



6. Troubleshooting



Part of the **Access Transparency** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5. Usage](#).

Access Transparency tab doesn't appear on a User's page

Check these in order:

1. **You have the right permission** — your profile must have the **Historical** right enabled.
Ask your GLPI administrator to check Administration → Profiles → *your profile* → "Access Transparency" tab, and confirm the **Historical** row is checked.
2. **The plugin is activated** — your administrator should confirm Setup → Plugins → "Access Transparency" shows as enabled (green icon).
3. **You are not excluded** — if you are a service account (e.g. `inventory`, `ocsinventory`, `glpi-agent`), your login might be in the excluded list. Ask your administrator to check Setup → General → "Access Transparency" → "Excluded logins" and verify your login is not listed there.

CSV export fails with "Access refused"

The export URL is rights-gated and visibility-gated:

1. **You must have the Historical right** — same as viewing the tab itself. If you cannot see the "Access Transparency" tab, you cannot export.
2. **You must be able to view the user/document** — if you cannot normally access that User or Document via GLPI's standard visibility rules (entity restrictions, profile rights, etc.), the export is blocked. Ask your administrator if you should have access to this item.

No activity appears in the Access Transparency tab for a user with a long history

The tab displays activity from GLPI's own log tables plus document-open events. If a user has been active for a long time and the tab shows nothing or very few rows:

1. **The log retention may have purged old records** — activity older than the configured retention period (Setup → General → Access Transparency → "Log retention") is automatically deleted by the cron task. The older the retention setting, the more history you will see.
2. **Document opens require the tracking JS** — the plugin only records document opens if they were routed through the normal GLPI UI (preview, inline view) with the tracking JS loaded. API calls, CLI access, and bulk operations do not create tracking records.

Document open tracking stopped working

Document opens are only tracked for non-excluded users:

1. **Check that your login is not in the excluded list** — if you were recently removed from the "Excluded logins" setting, you may need to log out and back in. The tracking JS is loaded at login time; if it was not loaded when you logged in, reloading the page will not turn it on.
2. **You must be logged in** — the tracking JS is only injected for authenticated users. If you access a document without logging in, no tracking happens.
3. **The document must be accessed via the normal UI** — the JS tracker only fires on document preview/view from within GLPI. Downloads via API or bulk export operations bypass the tracker.

The "Automatic actions" task isn't purging old logs

The cron task `PurgeInteractionLogs` is hourly by default. If logs aren't being deleted:

1. **Check the retention setting** — go to Setup → General → "Access Transparency" → "Log retention". If it is set to "keep all", no logs are ever deleted. Change it to a specific number of months (e.g. "12 months") or "delete all" to enable purging.
2. **Check the task is enabled** — go to Setup → Automatic actions, search for "PurgeInteractionLogs", and confirm its status shows as enabled (green) and the "Last run" timestamp is recent.
3. **Check GLPI's cron is running** — if GLPI's automatic actions are not running (e.g. cron job not set up on the server), no tasks will execute. Ask your system administrator to verify the cron job exists and is active.

Profile rights tab shows the wrong icon

The "Access Transparency" tab on a Profile page should show a window icon (✓). If it shows a different icon or no icon, ask your administrator to confirm the plugin is fully installed and activated (Setup → Plugins), then reload the page.

Configuration changes don't save

The config page requires the "config" **UPDATE** right:

1. **You must be an administrator** — only users with the **config** UPDATE right (usually administrators) can save configuration changes. Ask your GLPI administrator to make the change.
2. **Excluded logins field is case-insensitive but exact** — when entering login names, match them exactly as they appear in GLPI (spaces are significant; `inventory` and `Inventory` are treated differently in matching, though the matching itself is case-insensitive). Separate multiple logins with commas or newlines.
3. **Reload the page after saving** — to confirm the change took effect, reload the page. The saved value should appear in the field.

Export file is empty or has only the header row

This usually means the applied filters excluded all records. Try exporting without filters:

1. Click the **Filter** button to show/hide the filter row.
2. Clear all filter fields (date, event type, field, change).
3. Click **Export** again.

If the unfiltered export is also empty, the user or document may genuinely have no activity in the configured retention window (see "No activity appears..." above).

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