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## Access denied for user in Analytics

- **Article Type:** Known Issue
  - **Product:** Alma
  - **Relevant for Installation Type:** Total Care; Dedicated-Direct; Direct; Local
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### Symptoms

A user clicks the Design Analytics link from the Alma menu and gets an error message that says:

access denied for user to path  
/users/xxxxxxxxxxxxxxxxxxxxxxx\_xxxx\_d/\_portal/dashboard layout.  
Error Details

The user appears to be blocked from accessing Analytics.

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### Defect Status

This is a known issue we are working with Oracle to resolve.

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### Workaround

The URL of the window that will open will be similar to this:

<https://analytics-na01.alma.exlibrisgroup.com/analytics/saw.dll?Dashboard>

1. To log in remove everything after the /analytics. In this example, remove "/saw.dll?Dashboard" from the end of the URL so that it now reads:

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

2. Go to <https://analytics-na01.alma.exlibrisgroup.com/analytics> in your browser

3. Then enter your Alma username and password and you should be able to log in successfully.

However, please still submit a case including the error message with the long string of digits as well as the user's primary id so that we can manually correct this error for the affected users.

**Category:** Analytics

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