

User List tool permissions check boxes not checked in multiple domain scenarios

Problem Summary	Permissions check boxes not checked.
Error Message	None
Possible Cause	<p>In a multiple domain scenario, the User List tool permissions check boxes (Setup, Config and WebView) may not be checked.</p> <p>This is not a caveat if all of the following are true:</p> <ol style="list-style-type: none"> 1. The deployment is split between two or more domains, such as the CICM and the Customer domain for Hosted customers. 2. The User List tool is used from two or more Administration & Data Servers that are in different domains. 3. The user is added via the User List tool on domain 1 and the retrieved via user list tool on domain 2. <ul style="list-style-type: none"> This is because the User List tool only scans the local domain (D1, the domain on which the tool is invoked) for Unified ICM permissions. Since the Unified ICM database is common to all Administration & Data Servers for an instance, if the User List tool is invoked from an Administration & Data Server in a different domain (D2), all users are displayed, but only permissions from the local domain (D1) are displayed. No permissions for the second domain (D2) are displayed because the users do not have permission(s) in that domain.
Recommended Action	None, as this is normal operation in this case.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.