

# 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

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