

Case Admin Unable to Create Bookmarks

Symptom:

A user account assigned to a custom user group/role with 'Case Admin' privileges, but without 'User Admin', 'View Admin', or 'User View Admin' privileges cannot create a bookmark.

Problem:

Introduced in exacqVision server 9.2, bookmarks fail to be created. This does not affect users assigned to built-in user groups/roles.

Solution:

Option 1: If license subscription allows, update exacqVision Server to version 9.6 or higher.

Option 2: If license subscription is expired, downgrade to exacqVision server version 9.0.