BUYONE Single Sign On

Troubleshooting Guide

BUYONE

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Error message: *This tenant does not allow email verified users to be added due to an admin-defined policy.* Please contact your administrator at *yourdomain.com* so this characteristic can be activated.

Solution: Contact your IT Administrator. You will need to change a parameter of your Active Directory Configuration:

•**AllowEmailVerifiedUsers** controls whether a user can create or join a directory. If you set that parameter to $false, no email-verified user can join the directory.

More information from Microsoft HERE and HERE

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Error message: AADSTS50020 *User account {Email Address} from identity provider* https://stst.windows.net/guid *does not exist in tenant 'Grupo Antolin – IRAUSA S.A.' and cannot access the application {GUID} in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.*

Solution:

- Click in the following URL to close existing connections with the other account: https://login.microsoftonline.com/common/oauth2/logout?post_logout_redirect_uri=http://www.grupoantolin.com

- Try to complete the invitation process again (go to invitation mail and click Get Started). Find detailed instructions in the following document in case you need support: http://www.grupoantolin.com/sites/default/files/files/How%20to%20Enroll%20on%20the%20GA%20Supplier%20Hub.pd

- Once you complete the registration steps you will be able to access the new Suppliers Portal through our Corporate Web Site > Suppliers Portal (link at the top left) and then by clicking Suppliers Portal:

  http://www.grupoantolin.com/en/suppliers-portal/welcome

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Error type 3: The user ID you entered does not exist

Error message:

"The user ID you entered does not exist. Please check that you have typed your user ID correctly"

Solution:

During a short period of time, our previous Suppliers Portal will still be available through the following address: https://extranet.grupoantolin.com/SupplierPortal.asp , but we strongly recommend you to access through the new path:

- Our Corporate Web Site (www.grupoantolin.com) > Suppliers Portal (link at the top of the page) and then by clicking Suppliers Portal: http://www.grupoantolin.com/en/suppliers-portal/welcome

Or directly:

https://extranet.grupoantolin.com

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Error type 4: Password reset

Error message:

We're sorry, you can't reset your password at this time because your administrator has not configured password reset for your organization. There is no further action you can take to resolve this situation.

Technical details:

SSPR_0011: Your organization has not defined a password reset policy. It is needed a password reset policy.

Solution

Contact your company's IT admin and ask them to configure password reset. To learn more about password reset configuration, see Quick start: Azure AD self-service password reset.

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Error type 5: An unexpected error has occurred

Error message: **Get back into your account**
We're sorry, you can't reset your password at this time because your administrator has not configured password reset for your organization. There is no further action you can take to resolve this situation.

Technical details: *The password inserted does not meet the necessary requirements defined on Microsoft Azure Password Policy. e.g. Password previously used, or not strong enough*

Solution: Please, use the following documentation in order to setup a password within the necessary parameters:
https://docs.microsoft.com/en-us/azure/active-directory/authentication/concept-sspr-policy#password-policies-that-only-apply-to-cloud-user-accounts
Let us know once you try again. Additionally in case that the issue still resides provide us with a Timestamp.

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Error message: *We're sorry, we cannot reset your password at this time because your administrator has not configured password reset for your organization. There is no further action you can take to resolve this situation. Please <u>contact your admin</u> and ask them to configure password reset.*
To learn more about password reset configuration, see <u>Quick start: Azure AD self-service password reset</u>.

Technical details:	*SSPR_0011: Your organization has not defined a password reset policy. It is needed a password reset policy.*
Solution:	Contact your company's IT admin and ask them to configure password reset. To learn more about password reset configuration, see <u>Quick start: Azure AD self-service password reset</u>.

Error type 7: Invitation Redemption Failed

Error message:

Invitation redemption failed

AADB2B_0001 : We cannot create a self-service Azure AD account for you because the directory is federated. Tenant's admin must create an account for you.

Solution: Contact your IT Administrator. You will need to change a parameter of your Active Directory Configuration:

• **The user's email, UPN and windows accounts are different. They should be the same:**
- SAMAccountName
- UserPrincipalName
- Email.

More information from Microsoft HERE

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Error type 8: Blank Page

Error message: *The user completes the registration process without errors but upon completion the web page is blank and nothing appears.*

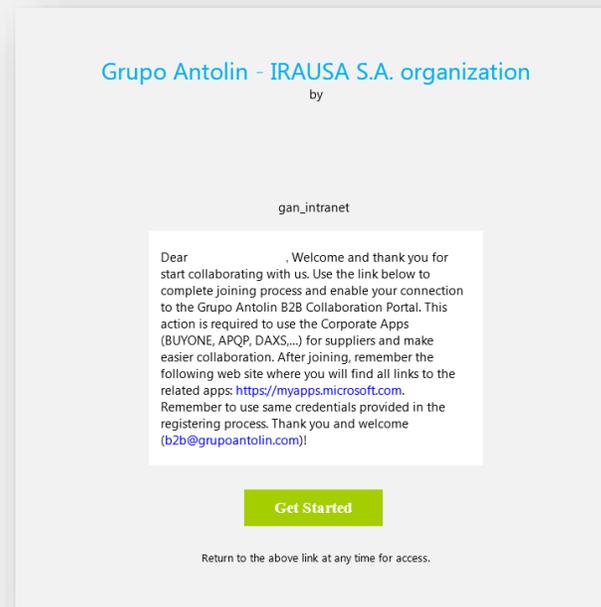Solution: You may need to refresh your screen. Click on F5.
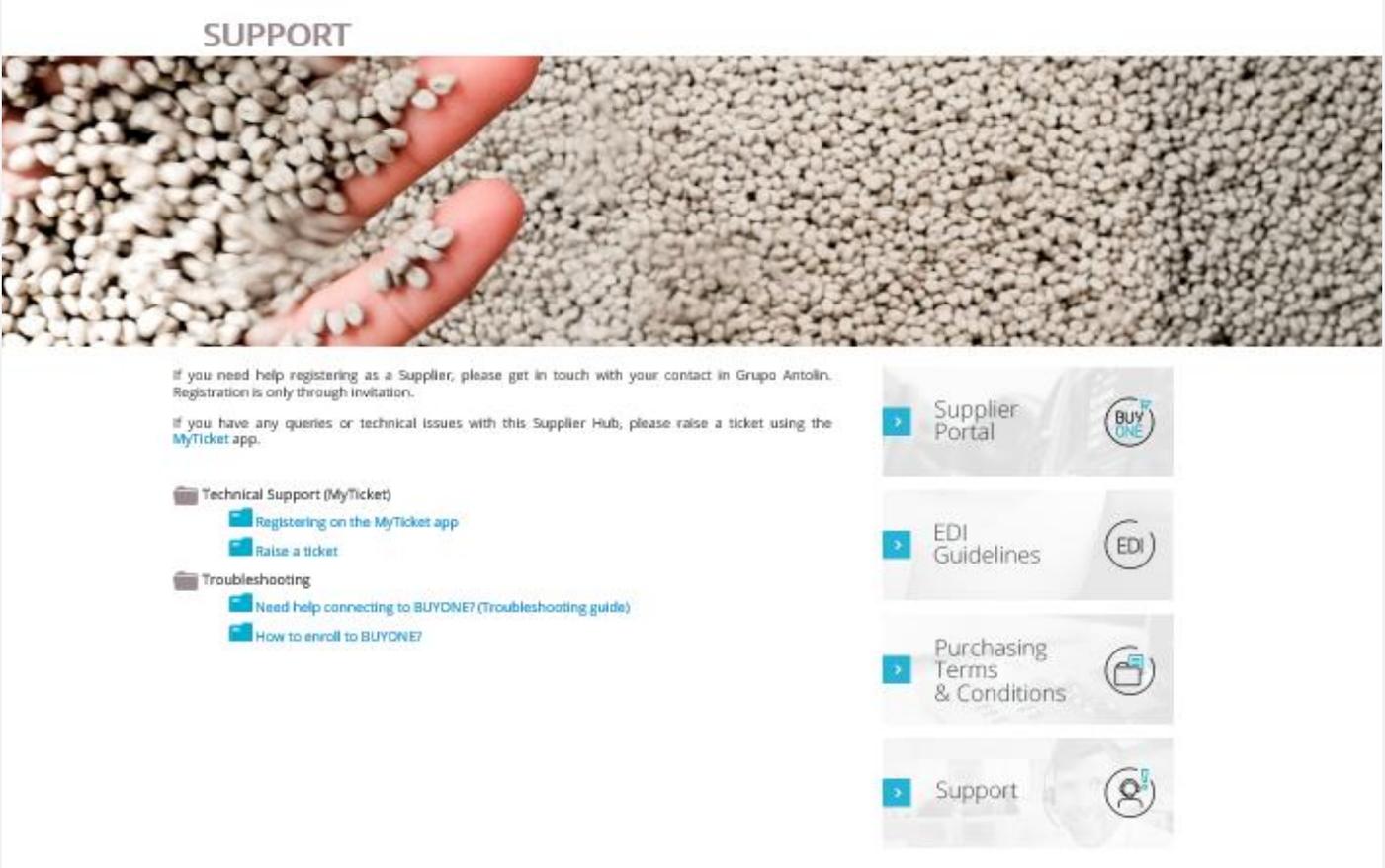
What is an Invitation e-mail?

Your contact in Grupo Antolin can send you an invitation to access BUYONE. This invitation is sent in the form of an e-mail that looks like this:

Grupo Antolin - IRAUSA S.A. organization
by

gan_intranet

Dear _____, Welcome and thank you for start collaborating with us. Use the link below to complete joining process and enable your connection to the Grupo Antolin B2B Collaboration Portal. This action is required to use the Corporate Apps (BUYONE, APQP, DAXS,...) for suppliers and make easier collaboration. After joining, remember the following web site where you will find all links to the related apps: https://myapps.microsoft.com. Remember to use same credentials provided in the registering process. Thank you and welcome (b2b@grupoantolin.com)!

Get Started

Return to the above link at any time for access.

Click on the Green "Get Started" button to register!

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For more details visit the Support site

You will find more details clicking on the right hand side tab.

Who to Contact?

If you encounter technical issues connecting or need assistance please raise a ticket from the Supplier Support area https://grupoantolin.service-now.com/partnerportal
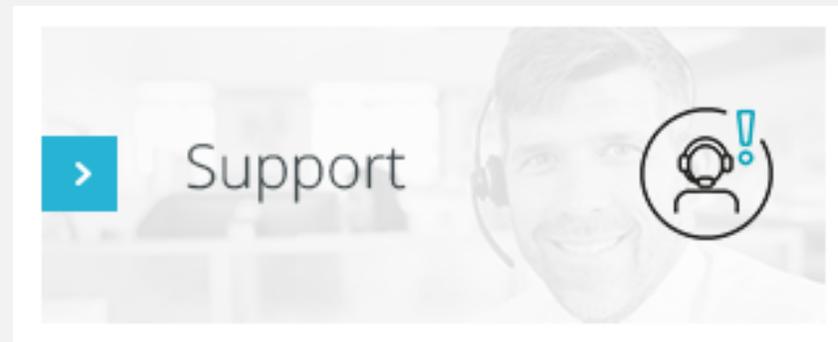
Note that you will nee to register as a supplier on the 'MyTicket' application to raise a ticket!

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Who to Contact?

Access to the BUYONE portal is through invitation. Depending on the product or service you supply to Grupo Antolin, your company will be classified as:

Productive (Products or machines we use to manufacture our products.)	Non Productive (Services, Maintenance, Repair, Consumables and other items used by Grupo Antolin that are not directly part of the products we manufacture.)
Contact your **Commodity Buyer or Purchasing Department** at Grupo Antolin to obtain an invitation.	Contact your **MRO Buyer** or usual contact at Grupo Antolin to receive an invitation