

6. Troubleshooting



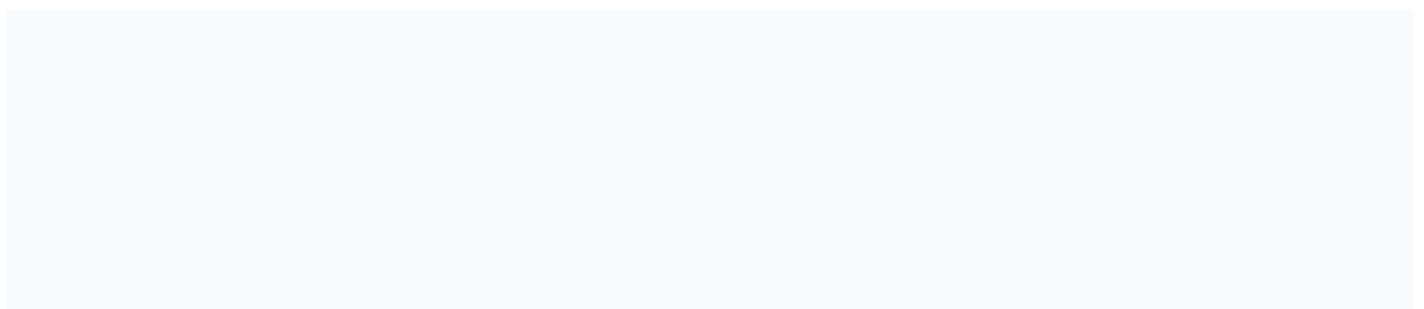
Part of the **BSM** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 How to use](#), [5.2 Business Services](#), [5.3 Application Services](#), [5.4 Service Map](#), [5.5 RACI Matrix](#), [5.6 RACI summaries](#).

I don't see the BSM menu, or a service's RACI tab is missing

BSM's menu entries and tabs only appear for a profile that has been granted the relevant right under **Administration > Profiles > (a profile) > BSM**: Business Service, Application Service, Configuration, and RACI Matrix each have their own Read/Create/Update/Delete right. A profile with none of these granted sees no BSM menu at all, not an error — check the profile's BSM tab first.

I can't find a way to edit actors from the RACI Matrix page

The RACI Matrix is read-only by design — it's an overview, not an editor. To change who is Responsible, Accountable, Consulted or Informed for a service, open that service's own record (Business Service or Application Service) and edit its **Actors** section there; you need Update on that service's own tier to do so.



The Business owner group list doesn't show the group I expected

The **Business owner group** picker on a Business Service is limited to groups the chosen **Business owner** actually belongs to. If the group you expect is missing, either it doesn't have that user as a member, or no owner has been selected yet — pick the owner first, then the group list narrows to their groups.

The Service Map is missing assets I expect to see

The Service Map only draws asset types that are enabled in **Setup > General > BSM > Item types**, and software installations only if they are added to the **Tracked software** list there — an asset of an untracked type or an untracked software install is skipped entirely rather than shown greyed out. Check both lists if an expected node is missing.

"Group by" boxes look empty or oddly grouped

Grouping is driven by the same Setup > General > BSM configuration (item type tiers, tracked software). An item that has never been assigned a tier falls back to an "Unassigned" grouping rather than being hidden — if a group looks unexpectedly full or empty, check the **Tiers** picker in Setup for that item type.

The Status field on an Application Service has no options to choose from



Status is mandatory, but a State only appears there once it has been explicitly marked visible for Application Services — on a fresh install no State is marked that way yet, so the field starts empty. Open **Setup > Dropdowns > Statuses**, edit a State, and enable it for Application Services (or create a new one and do the same); it will then appear in the dropdown.

The "Copy actors from Business Service" button did nothing, or isn't there at all

The button only appears once the Application Service is saved and linked to **exactly one** Business Service — it's hidden on a new, unsaved record, and clicking it on a service linked to zero or several Business Services shows a message explaining which of those is the case instead of copying anything. When it does run, it only fills fields that are currently empty: if Responsible or Accountable already has a value, that field is left untouched.

Changes to a service's actors don't show on the Service Map or RACI Matrix immediately

Both views read the current state of the service records on each load; a hard refresh of the page resolves cases where a stale copy of the diagram or matrix was cached in the browser.

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