

Troubleshoot CUIC User Collection Permissions

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Introduction

This document describes troubleshoot process for user permissions in Cisco Unified Intelligence Center (CUIC) server.

CUIC User Collection Permissions

A typical CUIC issue is that a particular user cannot see collections or value lists to which the user has permissions.

Check Permissions in CUIC Web Page

In this example, a user **cuicu1** has execute permission for Tech collection. Check the permissions configured for the user.

Assigned Group Permissions | **Assigned User Permissions**

Permissions For:
Collections [v]
Search item: []

Agents.ALL Agents ^
Agents.Sales
Agents.Tech

Set Permissions

User List
Name contains [] Filter Clear

- User Name
- ADMINISTRATOR\administrator ^
- ADMINISTRATOR\cuicu1**
- ADMINISTRATOR\cuicu2
- CUIC\agentproxy
- CUIC\ayankovs
- CUIC\ccmadmin v

Show Groups

User permissions for selected item

User name	Exec	Write
ADMINISTRATOR\cuicu1	✓	
* CUIC\ccmadmin	✓	✓

* indicates the owner of the selected item.

The same user **cuicu1** belongs to a group **admin_custom** that has permission to **Sales** collection.

The screenshot shows the 'Assigned User Permissions' window. The 'Permissions For:' dropdown is set to 'Collections'. The 'Search item:' field is empty. A list of collections is shown, with 'Agents.Sales' selected. Below this list is a 'Set Permissions' button. To the right, the 'All Groups' list shows 'admin_custom' selected. Below that, the 'All Users for the selected group' list shows 'ADMINISTRATOR\administrator' and 'ADMINISTRATOR\cuicu1'. At the bottom left, a table shows group permissions for the selected item.

Group Name	Exec	Write
* Administrators	✓	
admin_custom	✓	

* indicates the default group.

As a result, when the user runs a report there are two collections available in the list: **Sales** and **Tech**.

The 'Choose Filter' dialog box is shown. It has a close button (X) in the top right. Under 'Parameters', there are sections for 'Date and Time* (@start_date - @end_date)' and 'Agent Names* (@agent_list)'. The 'Date and Time' section has a 'Date Range' dropdown set to 'Today' and a 'Time Range' section with 'All Day' selected and a time range from 12:00:00 AM to 11:59:59 PM. The 'Agent Names' section has 'Available: 4 Values' and 'Selected: 0 Values'. The 'Available' list shows 'Sales (2/2)' and 'Tech (2/2)'. A 'Run' button is at the bottom right.

Check Permissions in CUIC Database

The same information can be verified from the database.

Step 1. Get user groups.

```
admin:run sql SELECT gm.memberid,u.name,gm.groupid,g.name FROM cuic_data:cuicgroupmember gm \
INNER JOIN cuic_data:cuicuser u ON u.id==gm.memberid INNER JOIN cuic_data:cuicgroup g ON
g.id==gm.groupid WHERE u.name LIKE '%cuicu1%'
memberid name groupid name
=====
=====
F7DB93871000015C0000001E0A302F8E ADMINISTRATOR\cuicu1 2222222222222222222222222222AAAA AllUsers
F7DB93871000015C0000001E0A302F8E ADMINISTRATOR\cuicu1 7CA0F8121000015C000003DE0A302F8E
admin_custom
```

The combined permissions list for this user is consists of three entires: 1st for the user itself, 2nd and 3rd for the group the user **admin_custom** belongs to. These values are used in the next queries.

```
admin:run sql SELECT gm.memberid,u.name,gm.groupid,g.name FROM cuic_data:cuicgroupmember gm \
INNER JOIN cuic_data:cuicuser u ON u.id==gm.memberid INNER JOIN cuic_data:cuicgroup g ON
g.id==gm.groupid WHERE u.name LIKE '%cuicu1%'
memberid name groupid name
=====
=====
F7DB93871000015C0000001E0A302F8E ADMINISTRATOR\cuicu1 2222222222222222222222222222AAAA AllUsers
F7DB93871000015C0000001E0A302F8E ADMINISTRATOR\cuicu1 7CA0F8121000015C000003DE0A302F8E
admin_custom
```

Step 2. Get all permissions for this user and his groups for the collections.

```
admin:run sql SELECT ca.usergroupid user_or_groupid,ca.collectionid,c.name collection FROM
cuic_data:cuiccollectionauth ca \
INNER JOIN cuic_data:cuiccollection c ON c.id==ca.collectionid \
WHERE ca.usergroupid IN
('F7DB93871000015C0000001E0A302F8E','2222222222222222222222222222AAAA','7CA0F8121000015C000003DE
0A302F8E')
user_or_groupid collectionid collection
=====
F7DB93871000015C0000001E0A302F8E EA6464501000015D00000007A0A302F8E Tech
7CA0F8121000015C000003DE0A302F8E EA6420C11000015D0000000750A302F8E Sales
```

The list of collections from the output in the step 2 should match the list the user can see in the CUIC web page. Also the output from the database must be the same on all of the nodes in CUIC cluster.

In case an inconsistency in permissions is found please contact Cisco TAC support.