

Dynamics CRM

Deep Dive:

Security

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Chapter 19: Troubleshooting Security Errors

You may occasionally encounter Insufficient Permissions errors when working with Dynamics CRM. The user will receive an error dialog box that resembles Figure 19–1.

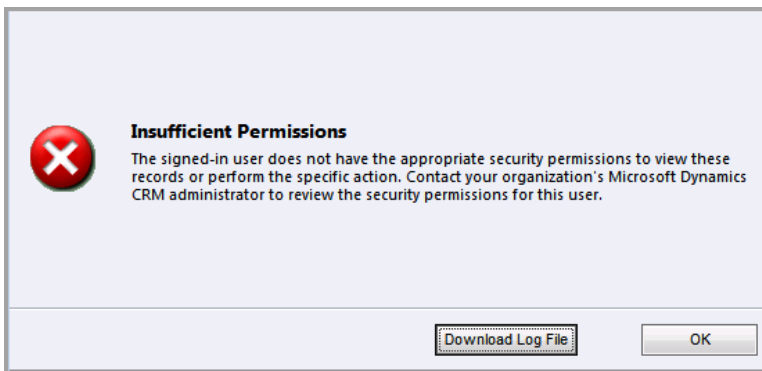


Figure 19–1. Insufficient Permissions error message

Click the **Download Log File** button to see the details for the error message. Internet Explorer will download the file to your workstation where you can choose to Open or Save it.

Clicking the Open button will open the file in Notepad, where you will see something like Figure 19–2:

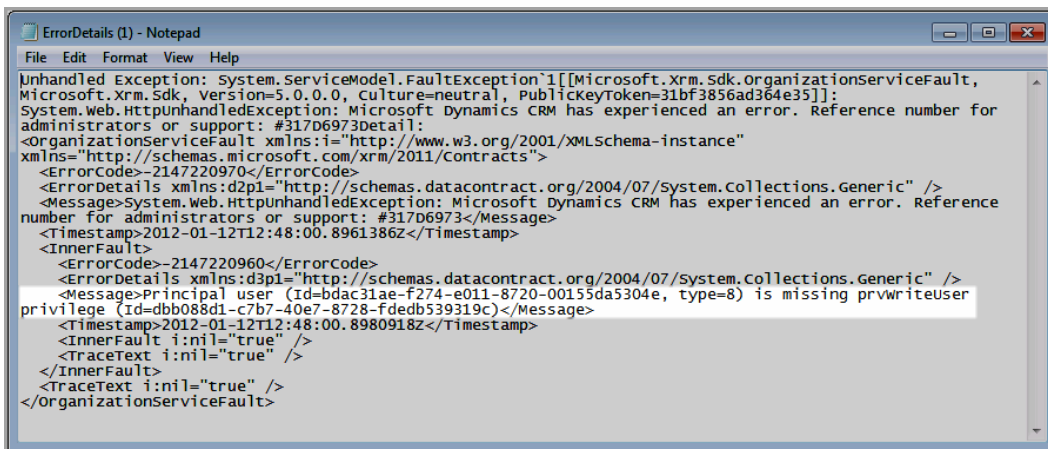


Figure 19–2. XML Error Message

This is an XML representation of the error. The important part of this file is the Message section, which will contain the actual error message.

There are several formats for permissions error messages, depending on what action you are attempting to perform. Here are three examples:

```
RoleService::VerifyCallerPrivileges failed.  
User: bdac31ae-f274-e011-8720-00155da5304e,  
PrivilegeName: prvShareUserQuery,  
PrivilegeId: 0437ca80-43df-4fdb-acc5-6b5b24618586,  
Depth: Basic,  
BusinessUnitId: 2fe76a43-4473-e011-8720-00155da5304e
```

```
SecLib::AccessCheckEx failed.  
Returned hr = -2147187962,  
ObjectID: 13b77782-e8a5-4402-baa8-c12c23e24b9d,  
OwnerId: 00000000-0000-0000-0000-000000000000,  
OwnerIdType: 8 and  
CallingUser: bdac31ae-f274-e011-8720-00155da5304e.  
ObjectTypeCode: 4003,  
objectBusinessUnitId: 2fe76a43-4473-e011-8720-00155da5304e,  
AccessRights: ReadAccess
```

```
Principal user (Id=bdac31ae-f274-e011-8720-00155da5304e, type=8) is missing  
prvWriteCalendar privilege (Id=6c21bd41-8a34-4a01-ad17-4f706ddf6f70)
```

Here are the important pieces of information to note:

Label	Description
User / Principal user / CallingUser	ID of the user who caused the error
PrivilegeName / Privilege / AccessRights	Name of the privilege that is missing
PrivilegeId / ID	ID of the privilege

This information can be used to determine which privilege is missing from the user. Dynamics CRM 2011 usually displays both the privilege name and ID, but if necessary, the [CRM Find Privilege utility](#) can be used to look up the privilege name, if the name is not explicitly stated in the error message.

Appendix A: Security Role and Privilege Definitions

Location:

Settings, Administration, Security Roles
--

Core Records Privileges

Entity	Account
Description	Manage Accounts
Privileges	prvCreateAccount prvReadAccount prvWriteAccount prvDeleteAccount prvAppendAccount prvAppendToAccount prvAssignAccount prvShareAccount

Entity	Activity
Description	Manage Activities
Privileges	prvCreateActivity prvReadActivity prvWriteActivity prvDeleteActivity prvAppendActivity prvAppendToActivity prvAssignActivity prvShareActivity

Entity	Announcement
Description	Manage Announcements
Privileges	prvCreateNewsArticle prvReadNewsArticle prvWriteNewsArticle prvDeleteNewsArticle prvAppendToNewsArticle

Entity	Application File
Description	This is a privilege associated with an internal–use–only entity and is probably not supposed to be exposed to the Dynamics CRM user interface.
Privileges	prvCreateApplicationFile prvReadApplicationFile prvWriteApplicationFile prvDeleteApplicationFile

Entity	Connection
Description	Manage connections between CRM Entity records
Privileges	prvCreateConnection prvReadConnection prvWriteConnection prvDeleteConnection prvAppendConnection prvAppendToConnection prvAssignConnection prvShareConnection

Entity	Connection Role
Description	Manage roles that are used to define Connections.
Privileges	prvCreateConnectionRole prvReadConnectionRole prvWriteConnectionRole prvDeleteConnectionRole prvAppendConnectionRole prvAppendToConnectionRole