



6. Troubleshooting



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

The deactivate/activate buttons don't appear

They are only shown when your account has the native **Group_User: Update** right. Without it, the Deactivated users panel is still visible (if you can see the Group's Users tab at all), but the action buttons and massive actions are hidden. Ask a GLPI administrator to grant that right on your profile.

Clicking deactivate or activate does nothing / shows "Access denied"

This happens when you can see the member's row but no longer have read access to the group itself — for example, an entity restriction changed after the page loaded, or the group was moved

to a different entity. Reload the group's page; if the action is still refused, check with an administrator that your profile's entities still include the group's entity.

A member disappeared from both the active list and the Deactivated users panel

This is expected if someone re-added that same user to the group through GLPI's own native "add user" control on the Users tab, rather than through the plugin's activate button. More Groups automatically clears the matching deactivated record as soon as that happens, so the user shows up once, as an active member, with no leftover row in the panel.

The Deactivated users panel doesn't show up at all

Confirm the plugin is installed and activated from **Setup > Plugins**. If it was recently updated, the version recorded in GLPI's plugin table has to match the code on disk — a mismatch there deactivates the plugin automatically, and every page simply stops showing its panel with no error message.

No notification is sent when a member is deactivated or activated



This is by design, not a bug — see the plugin's known limitations. Deactivating or reactivating a membership is treated as an internal bookkeeping action, not an event GLPI's notification system needs to announce.

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