# Troubleshooter: Slotting (Previously Working Automatically via Scheduler) User Undefined

User undefined error is presented when the User ID used in the script for access to TapeTrack does not exist. This may be due to an typo in the user ID or that it has been deleted from TapeTrack.

Check that the user ID in the slotting script is correct and still present via TapeTrack TapeMaster User Administration Panel.

## Is the User ID Correct and Present ?



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

Permanent link:
**https://docs.tapetrack.com/troubleshooting/user_undefined?rev=1510210777**

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