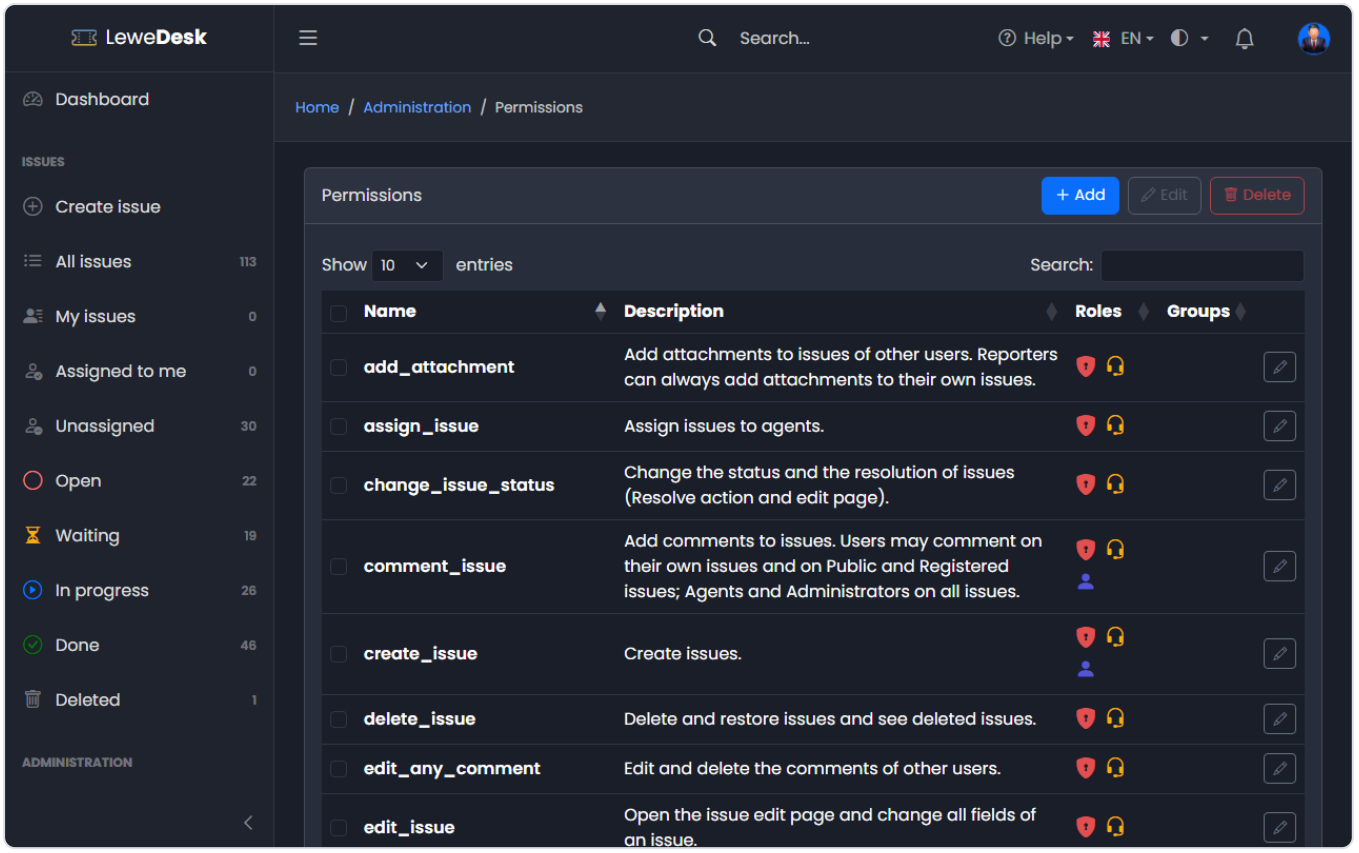
Permissions

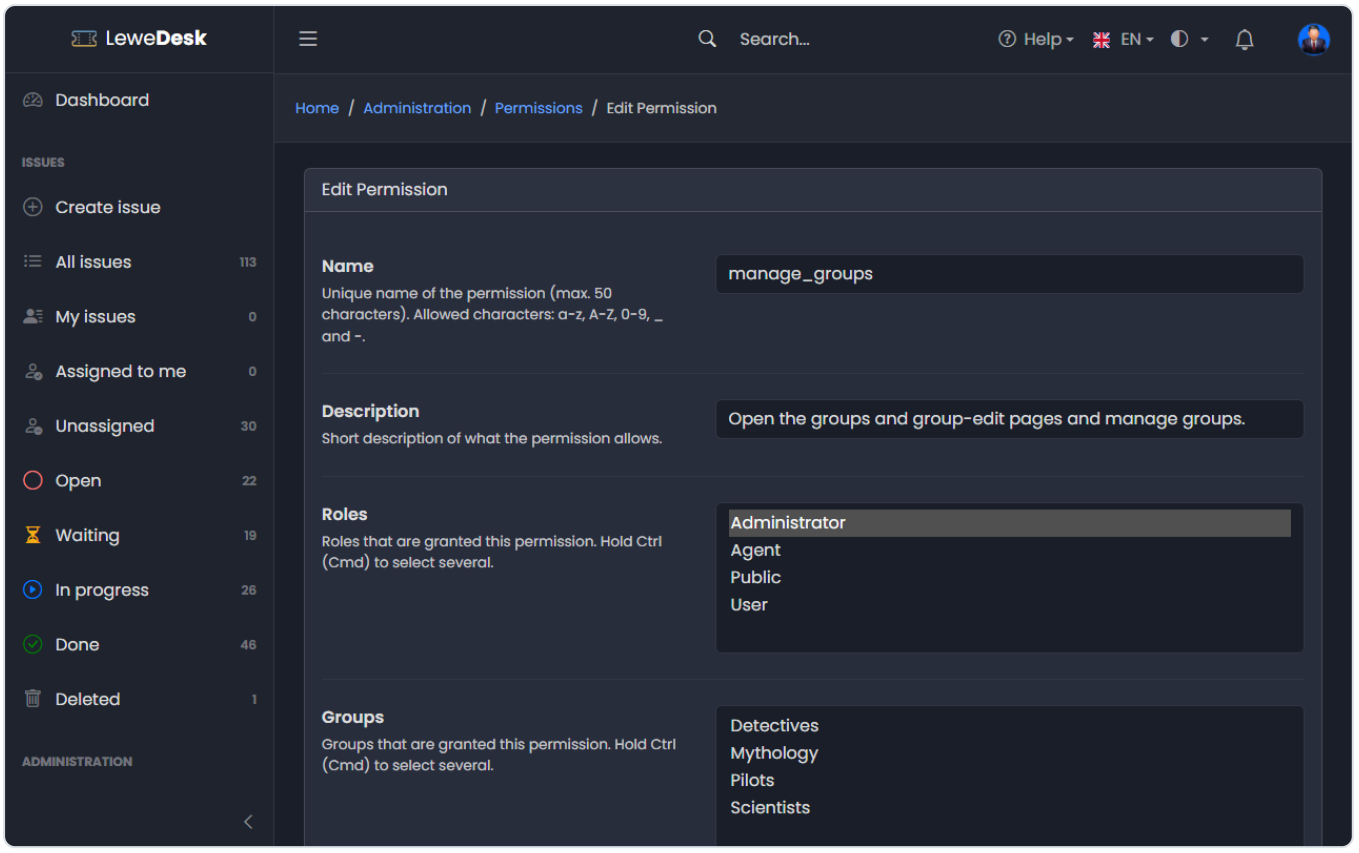


A permission allows one specific thing. Each permission is granted to roles and/or groups. Administrators bypass all permission checks.

Buttons

Button	Function
Add	Opens the form to create a new permission
Edit	Opens the Edit page for the selected permission
Delete	Deletes the selected permissions after a confirmation

Edit Permission



Field	Description
Name	Unique name (max. 50 characters). Allowed characters: a-z, A-Z, 0-9, _ and -
Description	Short description of what the permission allows
Roles	Roles that are granted this permission. Hold Ctrl (Cmd) to select several.
Groups	Groups that are granted this permission. Hold Ctrl (Cmd) to select several.

Default permissions

Issues

Permission	Default roles	Allows
`view_issue`	Public, User, Agent, Administrator	See issues, comments and attachments within the scope of the issue access (see below)
`view_all_issues`	Agent, Administrator	See all issues regardless of their access, including *Reporter only* issues of other users
`create_issue`	User, Agent, Administrator	Create issues
`comment_issue`	User, Agent, Administrator	Comment. Users: own, *Public* and *Registered* issues. Agents: all issues.
`view_internal_comments`	Agent, Administrator	See internal comments and their attachments
`edit_any_comment`	Agent, Administrator	Edit and delete comments of other users
`edit_issue`	Agent, Administrator	Open the Edit page and change all fields
`assign_issue`	Agent, Administrator	Assign issues to Agents
`change_issue_status`	Agent, Administrator	Change status and resolution (Resolve action and Edit page)
`delete_issue`	Agent, Administrator	Delete and restore issues, see the *Deleted* view
`add_attachment`	Agent, Administrator	Add attachments to issues of other users. Reporters can always add to their own issues.

Administration

Permission	Default roles	Allows
`manage_users`	Administrator	Manage users
`manage_roles`	Administrator	Manage roles
`manage_groups`	Administrator	Manage groups
`manage_permissions`	Administrator	Manage permissions
`manage_settings`	Administrator	Change the system settings
`view_audit_log`	Administrator	Open and export the Audit Log. The Administrator role is required as well.
`manage_issue_types`	Administrator	Manage issue types
`manage_status`	Administrator	Manage status
`manage_status_categories`	Administrator	Edit the status categories
`manage_resolutions`	Administrator	Manage resolutions
`manage_priorities`	Administrator	Manage priorities
`manage_products`	Administrator	Manage products
`manage_tags`	Administrator	Edit and delete tags
`manage_custom_views`	Administrator	Open the Custom Views page and edit or delete the custom views of all users. Users manage their own views without a permission.

Who can see an issue?

Every issue has an *Access* value. Together with `view_issue` and `view_all_issues` it decides who sees the issue:

Access	Visitor (not logged in)	Logged in user	Reporter	Agent / Administrator
Public	sees	sees	sees	sees
Registered	no	sees	sees	sees
Reporter only	no	no	sees	sees

If you want to keep all issues private, take `view_issue` away from the role *Public*.

> Rate limits for issues and comments do not apply to Agents and Administrators. See Settings.

Last updated: 2026-11-13 18:40