# Fix the Support Space Permissions

With non-standard Confluence user group configurations it is possible that viewing and/or editing custom sections or other content in the Bitvoodoo Enterprise Theme support space does not work properly. If you are receiving authorization errors when trying to edit sections or cannot see attachments / images of customized sections, then you will have to take a closer look at your user groups and permissions on the support space.

Step-by-step guide

1. Navigate to the **Users & Security > Groups** section in the global Confluence administration interface.
2. Check if the two groups "confluence-administrators" and "confluence-users" are present:
   a. The confluence-users group should contain ALL of your registered Confluence users.
   b. The confluence-administrators group should contain all authorized Confluence administrators.
3. If everything described in the previous step checks out, then all support space access should work; if it doesn't, then your problem is most likely somewhere else.
4. If you do have the confluence-administrators and confluence-users groups, but they don't contain any users, you can either:
   a. Find equivalent groups as described in step 5.
   b. Configure the existing groups in a way that satisfies the requirements described in step 5. and skip the rest of the steps since the permissions for those two groups should already be correct.
5. If you don't have the confluence-administrators and confluence-users groups:
   a. Find an existing group or create a new one that contains all of your users - for the purpose of this document we'll call this group "all-users"
   b. Find an existing group or create a new one that contains your Confluence administrators - for the purpose of this document we'll call this group "all-admins"
   c. continue with step 6.
6. Navigate to the support space **Space Tools** by:
   a. Navigate to the **Enterprise Theme > Sections** section of the global Confluence administration interface.
   b. Click on the Link "Bitvoodoo Enterprise Theme support space" in the **Help Tips** (sidebar).
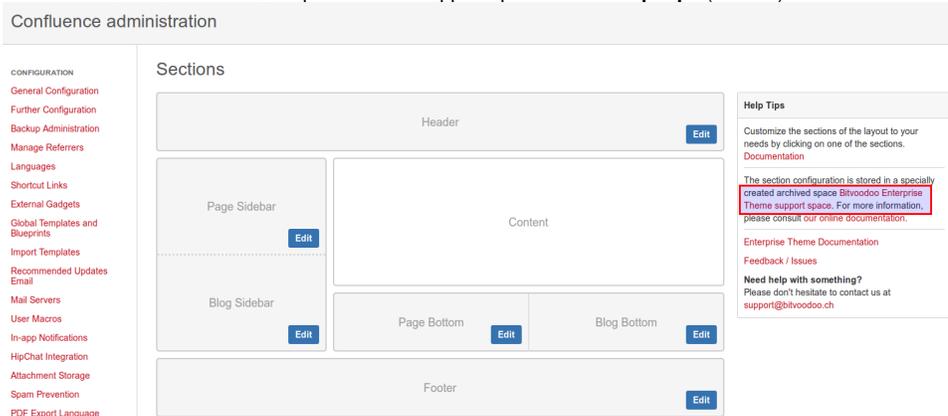
   c. Click on the **Space Tools** drop-down link and select **Permissions**.
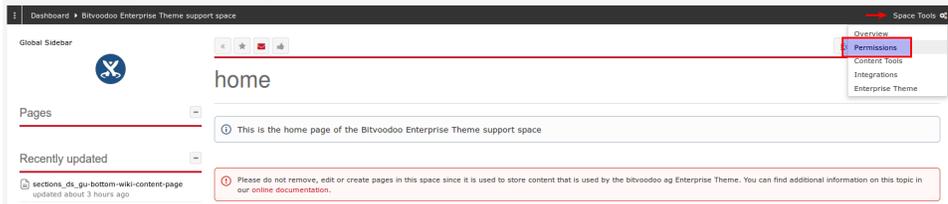
7. Configure the permissions as follows:

Groups

Grant permissions for this space to all the members of a group.

	All	Pages		Blog		Comments		Attachments		Restrictions	Mail	Space	
	View	Add	Delete	Add	Delete	Add	Delete	Add	Delete	Add/Delete	Delete	Export	Admin
confluence-administrators	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓
confluence-users	✓	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗

[Edit Permissions]

Individual Users

Grant permissions to individual users, regardless of which groups they are a member of.

No users currently have individual access rights to this space.

[Edit Permissions]

Anonymous Access

⚠ **Anonymous users can't view this space** because global anonymous 'Use Confluence' permission is currently turned off.
Go to global permissions to grant anonymous users permission to use Confluence.

If your Confluence site is public, you can grant permissions to people who are not logged in. Anonymous users can be granted almost any permission, but we recommend you limit this to viewing and commenting.

	All	Pages		Blog		Comments		Attachments		Restrictions	Mail	Space	
	View	Add	Delete	Add	Delete	Add	Delete	Add	Delete	Add/Delete	Delete	Export	Admin
Anonymous	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗

[Edit Permissions]

    a. Grant **All > View** permission in the **Anonymous Access** section.
    b. Grant **All > View** and **Attachments > Add** permissions to your "all-users" group in the **Groups** section.
    c. Grant **Space > Admin** permission to your "all-admins" group in the **Groups** section.

Related articles

Content by label

There is no content with the specified labels