



Console & Administration

Medulla / All versions / Public and private SaaS and On-premise / Maintenance

Why is the console slow, unstable, or inaccessible?

- The platform may be overloaded. Please wait a few minutes while we resolve the issue. If the problem persists, please contact Support or your Administrator.

How do I resolve user permission issues?

- A user has a profile with permissions predefined by Medulla. If you are a Super-Admin, you can modify their profile by going to the "Admin" view, then "Entity Management," and clicking the "Manage Users" button  on the row of the entity where the user is located. Click the "Edit" button () for the relevant user to modify their profile.

Why don't I have access to certain groups, audits, or scheduled tasks?

- If you are not a Super-Admin, contact someone with the Super-Admin profile so they can modify your "Profile".

What should I do if the console freezes or I encounter XMPP errors?

- Try logging out and then logging back in; you can also try clearing your browser's cache and cookies. If the problem persists, please contact Support or your Administrator, explaining your situation in as much detail as possible and providing the error message that was displayed.

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