

Permissions and Visibility in the EUI

User permissions determine which elements on the EUI are visible to each user. Oftentimes, you may have several groups of users, and you want the different groups to see different elements on the interface. In other cases, you may want the same user to see different parts of a record based on the the page they're viewing. For example, when a user is submitting a support case, you might not show the Created By field because it isn't relevant. In either case, understanding how permissions control visibility in the EUI can help you create an interface that suits your needs.

Prerequisites

Before making changes to the EUI, we recommend that you have a basic understanding of the following topics:

- HTML
- CSS
- Macros, methods, and conditionals, as they're used in the EUI

For more information on HTML and CSS, visit [W3 Schools](#).

















Controlling Visibility

The interface that a user sees depends on two factors:

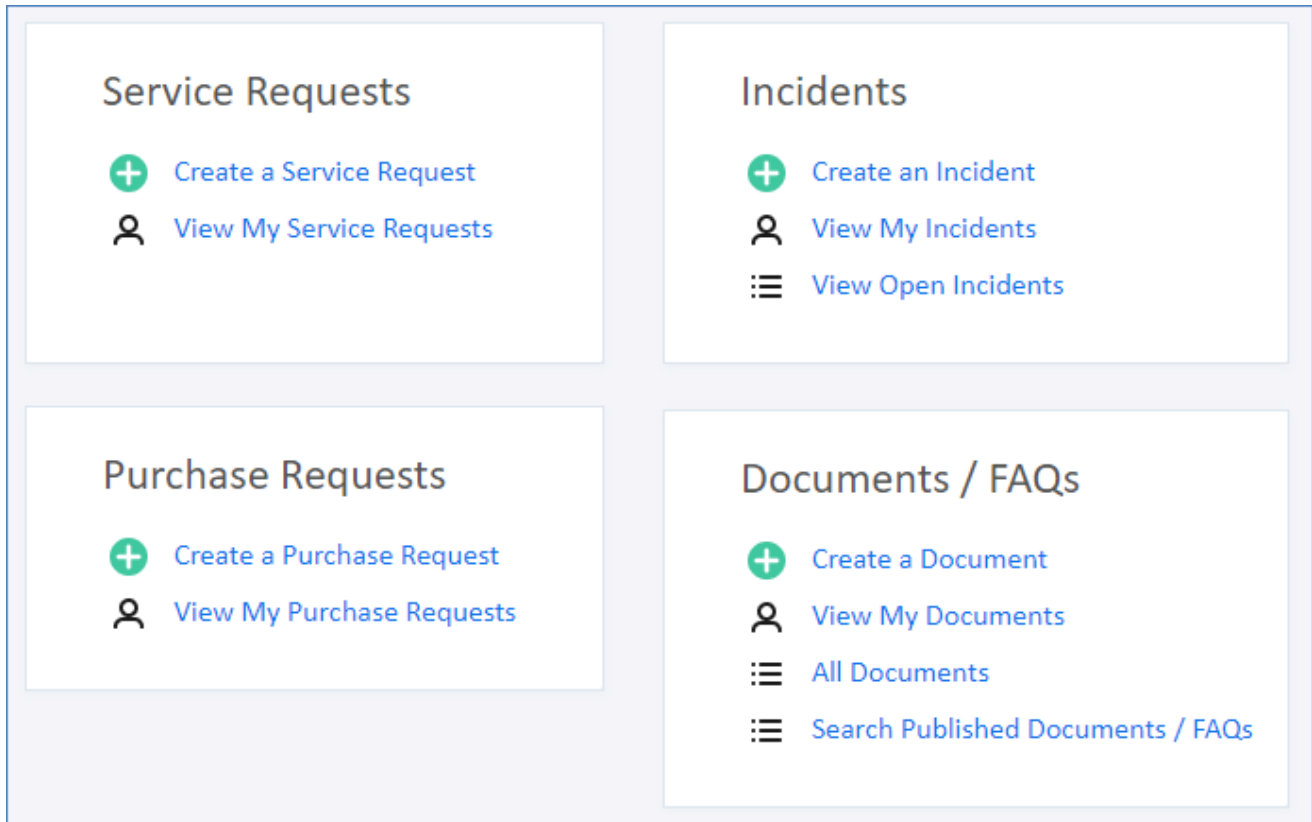
- Their group permissions.
- The status of a table or menu tab in the `translation.properties` file. Tables and menu tabs can be turned on if their value is Yes and turned off if their value is No. If a table or menu tab is not turned on, end users will not see it, regardless of their permissions.

To illustrate this, the three images below show the home page contents for three different users: one in the Admin group, one in the Document Creator group, and one in the Customer group. Each user sees a different interface based on their permissions. Notice that not even the user in the Admin group sees the Change Requests or Tasks tables, which are turned off in these examples.

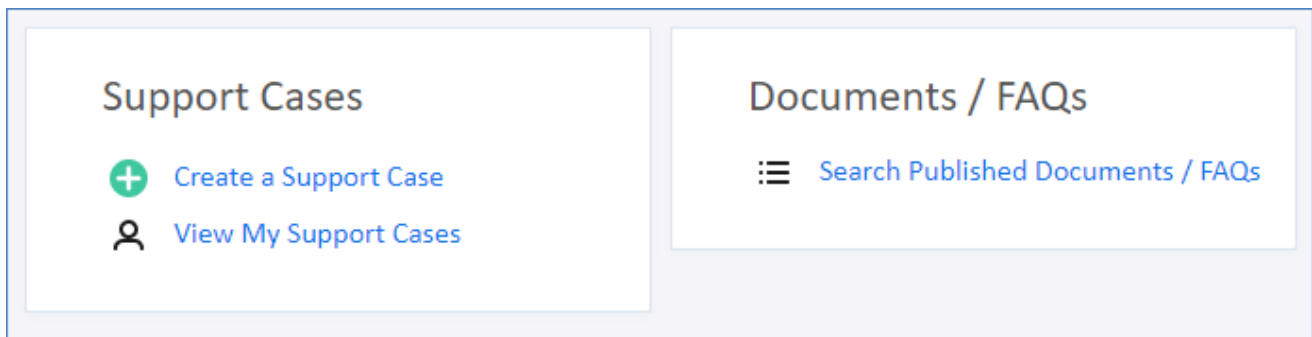
A user in the Admin group sees six tables and sets of links:

<h3>Service Requests</h3> <ul style="list-style-type: none">  Create a Service Request  View My Service Requests 	<h3>Incidents</h3> <ul style="list-style-type: none">  Create an Incident  View My Incidents  View Open Incidents
<h3>Purchase Requests</h3> <ul style="list-style-type: none">  Create a Purchase Request  View My Purchase Requests 	<h3>Support Cases</h3> <ul style="list-style-type: none">  Create a Support Case  View My Support Cases
<h3>Contracts</h3> <ul style="list-style-type: none">  Create a Contract Request  View My Contracts  View All Contracts 	<h3>Documents / FAQs</h3> <ul style="list-style-type: none">  Create a Document  View My Documents  All Documents  Search Published Documents / FAQs

A user in the Document Creator group sees four tables and sets of links:



A user in the Customer group sees two tables and sets of links:



Control Visibility with Permissions

When users log in, the system checks their group permissions and uses the `$ewPermission.table` method to determine which EUI elements they see. This method requires two parameters, the logical table name and the permission type, which take the form `$ewPermission.table("table", "permission")`. For example, `$ewPermission.table("case", "view_own")` returns “true” if the currently logged in user has permission to view their own records in the Support Cases table.



The logical table name might be different from the table name that's displayed. To find the logical table name, open the Table wizard for the desired table and check the General tab.

You can insert the `$ewPermission.table` method in a conditional that surrounds an element, such as a link or menu item. Conditionals are used throughout the records in the EUI Templates table to dynamically control element visibility based on group permissions. For example, consider the following conditional:

```
#if ($ewPermission.table("case","view_own"))
    <li><a href='#ew_forward("my_supportcases.html")'>$ewText.get('menu.view.mysc')</a></li>
#end
```

If the user has permission to view their own records in the Support Cases table, the system shows the user a menu item to view a page containing support cases that they own.

To control which permissions control the display of an element:

1. In the EUI Templates table, open the desired template file.
2. Find the method that relates to the relevant table and element.
3. Edit the permission in the second parameter, or add a logical operator to expand the conditional. For a complete list of permission types, see [Permission Parameters](#) below. For more information on conditionals and the available logical operators, see [Macros, Methods, and Conditionals](#).
4. Click Save.
5. View the EUI page with the relevant user to verify that the element visibility is working as intended.

Control Visibility with `translation.properties`

The `translation.properties` file in the EUI Templates table controls the global visibility for tables and menu tabs by turning on or turning off specific tables and tabs. For users to see a table or menu tab in the EUI, it must be turned on in `translation.properties`. To prevent all users from seeing a table or menu tab, you can turn it off.



The `translation.properties` file has alternate versions for other languages, which allow for a multilingual environment. If your KB is available in multiple languages, be sure to update the keys in each translation file when making changes. For more information on localization and the EUI, see [Text and Localization in the EUI](#).

Table visibility is controlled near the top of the template file, and menu tab visibility is controlled just below the table visibility section. If the `show.[table.or.tab]` key is set to Yes for a given table or tab, then it's included in the interface for those users with permission to view it. If `show.[item]` is set to No, it's not shown on the home page or navigation menu to any users, regardless of their permissions.

#These values determine whether a table will be shown at all in the end user interface. If they are set to no, then the table will not be shown to any users regardless of their permissions.

show.change.requests=no
show.contracts=yes
show.documents=yes
show.document.creation=yes
show.incidents=yes
show.purchase.requests=yes
show.service.requests=yes
show.support.cases=yes
show.tasks=no
show.company.documents=yes

Table Visibility

#These determine whether the menu bar shows the New, View, FAQs, and My Profile drop-downs:

show.menu.new=yes
show.menu.view=yes
show.document.faqs=yes
show.myprofile=yes

Menu Tab Visibility

To control global visibility for tables and tabs:

- 1. In the EUI Templates table, open `translation.properties`.
- 2. Set the relevant table and menu tab keys to Yes or No.
- 3. Click Save.
- 4. If other languages are in use, open any other versions of `translation.properties` and repeat the process.
- 5. View the EUI to confirm that changes have taken effect.

Keep in mind that whether a user can actually view a table or the items within a tab still depends on the user's group permissions.

Permission Parameters

The table below lists the most common permission-based parameters for use with the `$ewPermission.table` method. Each of these values corresponds to a permission setting in the Table Permissions wizard.

Permission Type	Description
create	Create records in the table
edit_own	Edit their own records in the table
e_own_with_ssearch	Edit only their own records matching a saved search
delete_own	Delete their own records in the table

view_own	View their own records in the table
v_own_with_ssearch	View only their own records matching a saved search
view_others	View other people's records in the table
v_oth_with_ssearch	View only others' records matching a saved search
view_faq	View FAQs from the table
view_faq_with_ss	View only FAQs matching a saved search

The table below lists the complete list of permission-based parameters.

Permission Type	Description
Record Permissions	
create	Allow user to create a new record
delete_own	Allow user to delete own records
delete_others	Allow user to delete others' records
mass_delete	Allow user to delete multiple records
dele_oth_if_pub_y	Delete others' records if published field is yes
massedit	Allow user to perform mass edit
import_multiple	Allows import of multiple records from a file
export_multiple	Allows export of multiple records to a file
link_multiple_recs	Link multiple records using the Link menu
print_recs	Print records using the printer icon
View and Edit Permissions	
view_own	Allow user to view own records
view_others	Allow user to view others' records
view_own_if_pub_y	View own records if published field is yes.
view_oth_if_pub_y	View others' records if published field is yes.
edit_own	Allow user to edit own records
edit_others	Allow user to edit others' records
Saved Search Permissions	
mod_own_s_searches	Allow user to modify/delete saved searches that they created

mod_all_s_searches	Allow user to modify/delete all saved searches
mod_own_s_views	Allow user to modify/delete saved views that they created
mod_all_s_views	Allow user to modify/delete all saved views
mod_own_s_reports	Allow user to modify/delete saved reports that they created
mod_all_s_reports	Allow user to modify/delete all saved reports
pub_s_reports	Allow user to publish saved reports
v_own_with_ssearch	View own entries that satisfy the saved search
v_oth_with_ssearch	View others' entries that satisfy the saved search
e_own_with_ssearch	Edit own entries that satisfy the saved search
e_oth_with_ssearch	Edit others' entries that satisfy the saved search
d_oth_with_ssearch	delete others' entries that satisfy the saved search
acc_oth_ss	Allow access to others' saved searches
acc_oth_ss_py	Allow access to others' saved searches if Published=Yes
FAQ Permissions	
view_faq	Allow user to view FAQs
view_faq_with_ss	View FAQs that satisfy the saved search
Table Permissions	
ed_rec_tab_view	Edit records from table view
omit_table_label	Allow user to set show label on view/editing on General tab
copy_recs	Copy \$table-label-plural
show_in_main_tabs	Allow user to see it in main tabs
allow_sel_ed_flds	Allow user to select editable fields in view they can edit
apply_to_subtabs	Apply changes to subtables (in groups wizard)
apply_all_to_subtabs	Apply everything to subtables (in groups wizard)
Custom Report Permissions	
create_calendar	Create calendar records on specific subtype
c_cal_with_ssearch	Create calendars on records that satisfy the saved search
view_own_calendar	View own calendar entries

v_own_cal_with_ssearch	View own entries that satisfy the saved search
view_others_calendar	View other peoples' calendar entries
others_cal_with_ssearch	View other peoples' entries that satisfy the saved search
edit_own_calendar	Edit own calendar entries
e_own_cal_with_ssearch	Edit own entries that satisfy the saved search
edit_others_calendar	Edit other peoples' calendar entries
e_others_cal_with_ssearch	Edit other peoples' entries that satisfy the saved search
delete_own_calendar	Delete own calendar entries
d_own_cal_with_ssearch	Delete own entries that satisfy the saved search
delete_others_calendar	Delete other peoples' calendar entries
d_others_cal_with_ssearch	Delete other peoples' entries that satisfy the saved search
Email Permissions	
view_comm_from	View outgoing email address FROM
edit_comm_from	Edit outgoing email address FROM
view_comm_replyto	View send-back email address REPLY-TO
edit_comm_replyto	Edit send-back email address REPLY-TO
create_comm	Create a communication record linked to the given subtype
Email Template Permissions	
mod_own_eml_tmpl	Allow users to modify/delete own email templates
mod_all_eml_tmpl	Allow users to modify/delete all email templates
viewsend_own_eml_tmpl	Allow viewing/sending only their own email templates
viewsend_ownpublished_eml_tmpl	Allow viewing/sending own and published email templates
viewsend_ownpublished_eml_tmpl	Allow viewing/sending own and published email templates
viewsend_all_eml_tmpl	Allow viewing/sending of all email templates
publish_eml_tmpl	Allow user to publish email templates
Print Template Permissions	
cr_mod_own_ptmpl	Create/modify own print templates
cr_mod_all_ptmpl	Create/modify all print templates

use_all_ptmpl	Use all print templates
use_ownpub_ptmpl	Use/own/publish print templates
can_pub_ptmpl	User can publish print templates