

Analytics access denied to user with roles

- **Article Type:** General
 - **Product:** Alma
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Problem Symptoms:

Unable to open Analytics upon opening this error message is received: "access denied for user to path /users/xxxxxxxxxxxxxxxxxxxxxxxxxxx_d/_portal/dashboard layout."

Cause:

This is a known issue after the Oracle upgrade.

Resolution:

Open a case providing the user name and the path being denied access.

However, a short term work around is truncating the URL and then logging in manually. After clicking the link within the Alma UI shorten the URL to be either

<https://analytics-na01.alma.exlibrisgroup.com/analytics>

or <http://analytics.alma.exlibrisgroup.com/analytics/>

Category: Alma Analytics - Alma

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