Troubleshooter: Adding New User ID

The purpose of this troubleshooter is to diagnose why new user-ID can not be added.

To diagnose why you cannot add new user-ID, select the error presented:

This User Has No Access
: Click Yes to return to **Access** tab and add access rights.

User Update Failed

: Unknown Group-ID
: Select group to assign user to from the drop-down list or add new group.

: Illegal Key Value Was Specified
: User-ID is either blank or has an illegal character, or starts with a space, period or dash.
Ensure user-ID follows usercorrect user-ID protocol

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