

E-Room: Limited access

Reference Ticket : <https://sbs-support.solvay.com/helpdesk/tickets/3102298>

If the user have only limited access to any particular Eroom and the user needs to have full access we can follow the below steps,

This problem occurs because when a user opens a file in eRoom to edit through the option 'edit': the file becomes reserved for editions. This is because only one user can edit a file at the time.

In order to solve this issue, We have to follow the below procedure.

- We should ask the users to clear the Internet explorer cache.
For clearing the Internet explorer cache we can provide the below link for guidance.

[How to Delete Temporary Internet Files, Cookies, and Browsing History of the Internet Browser](#)

- Open Eroom and choose "eRoom plugin software" option.

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- After that, the user has two options to edit a file in eRoom:

1) Clicking directly in the file name.
It won't reserve the file for editions in eRoom.

2) Clicking the option 'edit'. When the user goes to edit a file and finishes editing, the user needed to select an option between: Save or not save

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- After that the browser should be reloaded to release the document for editions.

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- If still, the file is reserved for editions by the user, the user can click in the owners of the document:

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- And uncheck this option:

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- If the option 'Reserved for editing' is checked, only the person that checked this can edit, for example:

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As the file is reserved. There are two options: 1) I'm currently editing the file.2) I reserved for editing unintentionally.