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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