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

Click No to the popup **This User Has No Access** to continue

No

Click Yes to the popup **This User Has No Access** 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

Database Write Operation Failed

Duplicate email address already assigned to another user

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