



Permission Problems

Sublogin Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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Permission Problems

Permission failures can come from the base Sublogin ACL, a Role assignment or an add-on permission. Identify the exact action before widening access.

A page is missing or returns access denied

1. Confirm the required package is installed and active.
2. Confirm the sublogin has the expected role.
3. Open that role and find the permission contributed by the owning module.
4. Save the role and start a fresh sublogin session.
5. Test both navigation and the direct route.

Examples:

- product and checkout actions belong to Role;
- **View My Products** belongs to Sublogin Custom Catalog;
- approve, decline and edit order actions belong to Order Approval;
- base account-management and report permissions come from Sublogin itself.

Checkout cannot be opened

Granting **Place Order** alone is not enough when **View Checkout** is denied. Review product details, add-to-cart, cart, checkout, totals and place-order permissions as one buyer journey.

Then check non-permission rules: address availability, method filters, Budget and approval configuration.

The buyer sees too much

Review:

- role assignment and allowed product permissions;
- **Restrict order view for sublogins;**
- parent-address mode and assignments;
- Custom Catalog merge operator;
- shared cart and wishlist settings;
- delegated role, group or sublogin management permissions.

Do not rely on a hidden menu item. Verify a direct product, order or management URL is rejected when access should be denied.

Group approval does not advance

Confirm:

1. Role and Order Approval are both active;
2. group approval mode is enabled;
3. the buyer's group has the intended parent chain;
4. the next user has the approve or decline permission;
5. the order is in the configured pre-approval state.

Group routing is hierarchical. Changing the buyer's subtotal threshold does not choose a different group level.

Role changes appear stale

Sign out and start a new session. If the problem remains, verify the assignment at the correct website and check whether another module contributes a separate permission for the same visible workflow.

Enable Sublogin debug logging only for a focused reproduction. See [Common Issues](#).