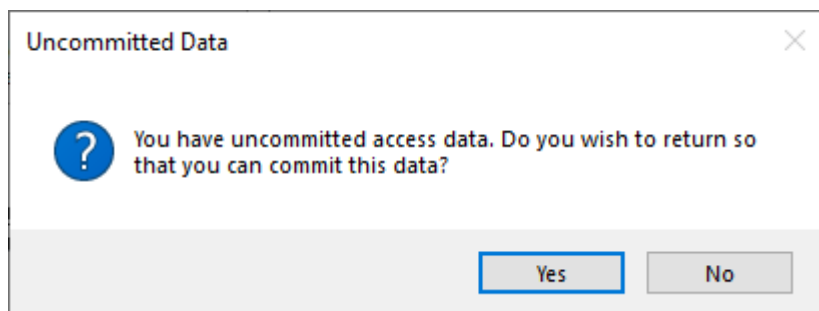


# Troubleshooter: Adding New User-ID

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

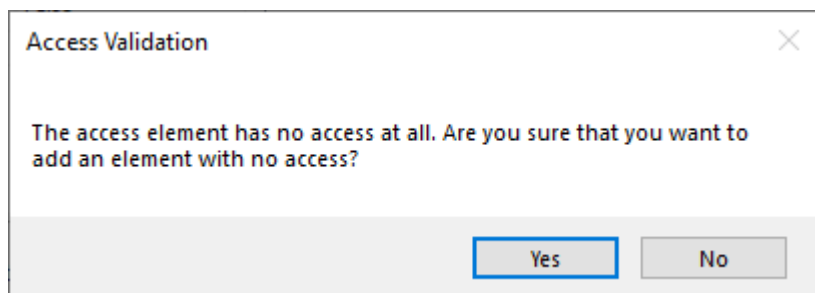


When assigning access rights to a [User](#), they may be assigned individually, through Group access or a combination of both.

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.

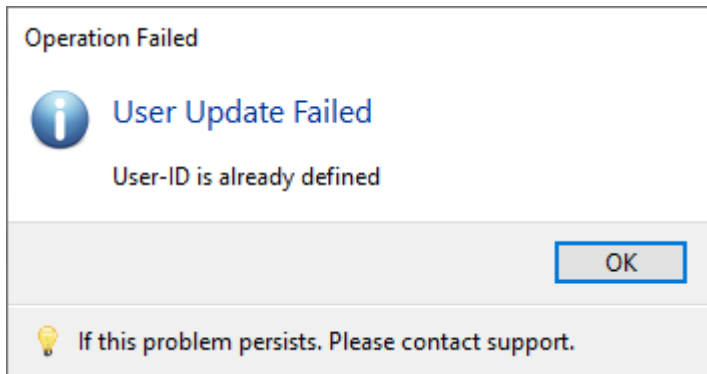
## Access Validation



When presented with the error popup **The access element has no access at all. Are you sure that you want to add an element with no access?**, click **No** and add appropriate User access rights (Read, Write, Alter and/or Catalog) to Customer-ID Access before clicking Add.

## User Update Failed

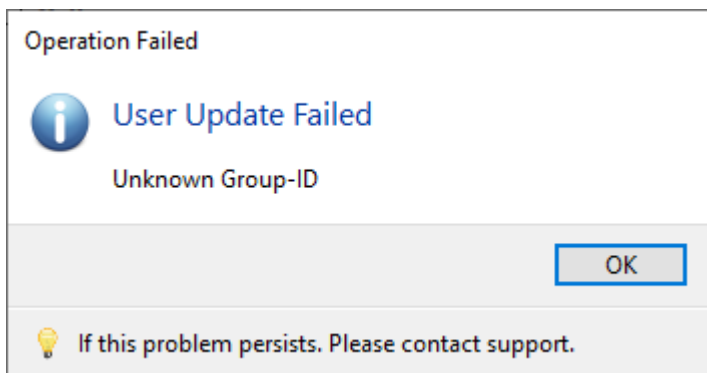
### User-ID Is Already Defined



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

