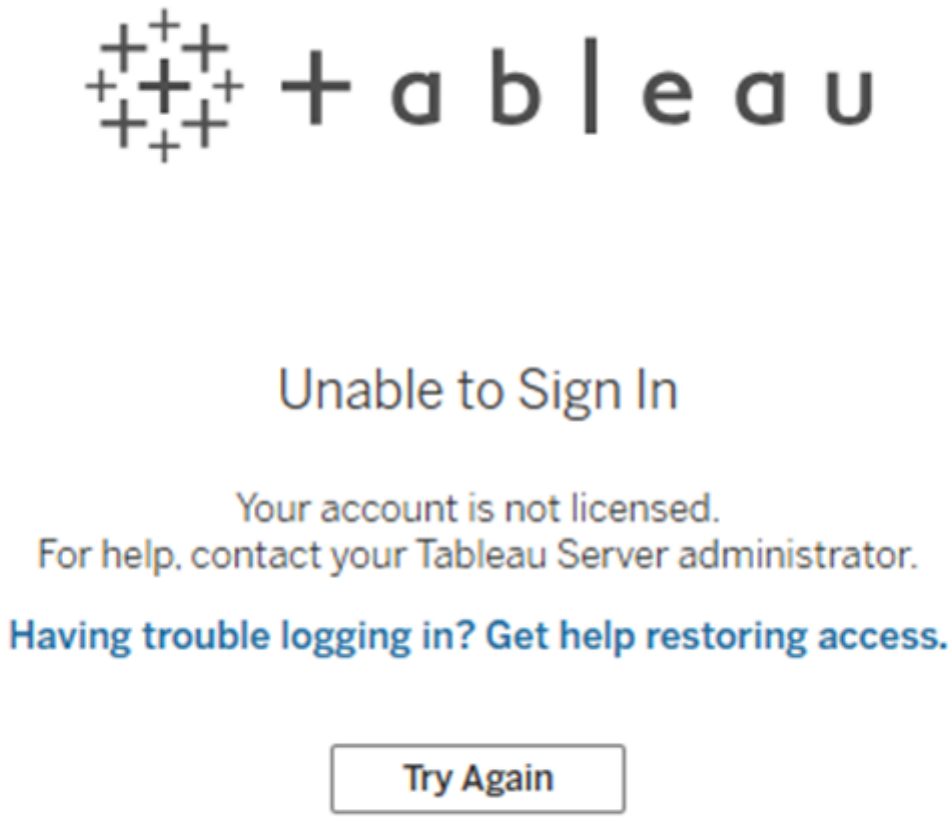
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Access Issues and Solutions [1]

Accessing Tableau



If you encounter this error above, these are the common reasons:

What is "not licensed."

"Not licensed" means your user account does not have one of these roles:

- Server Administrator
- Site Administrator

- Explorer Can Publish
- Explorer
- Viewer
    - You must have on these user roles to log in to the Tableau Server, otherwise you will see the error.

    Terminology: User Role - This is the permission level given to each person (Server Administrator, Site Administrator, Explorer Can Publish, Explorer, Viewer). It determines what actions they can perform on Tableau Server.

If your account shows a “Not Licensed” message when you try to sign in, refer to the role explanations on the main Tableau Access page [2].

Why It Happens

- User created with a default unlicensed role.
- Because you have never requested access or never needed to access the CU Tableau Server.

Solution

1. Visit the Tableau private site administrators list [3] and contact your Campus Primary Site Admin. If you cannot access this list, email to help@cu.edu [4] (not irmhelp@cu.edu [5]).
2. If you are still unsure who is the campus site admin, email irmhelp@cu.edu [5].
3. Server Admin or Site Admin team will assign the appropriate role into the appropriate site and confirm your access.

Inactivity-related Access Demotion

Issue

Your Tableau Server access may be demoted after 365 days of inactivity. This can affect your ability to sign in.

Why It Happens

User Role is demoted due to inactivity.

> **Terminology: Inactive Tableau Account** – A user who has not accessed Tableau Server within the past 365 days is designated Inactive, and their account is automatically set to Unlicensed.

UIS sends 3 warning emails and 1 additional final email before an account is automatically set to Unlicensed/Not Licensed. Search your inbox for warning emails from no-reply-irm@cu.edu [6], to find the site name in the subject line of the email.

Solution

1. Visit Tableau private site administrators list [3]and contact your Campus Primary Site Admin. If you can not access this list, email to help@cu.edu [4] (not irmhelp@cu.edu [5]).

2. If you are still unsure who is the campus site admin, email irmhelp@cu.edu [5].
3. Server Admin or Site Admin team will assign the appropriate role into the appropriate site and confirm your access.

Groups audience:
University Information Services

Source URL:https://www.cu.edu/uis/service-catalog/tableau/access/access-issues-and-solutions

Links
[1] https://www.cu.edu/uis/service-catalog/tableau/access/access-issues-and-solutions
[2] https://www.cu.edu/uis/service-catalog/tableau/access
[3] https://cu0.sharepoint.com/:b:/r/sites/UIS/teams/databi/PublicDocs/Product At CU/Tableau/CU Tableau Private Site Admin List.pdf?csf=1&web=1&e=2DedpY [4] mailto:help@cu.edu
[5] mailto:irmhelp@cu.edu [6] mailto:no-reply-irm@cu.edu