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

>   User-ID Is Already Defined
>>   User-ID must be unique, create unique user-ID or remove duplicate.

>   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 correct user-ID protocol

>   Database Write Operation Failed
>>   Duplicate email address already assigned to another user