

Cannot add PINsafe users



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Overview

Additional users cannot be added to PINsafe

Prerequisites

PINsafe Installation

Symptoms

Cannot add users either through the local XML database or importing through AD, LDAP, etc.

Solution

PINsafe database may not be configured see [How to initially configure PINsafe](#)

PINsafe licensed number of users may have been exceeded see [Installing a license key](#)

PINsafe is not reading users from the Data Source see [Importing users from External Sources](#)