

Update the user's role via API

Last Modified on 11/27/2024 5:03 pm IST

 This article is designated for administrators.

User profiles that were created or updated incorrectly might experience duplicate or missing user metadata. As a result, the user might get an "Access Denied" error when attempting to access KMS/KAF applications. In this case, the following troubleshooting steps can be taken.

A. To view the missing user's role via the Management Console.

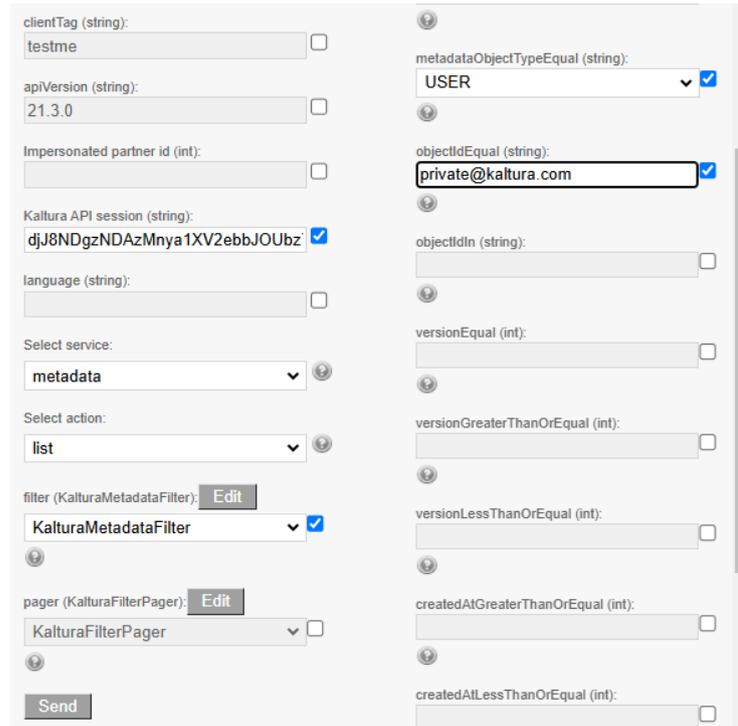
1. Go to the KMS/KAF Management Console > **Manage Users** tab.
2. Search for the affected user. You might notice that the user does not have a proper role configured.

<input type="checkbox"/>	User ID	First Name	Last Name	Password	Role	Email	Extra data	Actions
<input type="checkbox"/>	ksn47	Karen	Diaz Colon					Edit User Delete

3. Copy the affected **user ID**.

B. To view the missing user's role via the API.

1. Go to the API console at <https://developer.kaltura.com/console/> (Sign In) or http://www.kaltura.com/api_v3/testme.
2. Generate a KS (relevant when Testme Console is used)
See [How to Start a Kaltura Session using the TestMe Console](#).
3. **Session Service**: metadata
4. **action**: list
5. Click **Edit** next to **filter (KalturaMetadataFilter)**
6. Go to **metadataObjectTypeEqual** and change to **USER**
7. On the **ObjectIDEqual** enter the affected **User ID**
8. Review the results on which metadata might be = 0



C. To update the user's role.

1. **Session Service:** metadata
2. **Select Action:** Add
3. **metadataProfileId:** You can search it from userRoleProfile or copy it from a working user details.
4. **ObjectType:** USER
5. **ObjectID:** User ID
6. **XMLData:** `<metadata><role>privateOnlyRole</role></metadata>`
 (the role added in this example is privateOnlyRole, other roles can be viewerRole, adminRole, unmoderatedAdminRole)

open source video

Test Console API Documentation APC Memcache API Client Libraries XML Schema Kelloggs Dashboard System Helper Flavor Params Logs

16.10.0

Impersonated partner id (int):

Kaltura API session (string): MzlwMjZiNDg3MjVjZW50RmM1MGZ

Select service: metadata

Select action: add

metadataProfileId (int): 5723922

objectType (KalturaMetadataObjectType): USER

objectId (string): ksn47

xmlData (string): <metadata><role>privateOnlyRole</r

```

1 <xml>
2 <result>
3 <error>
4 <objectType>KalturaAPIException</objectType>
5 <code>METADATA_ALREADY_EXISTS</code>
6 <message>Metadata already exists id [453540891]</message>
7 <args>
8 <item>
9 <objectType>KalturaApiExceptionArg</objectType>
10 <name>ID</name>
11 <value>453540891</value>
12 </item>
13 </args>
14 </error>
15 </result>
16 <executionTime>0.11795783042908</executionTime>
17 </xml>
18

```

 If the issue isn't resolved, try to delete the metadata and add it again. To delete metadata:

Select service: metadata

Select action: Delete

id: [Enter the <id> as found in the XML output]

Select service: metadata

Select action: delete

id (bigint):