

# Why do MITvoip numbers I have authorizations for not appear in Sylanro?

## Why do MITvoip numbers I have authorizations for not appear in Sylanro?

- Q: Roles DB says I have authorizations for an MITvoip number but it does not appear in my list of numbers in Sylanro. Why not?

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### Context

- MITvoip
- Sylanro MITvoip Console ([sylanro.mit.edu](https://sylanro.mit.edu))
- Roles Database

### Solution

As a departmental MITvoip administrator, you will have authorizations in MIT's Roles Database for many MITvoip numbers. In order not to overwhelm the list of numbers you administer frequently (i.e. your own numbers and shared numbers in your group), initial privileges are set in Roles to allow you to grant and transfer authorizations on most of the numbers in your department, but not see them in the list of numbers you can administer in the Sylanro and MITvoip web portals. You can change this yourself in the Roles Database application by setting the "Do function" flag for any number you want to administer directly via the web portal.

### Pre-flight

- Verify your authorizations in Roles Web (easiest) by going to the [Roles Web website](#) and clicking on the link [My authorizations](#).  
**Note:** You will need your MIT personal web certificate installed to do this.
- You should see a page with a list of authorizations you have; look for authorizations in this format, near the bottom of the page:

TNET ADMIN TELEPHONES BY PHONE NO. 617-253-9682	Y	N	Y	*
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- Notice the three columns near the end of the line with either "Y" or "N" in them; here's what they mean:
  1. First column: "Do function" - able to perform the function associated with this role; for this particular MITvoip role this means if it is set to "Y" you can pull up the account in Sylanro and administer it; if it is set to "N" you won't see it in the list of accounts you can administer.
  2. Second column: "Grant" - you are able to grant this authorization to someone else (or to yourself).
  3. Third column: "Effective today" - the dates associated with this authorization are such that it applies to you today; that is, it is not expired or set to begin in the future.
- More detail:
  - If you are a departmental MITvoip administrator you should see the "Grant" flag set to "Y" for most, if not all, of the numbers in your group; this allows you to reassign these numbers from one person to another (i.e. "Grant" the role to people or "un-Grant" it for people).
  - If you are a departmental MITvoip administrator you may see the "Do function" flag set to "N" for many of the numbers you administer; this is done to not drown you in a long list of numbers when you go into Sylanro; you would normally just re-assign numbers from one person to another, but will not often need to go in to administer numbers via the web portal directly
  - If you are an end-user, you should see the "Do function" flag set for your own numbers; this means you can go into the web portal and administer your own numbers

- Verify that the number you want to administer but currently cannot select in Sylanthro is indeed in your list of Roles authorizations, and has the "Can do" flag set to "N".

## Using Roles Application to Change "Can do" Flag

### Direct access to Roles Database

1. You will need to have direct access to the Roles application to maintain and grant authorizations; if you already have this access because you maintain business (SAP) authorizations, you can skip this step and go to **Start the Roles application**.
2. You will need to get a username and password for the Roles Database. See: [Getting a username and password for the Roles Database](#).  
**Note:** This page suggests that as a last step, you should install the Roles application. YOU DO NOT NEED TO DO THIS. Instead you can use MIT's Citrix service to run the Roles application on any computer.

**Forgotten Password?** If you already have/had access to the Roles Database, but don't remember your password, you can easily reset it via a certificate-protected web page: [Change Your Roles Password](#). You may want to try this even if you are not sure whether you have direct access to the Roles Database.

### Start the Roles application

1. Go to the [MIT Citrix service](#).
2. If you have never done so, you'll need to install the "Citrix ICA Client". Download links for the Macintosh client are right on the [MIT Citrix service home page](#). Follow the **Citrix Client download site** link on that same page to download clients for other platforms.
3. Once you have installed the "Citrix ICA client" (you only need to do this once), go back to the [MIT Citrix service home page](#) and click the **Login** button under your username.
4. Once you see the list of available applications, find the one labeled "Roles" (a yellow square) and click on it to launch it.
5. You will be asked to log into the virtual Windows session; you'll see what looks like a normal Windows login box.
6. Once you've logged in, the Roles application will start automatically inside the *Citrix ICA client* window.

### Using Roles application

1. When the Roles application starts, you will be prompted for your username and password. These are your Roles Database username and password: the username is the same as your Kerberos username but the password is different than your Kerberos password. If you forgot your Roles Database password you can reset it [here](#).
2. Click through the message of the day.
3. In the main Roles application window you will see a list of all of your authorizations.
4. Scroll through the list until you find the authorization for the phone number you want direct access to. The "FUNCTION" column will be grayed out indicating that you have some privileges on the number, but not the "Do function" right.
5. Double-click on that line in the list to open the detail screen and change the settings for that authorization.
6. Find the **"Can Do Function"** setting and change it to "Y".
7. Click the **Replace** button to replace the old settings with the new ones.
8. Quit out of the Roles application by selecting **Exit** from the **File** menu; this will also quit out of the *Citrix ICA client*.

That's it! Phew! If you now go to [sylanthro.mit.edu](http://sylanthro.mit.edu), note that this number will appear in the list of numbers you can log into and administer directly.