# 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

When assigning access rights to a User, they may be assigned individually, through Group access or a combination of both.

When presented with the error popup `This User Has No Access`, if you are applying access rights individually click `Yes` to return to the `Access` to assign rights.

If you are assigning access rights via the assigned Group only, click `No` to continue.

## User Update Failed

### User-ID Is Already Defined

`User-ID Is Already Defined` is presented when the User-ID you are attempting to create already exists in the TapeTrack database.

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

### Unknown Group-ID

`Unknown Group-ID` is presented when the User-ID you are attempting to create has not yet been assigned to a `Group`.

Select group to assign user to from the drop-down list or add new group.

### Illegal Key Value Was Specified

`Illegal Key Value Was Specified` is presented when the User-ID you are attempting to create is either blank or contains 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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