

# 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](#). As you can login to TapeTrack with either

your User Name or email address (Windows AD login excluded) the email addresses must be unique to each [User-ID](#).

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