



**SOFTWARESILOS**

# Sublogin Documentation

PDF Manual

MODULE

sublogin

LAST UPDATED

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# Permission Problems

*Sublogin Documentation · /sublogin/troubleshooting/permission-problems*

Troubleshoot sub-account permission issues.

## Common Issues

### Can't Access Feature

#### Symptoms:

- Page shows "Access Denied"
- Feature not visible in menu

#### Solutions:

1. Check role permissions
2. Verify role assignment
3. Clear customer session
4. Check parent account status

### Wrong Permissions Applied

#### Symptoms:

- User has more/less access than expected

#### Solutions:

1. Review role configuration
2. Check for multiple role assignments
3. Verify permission inheritance
4. Test with different user

### Can't Create Orders

#### Symptoms:

- Checkout blocked
- Payment methods missing

#### Solutions:

1. Check order permissions
2. Verify budget remaining
3. Check payment restrictions
4. Confirm shipping address access

## Debugging

## Check Current Permissions

1. Login as sub-account
2. Go to My Account
3. View "My Permissions"

## Admin View

1. Go to Customers > Sublogins
2. Find sub-account
3. Check "Effective Permissions"

## Log Analysis

```
tail -100 var/log/sublogin.log
```

Look for:

- Permission checks
- Denied actions
- Role evaluations

## Related

- [Roles & Permissions](#)
- [Configuration](#)