

Unable to add/update remote user. The email address for the user exists within our database.

Error message/code:

Unable to add/update remote user. The email address for the user exists within our database.

Description:

Remote authentication trying to authenticate remote user and add him to KBPublisher database but user with the same email exists. Remote user identified by "remote_user_id" field. if there is no user with this "remote_user_id" - new user created in KBPublisher database.

Solution:

1. Remove this user from KBPublisher database and login again.
2. Change email for this user in KBPublisher database and login again.
3. Change email for this user in your system and login again.

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Error codes, messages -> Unable to add/update remote user. The email address for the user exists within our database.

<https://www.kbpublisher.com/kb/entry/285/>