

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

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

Permanent link:
https://rtfm.tapetrack.com/troubleshooting/add_user?rev=1555375309

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

