Unable to Share Resource with Individual Users

Contents

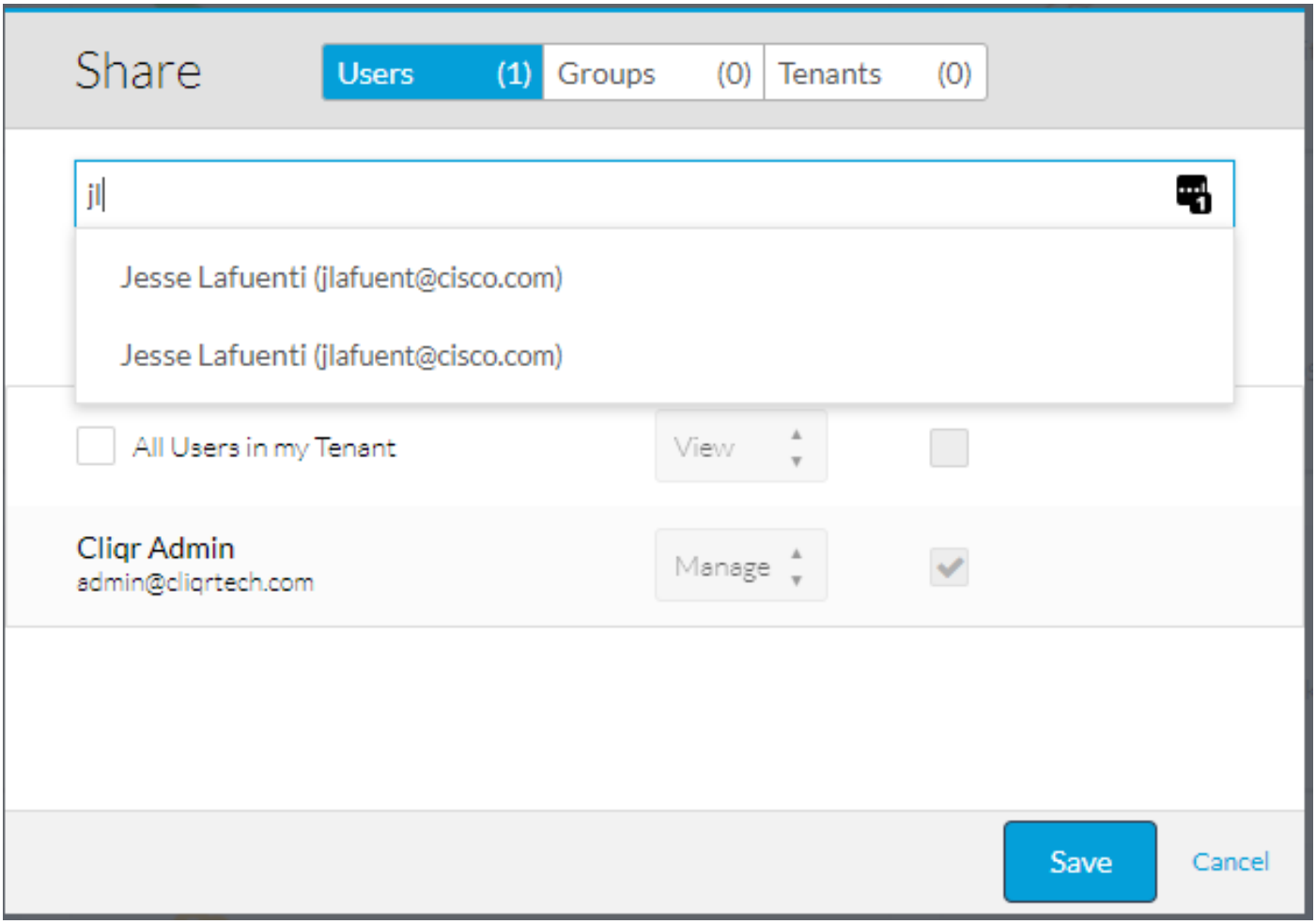
[Introduction](#)
[Problem](#)
[Verify](#)
[Solution](#)

Introduction

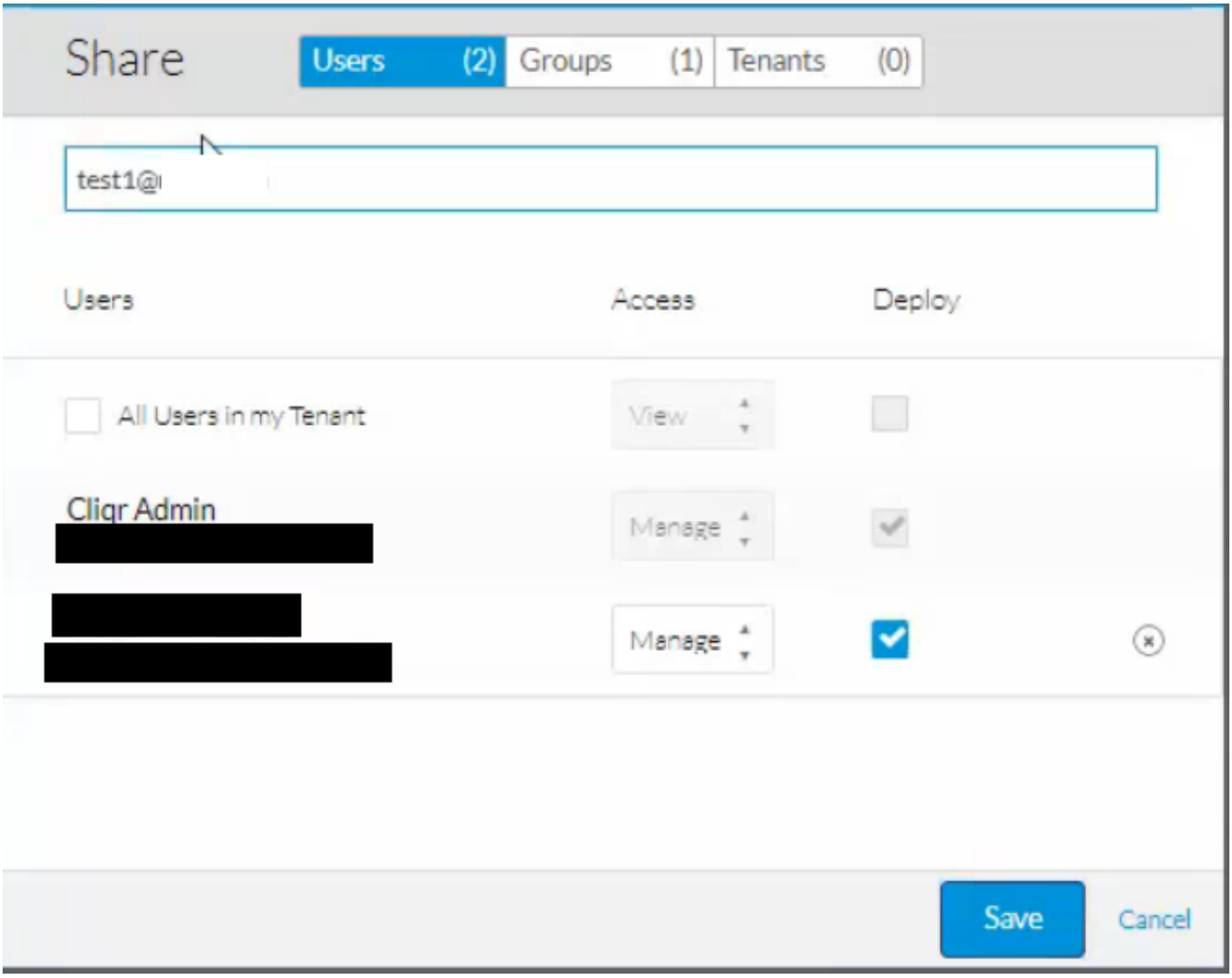
This document describes an issue where you cannot share individual resources, such as Application Profiles, with specific users.

Problem

Under normal use, when you attempt to share a specific resource with another user, you begin to type the name or e-mail address in the share box, and a drop down appears with all possible users. One option is selected and is then added and saved into the share users section as shown in the image.



However, in some cases, the drop down never appears as shown in the image.



Verify

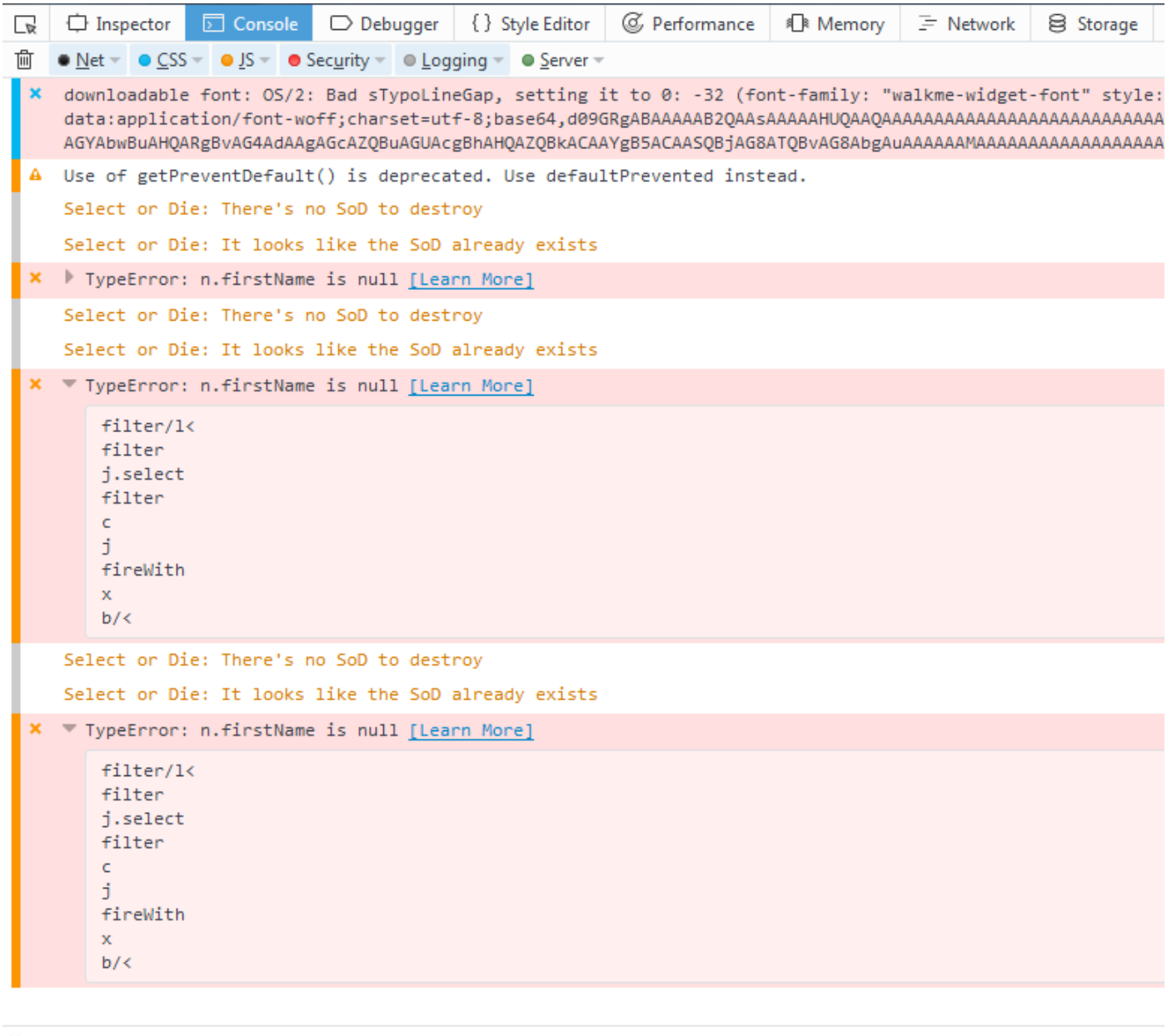
Step 1. The Osmosix logs likely shows no errors at all, even on debug mode. In order to verify what causes the issue, analyze the browser log files.

Step 2. Open developer tools on the browser and select the **Network** tab, then begin to record and recreate the issue.

Step 3. After the issue has been recreated save the **.har** file. That shows step by step what the browser did and any errors it ran into.

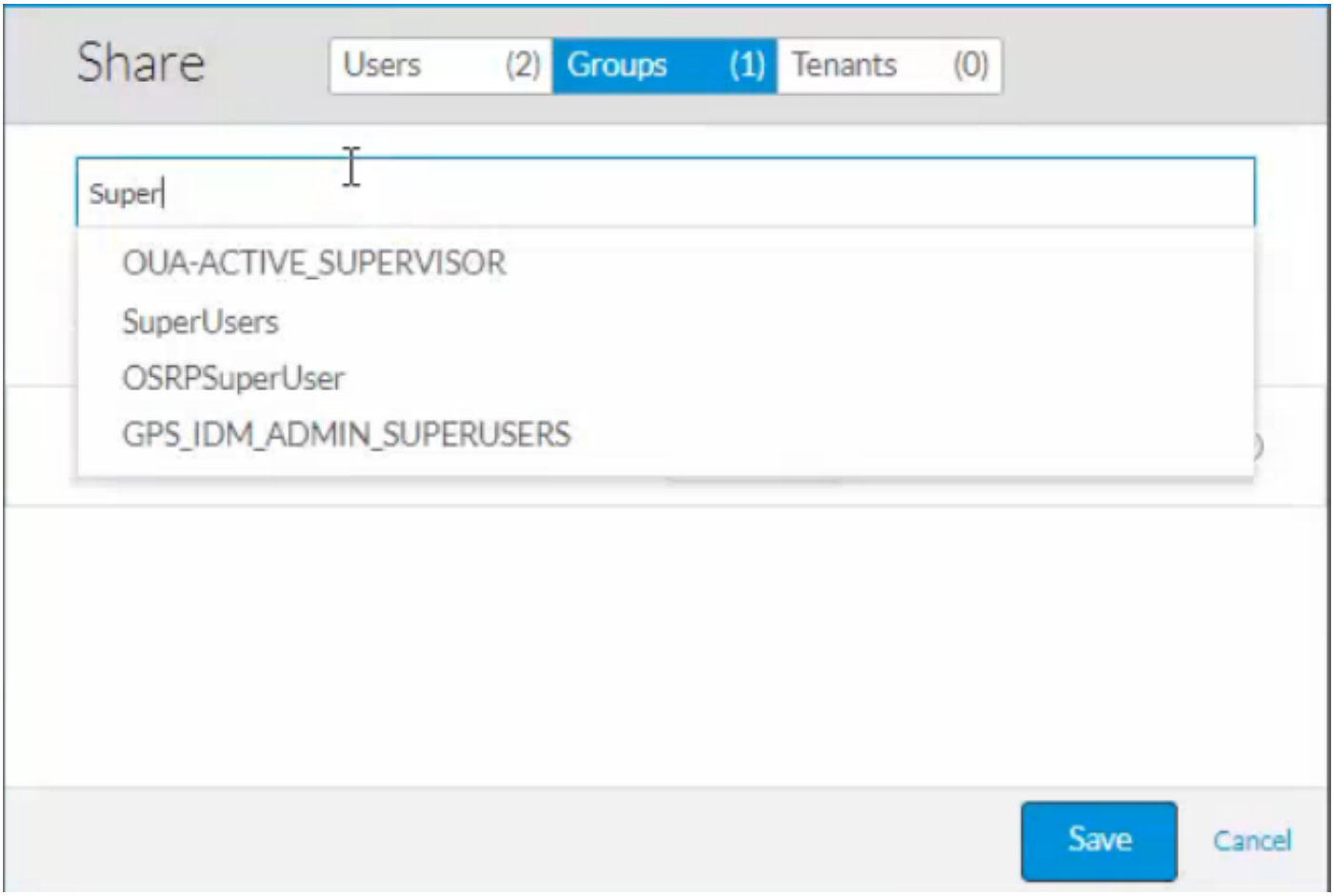
Step 4. If there is a **TypeError** which states that **firstName** or **lastName** is **null** then this is likely the issue.

Step 5. Depending on the browser, the output and steps can vary slightly as shown in the image.



Solution

A work around is to share to a group, instead of a user and then add that user into the group. Group share still works as expected and does not require any additional steps as shown in the image.

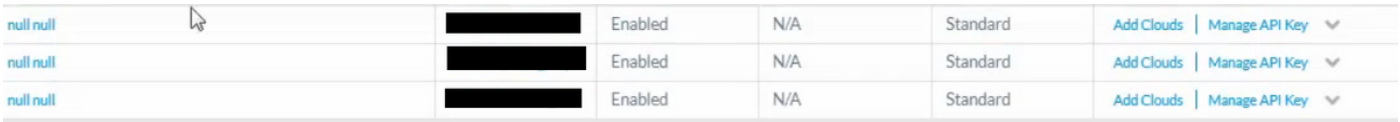


This is caused by improperly created users that were automatically made as a result of Single Sign On (SSO).

When you first sign in with SSO, the account is created based off of information pulled from the Intrusion Detection & Prevention (IDP).

The only required fields for the creation of a user are, First Name, Last Name, Password, E-mail Address, and Company.

If an IDP has a user with a valid password and e-mail address then it can be used to log in to CloudCenter even if there is no first or last name. The user is created with **null** values in the first and last name fields as shown in the image.



The easiest way to resolve this issue is to first **disable** then **delete** these users. Navigate to **admin > users** and select **Disable User** for every null user in the list, after they have been disabled, the delete option appears. After they have been deleted, update the names in the IDP and re-log in with the email and password so that a new account is created with valid names. Afterwards, the dropdown works properly.

> **Note**: A bug has been filed to prevent this ocurrance by adding a validation check when you automatically create a user from SSO. This can be tracked here.