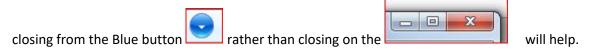


Case study 21: How to deal with error message "View is corrupted or user doesn't have user permissions"

By Diana Boxall

We have found that users may meet this error message, typically later in the day when they have been working intensively on the BFT.

Clicking ok and re-entering does work, but the message may reappear. Resetting the view using and



https://tml-qa.bsp.ox.ac.uk/pmpsvc/pmpjs/workflow/we	erkflow.jsp?portal=1&aid=9 P + 🔒 C	University of Oxford		C Financial Syst	ems Support Cen	🖉 Login 🛛	Payroll 8	Planning - IBM Cog ×			ŵ
<u>v</u> .								200	kolee Paulice thington	🖸 🔩 8	1.110
Payroll Planning Workflow	You are a reviewer or contributor for:										
Get Academic Services and University Collections	Name	State	F	Permissions	Owner	Ownership Node	1	Reviewer	Last Data Commit	Commentary St	atus
Get University Administration and Services Get University Administration and Services T 173 Proctors and Clubs Committee	K9A1 Student Administration - Examinations Departmental Other	Available	• (00	None	Vone None	•		Vever committed	•	2
 174 V.C. Departments 	<							Payroll Planning	Available - Internet Explorer provided	by University	
😑 🧧 175 Registrar's Departments	Which consists of:								0000 % 6	00	
Related Services	Name	State	F	Permissions	Owner	Ownership Node		R			IS
inistration Division Division - Other	K90000 Student Administration - Main A/C	Available	-	0/00	None	Vone	•	No CrADD Nes	v Employee.xlsx	ing Combination.xisx	
Division - Student Administration Services	K90010 Bedels	Available	- 0	0/00	None	Vone	-	14			
s Service	K90020 Registry - ADM	Available	- 0	0/00	None	Vone	-	14			
Department	K90030 Student Affairs	Available	-	100	None	Vone	-	14			
Welfare Support Services	K90040 Student Systems	Available		0/00	None	Vone	-	STOP		()	
Administration and Services Directorate	K90045 Student Systems	Available			None	Vone	-				
t Administration - Examinations sudent Administration - Examinations Departmental	K90050 Registry - E&A	Available			None	 None 	-	Viewis	corrupted or user doesn't have r	ead permissions.	
A1 Student Administration - Examinations Departmental Othe									UK		
K90000 Student Administration - Main A/C	K90200 Buildings and events	Available	-	n / o 🗖	None	 None 	-				
K90010 Bedels	Workflow Detail for K9A1 Stu	dant Administratic	n Dram	instion: Densu	tmontal Other		-				
K90020 Registry - ADM		denc Administratic	AT - Daim	пацоть осра	unentarottier						
K90030 Student Affairs	Current state: 🔲 Available										
K90040 Student Systems	Changed time: 12 December 2	equires an owner to e 2016 10:06:26	dit or subri	nt.							
K90045 Student Systems	Changed by: SSO/Pauline B										
K90050 Registry - E&A	Viewed: Yes								Current Owner: None Cu	rrent Ownership Node: None	
K90200 Buildings and events Management	Being Edited: No Reviewed: No									₹125% ·	
K99981 Departmental Funded Projects								-			
A2 Student Administration - Examinations Fully Funded Depar											
esearch Projects ss Economics Programme											
ndi Secretariat											
s											
Des .											
r and Registrar											
Office											

Assuming that the user does have normal permissions

- Clear the error message by clicking "ok"
- Go to the blue action button



- The close the screen from the blue button (not the X) to take you back to the hierarchy workflow screen
- Open up from the hierarchy workflow screen

