

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

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 [usercorrect user-ID protocol](#)

From:

<https://rtfm.tapetrack.com/> - **TapeTrack Documentation**

Permanent link:

https://rtfm.tapetrack.com/troubleshooting/add_user?rev=1535338333

Last update: **2025/01/21 22:07**

