



Troubleshooting Custom Roles

This section covers the problems that you might face while creating, updating, deleting or assigning custom roles to users.

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Unable to Configure Custom Role

While creating, updating or deleting a custom role, If you receive the "Not Authorised" error message, confirm that you are logged in as a system administrator. Only a user with system administrator role can create, update or delete custom roles.

Getting "Not Authorized" Error Message on Role Assignment or Unassignment

If you are not able to assign or unassign a custom role to any user, check the following:

1. Confirm that you are not trying to assign any of the system roles to the user. A system role can be assigned to users only by the system administrator.
2. confirm that you have a role with **Manage Users: Assign/Unassign Roles** privilege. Do the following steps to confirm the same:

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- Step 1** In Cisco Unity Connection Administration page, go to **Users** and select your user name.
 - Step 2** Go to **Edit > Roles** and note the role in the **Assigned Role** field.
 - Step 3** Go to **System Settings > Roles > Custom Roles** page and on the **Search Custom Role** page select the role assigned to you.
 - Step 4** On the Edit Custom Role page check if the check box for the "Manage Users: Assign/Unassign Roles" privilege is checked. If the checkbox is not checked that means you do not have the privilege to assign or unassign roles.
 - Step 5** Contact the system administrator to assign the privilege to the role assigned to you.
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Getting "Not Authorized" Error on Cisco Unity Connection Administration Pages

After logging in to Cisco Unity Connection Administration page, if you are getting "Not Authorized" error on every page, contact the system administrator to check that you have a role with "Read Access To System Configuration Data - Read Access " privilege.

For information about custom roles and its configurations, see the [Custom Roles](#) section in the "User Attributes" chapter of the System Administration Guide for Cisco Unity Connection Release 15, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/administration/guide/b_15cucsag.html