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

Database Write Operation Failed

Duplicate email address already assigned to another user

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