

Activated the Services menu but still denied access

- **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Description:

On Production we have a user whose functional proxy is ITEMEDIT. We want her to be able to run item-05, the Shelf List. We've granted her the rights to do so but when we try to call up the service it says she denied permission to do so..

Resolution:

In the GUI, the user should be connected to the ADM library, XXX50.

For the regular users, if users are connected to XXX01, when accessing the Items menu or Items services, the system re-connects to the ADM library. However, with the proxy users, system does not do so.

Please connect to XXX50, then the user should be able to access and run the Items service.

<from site: Resolved when connecting to XXX50>

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- **Article last edited:** 17-Jun-2016