

Username Already Exists Error Message

Information:

Environment
<ul style="list-style-type: none">• Dynatrace Portal• Dynatrace Classic Portal• Dynatrace Synthetic Monitoring Platform
Symptoms
When attempting to create a new user in the Dynatrace Portal, I receive a "Username Already Exists" error message, but no users with this name exist in my account. Why am I receiving this error?
Solution
<p>A Dynatrace Portal username must be unique throughout the entire Dynatrace Performance Network, regardless of the account. This means that if the username you want to use is assigned to a user in another account, you will receive the "Username Already Exists" message.</p> <p>To create a new username, try slightly modifying the username you attempted to use. For example, if user acb already exists, try a bc1. Another tactic is to use the user's email address, or full name including their middle name, to avoid the duplication.</p>