

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

User-ID Is Already Defined

User-ID must be unique, create unique user-ID or remove duplicate.

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 [correct user-ID protocol](#)

Database Write Operation Failed

Duplicate email address already assigned to another user

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