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

When assigning access rights to a User, they may be assigned individually, through Group access or a combination of both.

When presented with the error popup This User Has No Access, if you are applying access rights individually click Yes to return to the Access to assign rights.

If you are assigning access rights via the assigned Group only, click No to continue.

User Update Failed

User-ID Is Already Defined

User-ID Is Already Defined is presented when the User-ID you are attempting to create already exists in the TapeTrack database.

Any User-ID added must be unique, create unique user-ID or remove duplicate.

Unknown Group-ID

Unknown Group-ID is presented when the User-ID you are attempting to create has not yet been assigned to a Group.

Select group to assign user to from the drop-down list or add new group.

Illegal Key Value Was Specified

Illegal Key Value Was Specified is presented when the User-ID you are attempting to create is either blank or contains 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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