

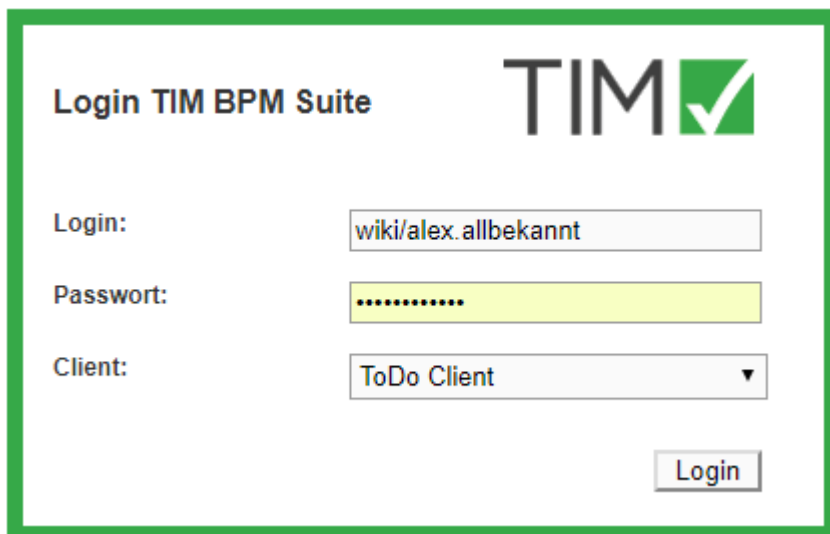
A User cannot log in/The theme is missing and the user cannot see his tasks, why?

In this entry the most common reasons and suggested solutions for problems when [login into TIM](#) are collected:

You can find solutions for problems like e.g.: A user cannot log in at all anymore; A user can log in, but the client looks different than usual and he cannot see his [tasks](#). A user got access to a specific [client](#), but cannot log into it.

Are the right login details used:

Are the [login details](#) correctly structured? Is the username put in as usual, or is e.g. the [client](#)(separated by a "/") missing before the name? (This only affects logins where a client is needed, some logins on the contrary only work without the client before the username)
Are both spelled correctly?



Does the user have a unique E-Mail address:

Is the user's E-Mail address unique or does another user have the same? This can easily be checked in the [dashboard](#)! Alternatively this can also be checked in the [userprofile](#) in the [Administrationsclient](#).

Does the login occur in the correct client:

If the error message "Access not allowed for this user" is displayed, the user tries to log into a client, to which he does not have access (access depends on the [roles](#)). This can also be seen in the example below: A user with member role tries to log into the [Process Manager Client](#).

User: Allebekannt, Alex (alex.allbekannt)

Properties Profile Absence Absence rules Password

Name alex.allbekannt

Firstname Alex

Lastname Allebekannt

Email alex.allbekannt@tim123.de

Blocked ☐

Last login

Login count

Client language en-GB

Groups

Roles

- administrator
- deployer
- guest
- member
- processdesigner
- processmanager
- resource-manager
- rulesadministrator

Save

Login TIM BPM Suite

TIM

Login: wiki/alex.allbekannt

Password:

Client: Processmanager Client 4G

Login

Login TIM BPM Suite

TIM

Login: Access not allowed for this user.

Password:

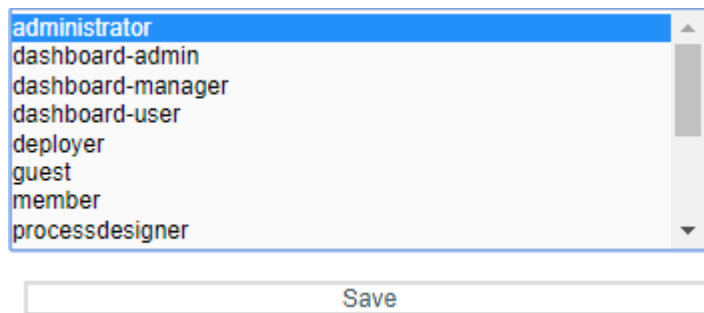
Client: Processmanager Client 4G

OK

Login

Does the user have member rights?

Does the affected user have the “member” [role](#)?



administrator
dashboard-admin
dashboard-manager
dashboard-user
deployer
guest
member
processdesigner

Save

If this is the reason for the problem, the `GenericEntityManagerImpl.merge()` error can be found in the [log](#).

You also have to consider that changes to the [roles](#) need 24 hours to take effect. This could also lead to a user not being able to login although he could yesterday.

To avoid the waiting time and grant the user access to the system immediately you can restart the system or correctly set the native-port Config in the [tim.properties](#) file.

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Last update: **2021/07/01 09:52**

