with your software working correctly, we recommend that your BeAware Server machine is never renamed and the IP address is never changed.

The information on this screen should always be as follows:

Database Server Name: <your BeAware Server name>\BCS

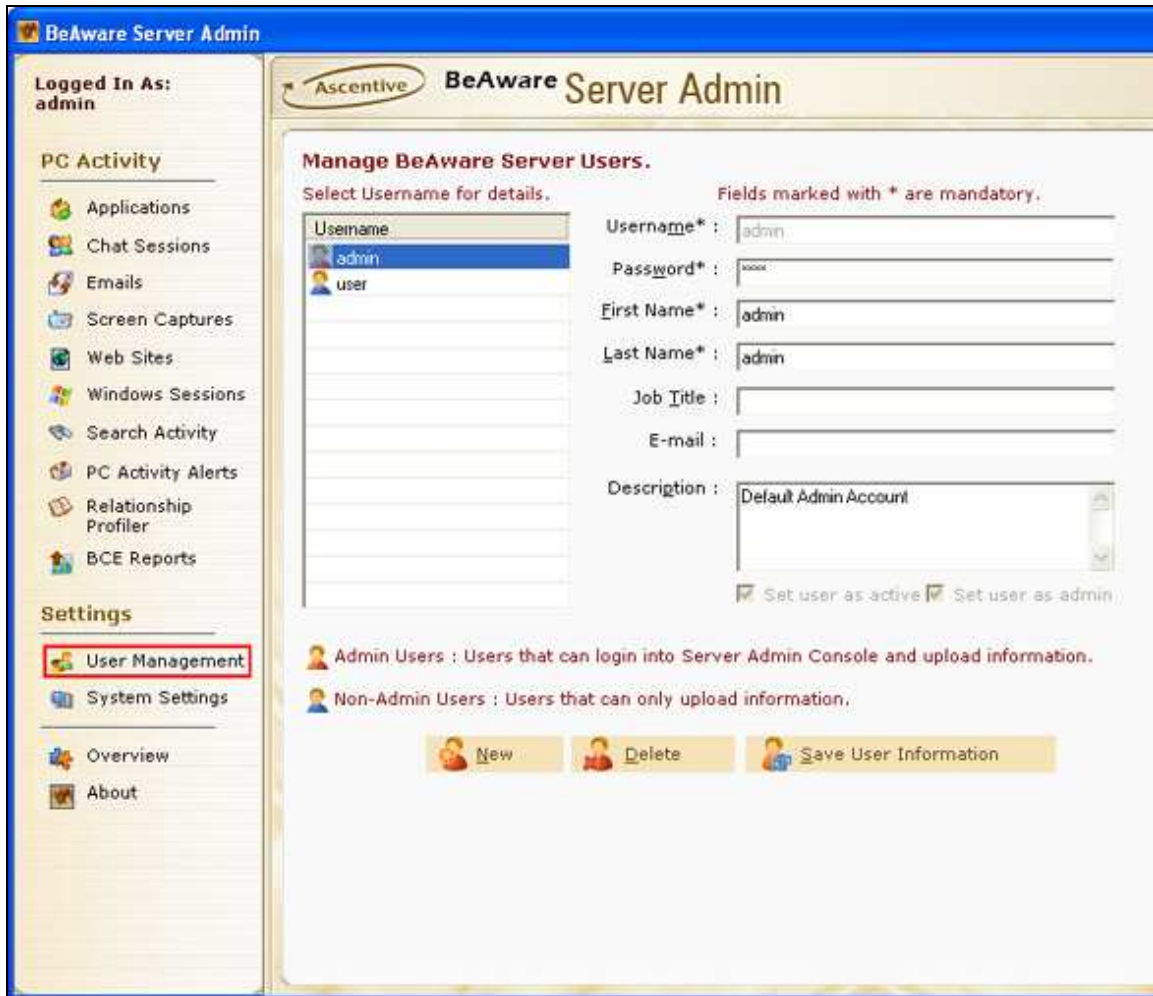
Database Username: sa

Database Password: <blank>

Server Name: <your BeAware Server Name>

**Note:** <your BeAware Server name> should be the machine name or IP address of the machine you set up as the BeAware server.

## User Management



The screen above is the User Management screen. This screen is where you will set up all of your logins for the BeAware software for both Administrators to log in and view data, but also for your uploading username and password that must be configured on all monitored machines that are uploading data to the BeAware Server.

There are two types of accounts and their permissions:

**Admin** – Can access the BeAware Admin application and view data / Can upload data to the BeAware Server.

**User** – Can upload data to the BeAware Server / **Can Not** access the Admin application to view recorded data.

By default BeAware comes with preconfigured Admin and User accounts.

**Admin Login:**

Username: admin

Password: admin

**User Login:**

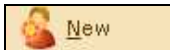
Username: user

Password: user

We recommend that once you have set up and registered your BeAware software that you set up a new Admin account and delete the default account. To do this, please read the instructions below.

**Setting Up a New Account**

To set up a new Account in BeAware, go to the User Management screen and click the New button:



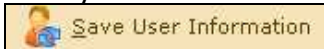
You should see all of the fields on the left are now blank. Enter the corresponding information for each field. **Make sure** to remember your username(s) and password(s). Lost or forgotten login information can not be recovered.

Once you have filled out all of the user information, at the bottom of the screen you should see two check boxes.

**Set user as active** – Turns the account on so that it can be used to log into the BeAware Admin application and/or upload to the BeAware Server.

**Set user as Admin** – Check this box if you want this account to be an Administrator who will have access to log into the Admin app and view recorded data. If you leave this box unchecked, the account will only have access to upload information to the Server (meaning it will be set up as a "User" account).

Once you have finished setting up the user, click the Save User Information button:



Your new account is ready to use.

## Deleting a User Account

**Note:** It is recommended that you keep the existing upload user account (Username: user). This account is only for uploading. It can not be used to log into the Admin application.

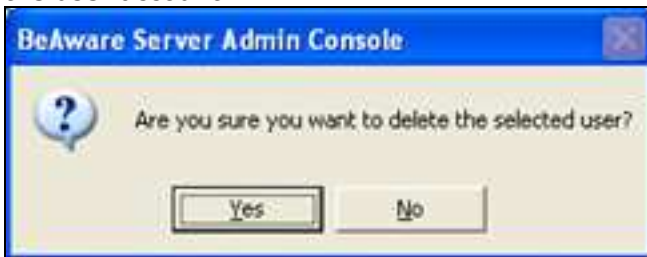
If you wish to delete the current logged in account, you will need to log out of the default Admin account and log in with a new account that you have set up.

Once logged in, go to the User Management screen and click on the user account you wish to delete to highlight the user.

Click the Delete button:



You will be prompted to confirm that you wish to delete the user. Select "Yes" to delete the user account:



Once an account is deleted from the system, it will no longer allow the user to log into BeAware.

**Please Note:** If you have deleted your uploading user account, you will need to configure your monitored machines with the new uploading user account.