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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