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

Are you applying access rights through group assignment only?

Yes

No

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

From:
https://docs.tapetrack.com/ - **TapeTrack Documentation**

Permanent link:
https://docs.tapetrack.com/troubleshooting/add_user?rev=1535338220

Last update: **2025/01/21 22:07**