

# 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

Click Yes 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

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