

If you are seeing "Authentication Failure" for any of your client machines, this is due to the wrong username and password entered during install of the client machines for uploading. The uploading username and password must be a valid account that has been set up in the User Management screen of the BeAware Admin Console.

By default BeAware comes pre-configured with a default uploading account, which we do not recommend that you alter this account. It is strictly used for uploading data and can not be used to access or change anything within the BeAware software. The default account information is as follows:

Username: user

Password: user

To correct this issue, please follow the instructions below.

If you installed your client machines using the Remote Setup Tool:

- 1) Open the Remote Setup Tool
- 2) Select Advanced Remote Options (3rd option) on the main screen
- 3) On the right side, under Your Network's Computers, select all machines that are displaying Authentication Failure
- 4) On the left side, click on the "Monitoring and Uploads" tab
- 5) Under Monitoring and Uploads, you should see boxes for "Username and Password." Please enter the following information:
 - a. Username: user
 - b. Password: user
- 6) Click the "Save Options" button

If you installed your client machines using the NetSetup option, you must go to each client machine and reinstall using the NetSetup installer. During the install you will be prompted for a Username and Password. Be sure to enter the following:

Username: user

Password: user

The change will be made immediately on the client machine(s), however, it will take a few minutes before the software will connect again to the Server to attempt uploading again. The uploaded runs every 3 minutes. If after 5 minutes your machines are still displaying "Authentication Failed," please try rebooting both your client machine(s) and the Server.