

## 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



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Assuming that the user does have normal permissions

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



- 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

