

Tidal Enterprise Orchestrator: Cannot Import Automation Packs

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Introduction

This document describes how to troubleshoot the instance where a user cannot import an automation pack.

Prerequisites

Components Used

The information in this document is based on Tidal Enterprise Orchestrator (TEO) 2.1 or later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Automation Pack Import

Normally, a user can import an automation pack by going to **Administration > Automation Packs**, and right-clicking and selecting **Import**.

Problem

A common issue with importing is for the **Import** option to be greyed out or disabled.

Solution

Complete these steps in order to resolve this problem:

1. Close down the TEO Master UI, and stop TEO.
2. Make sure the user is a local administrator and a TEO administrator.
3. Add the permission they are missing to their profile.

4. Restart TEO, and Reopen the Master UI.
5. The user should now be able to import automation packs.

Related Information

- **Technical Support & Documentation – Cisco Systems**
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