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

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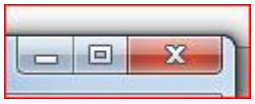
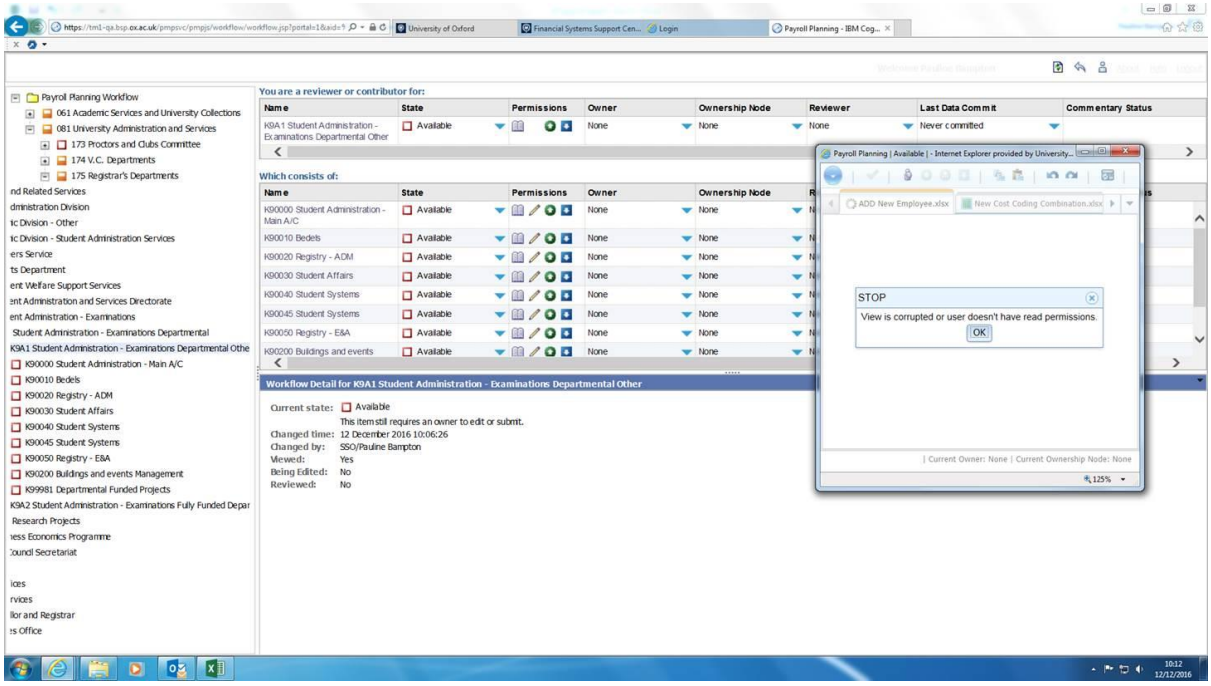
We have found that users may meet this error message, typically later in the day when they have been working intensively on the BFT.

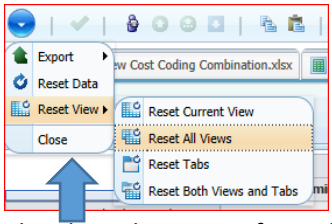
Clicking ok and re-entering does work, but the message may reappear. Resetting the view using and closing from the Blue button rather than closing on the  will help.



Assuming that the user does have normal permissions

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

- Select Reset view then Reset all view



- 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

BFT