

# Troubleshoot the Error "Email is already taken" in AMP for Endpoints

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## Introduction

This document describes the steps to troubleshoot and fix the issue related to the addition of a user on Advanced Malware Protection (AMP) for Endpoint console.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- AMP for Endpoints Console
- Cisco Security Console (Castle Console)

## Components Used

This document is not restricted to specific software and hardware versions.

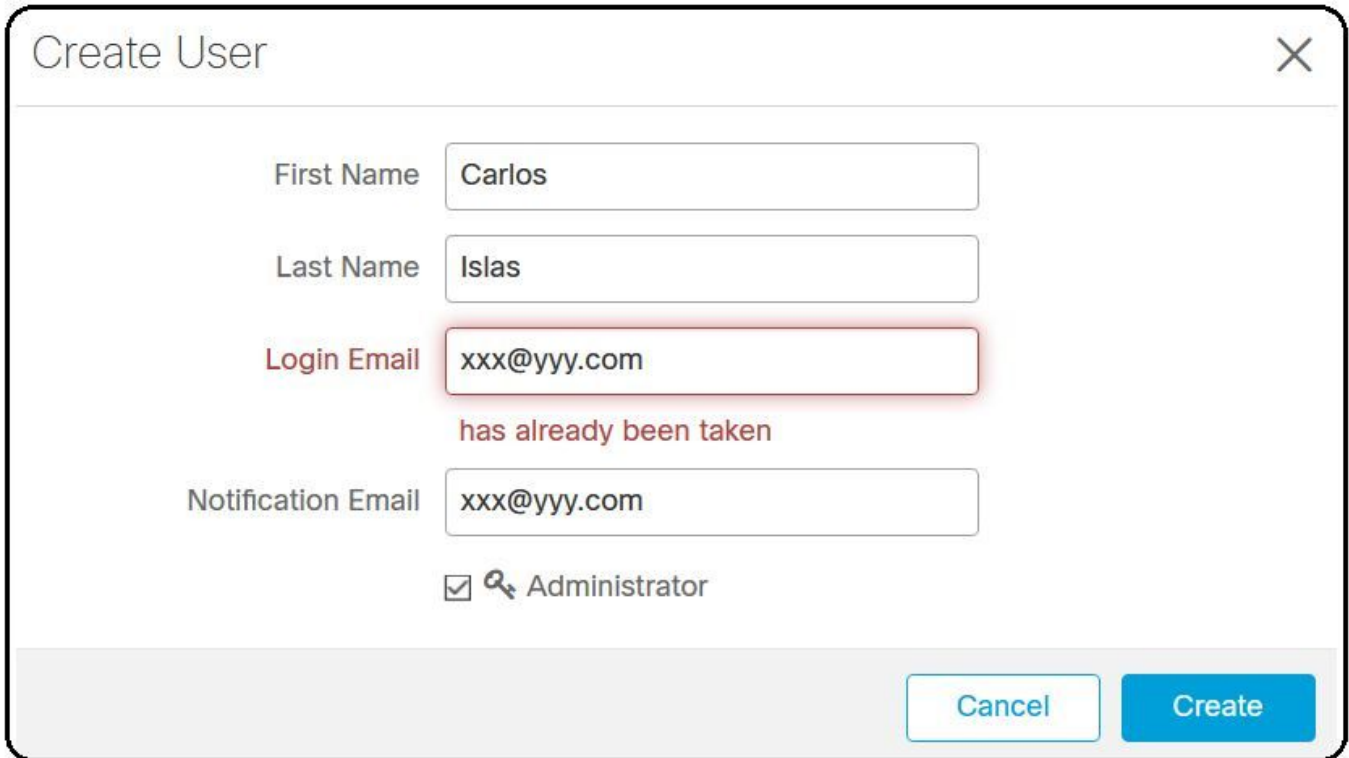
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Background Information

This document is based on Cisco AMP for Endpoints Console. You need these Accounts in order to start the troubleshooting:

- Email account (provided by your Email Account Provider)
- AMP for Endpoints account with administrator privileges

You can create a user account in AMP Console and you must use a unique email account. If you created the user account before, you deleted it and are trying to create the user account again, AMP Console triggers "Email is already taken" error as shown in the image.



Create User

First Name Carlos

Last Name Islas

Login Email xxx@yyy.com

has already been taken

Notification Email xxx@yyy.com

Administrator

Cancel Create

## Troubleshoot

Step 1. Verify that the user account does not exist on AMP Console

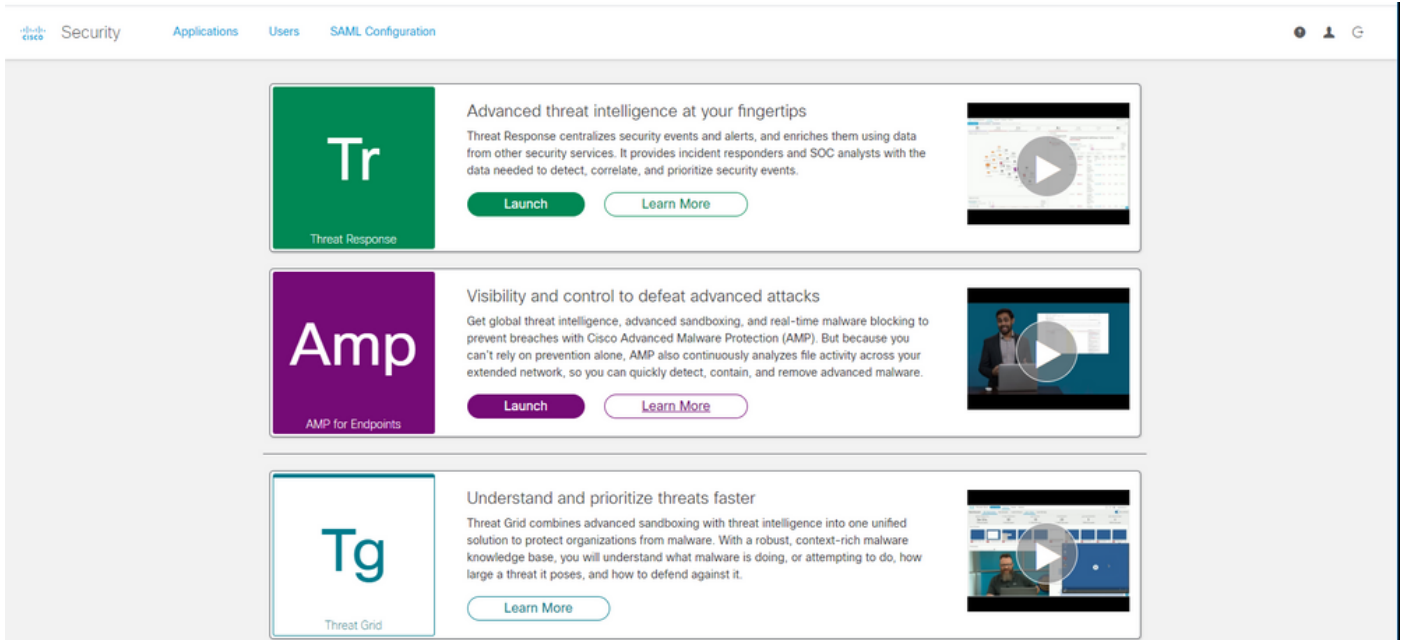
<https://console.amp.cisco.com/>. Navigate to **AMP Console > Accounts > Users** as shown in the image.

Step 2. In base on your AMP Business region, navigate to the Castle website as shown in the image.

Americas Cloud - <https://castle.amp.cisco.com>

Europe Cloud - <https://castle.eu.amp.cisco.com>

Asia Pacific Cloud - <https://castle.apjc.amp.cisco.com>



Step 3. Once you log in with your AMP for Endpoints credentials, select **Users** option as shown in the image.



Step 4. **My Users** option displays the list of the user accounts registered on the AMP cloud for your business. You can see all User details: Username, Email and Privileges.

My Users New User

Name	Email	Roles	Actions
<a href="#">Carlos Islas</a>	xxxx@yyy.com	Account Administrator	<a href="#">View</a> 
<a href="#">Jesus Martinez</a>	zzzz@yyy.com	Account Administrator	<a href="#">View</a> 

**Note:** At the end of the line, you can see the account status in **Actions** option, if the user has Trash Can icon, it means the account is successfully authenticated, otherwise, this icon won't be seen, as shown in the image.

Account Administrator	<a href="#">View</a> 
Account Administrator	<a href="#">View</a> 
Account Administrator	<a href="#">View</a>

Step 5. You can face three different scenarios that can verify your scenario.

1. The user account appears on the **Castle** website with the **Trash Can** icon.

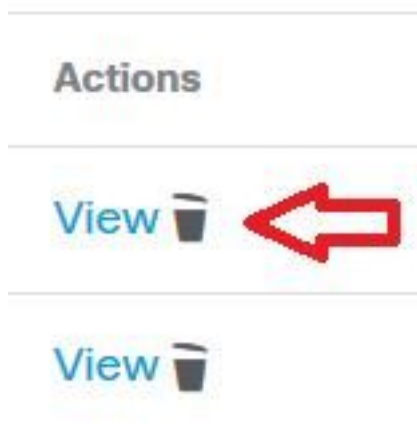
2. The user account appears on the **Castle** website without the **Trash Can** icon.

3. The user account does not appear on the **Castle** website.

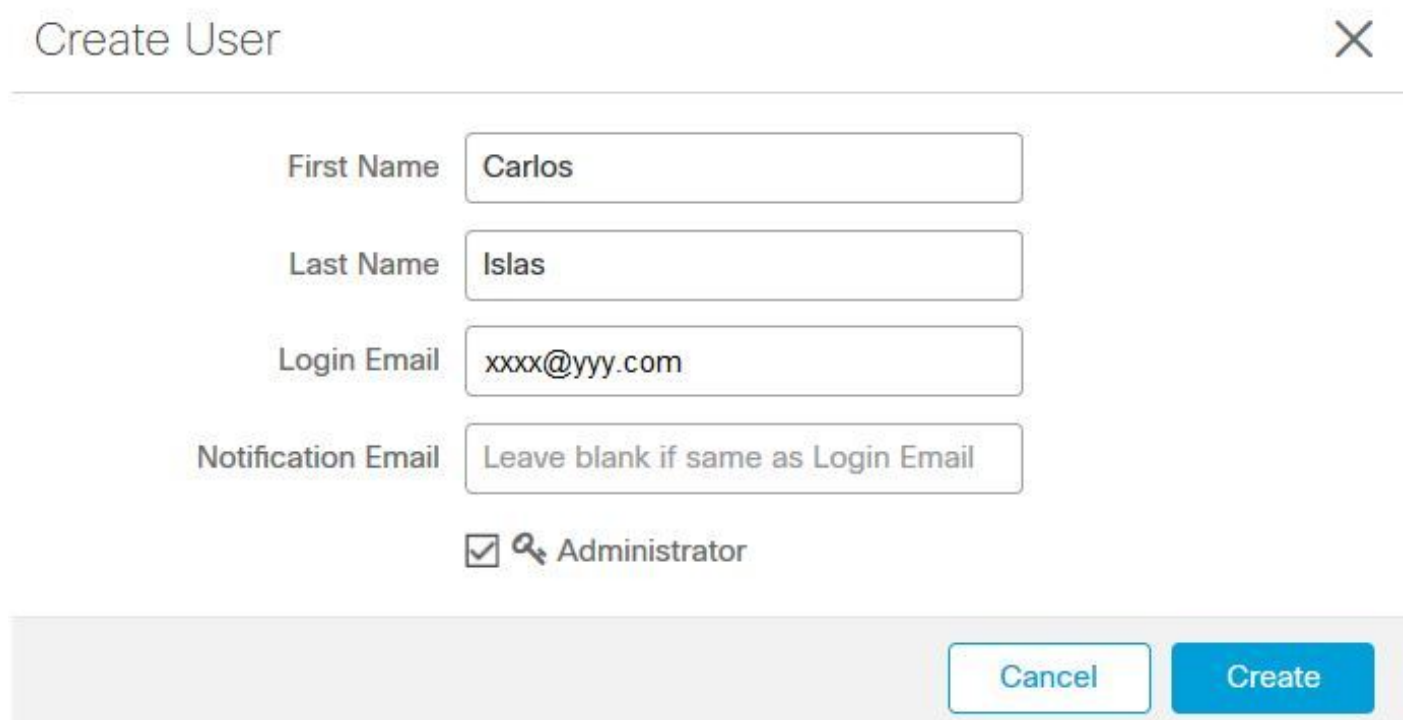
Step 6. Once your scenario is identified, you have a workaround on each option.

### The User Account Appears on the Castle Website with the Trash Can Icon

1. Click on the **Trash Can** icon in order to remove the user as shown in the image.



2. Create the user account on AMP Console <https://console.amp.cisco.com/>. Navigate to **Accounts > Users > New User** as shown in the image.

A screenshot of the "Create User" form in the AMP Console. The form is titled "Create User" and has a close button (X) in the top right corner. It contains four input fields: "First Name" with the value "Carlos", "Last Name" with the value "Islas", "Login Email" with the value "xxxx@yyy.com", and "Notification Email" with the placeholder text "Leave blank if same as Login Email". Below the fields is a checkbox labeled "Administrator" which is checked. At the bottom right of the form are two buttons: "Cancel" and "Create".

3. When the user account is created successfully, you can see this message as shown in the image.

✓ New User Created



## The User Account Appears on the Castle Website without the Trash Can Icon

1. Contact the affected user.
2. When the user account was created for the first time, the affected user received the **Activate** email account from [no-reply@amp.cisco.com](mailto:no-reply@amp.cisco.com) in order to authenticate their email account.
3. Search the **Activate** email account on all **Email** folders and **Activate** the user account to complete the registration as shown in the image.

**Note:** In case you cannot see the **Activate** email account on the main folder, please verify in the Spam folder.



To

Welcome to Cisco Security.

Your Cisco Security account is used to connect multiple Cisco Security services including Threat Response, AMP for Endpoints, and Threat Grid under a single sign-on. Additional services will be added over time.

Click [here](#) to activate your account.

Thank you.

Cisco Security

If you feel you have received this email in error or need assistance go [here](#) to open a support case.

4. After you activate the user account, you can see that the user is registered on the AMP Console as shown in the image.

< Users [View All Changes](#) [+ New User](#)

Filters name or email

Name	Email Address	Last Login	
Carlos Islas	xxxx@yyy.com	2020-04-22 03:10:39 CDT	

## The User Account does not Appear on the Castle Website

1. The User account needs to be deleted from the backend.
2. Please contact Cisco Support: Visit the online portal at <http://cisco.com/tac/caseopen> or Phone: Regional free phone numbers: <http://www.cisco.com/en/US/support/tsdciscoworldwidecontacts.html>

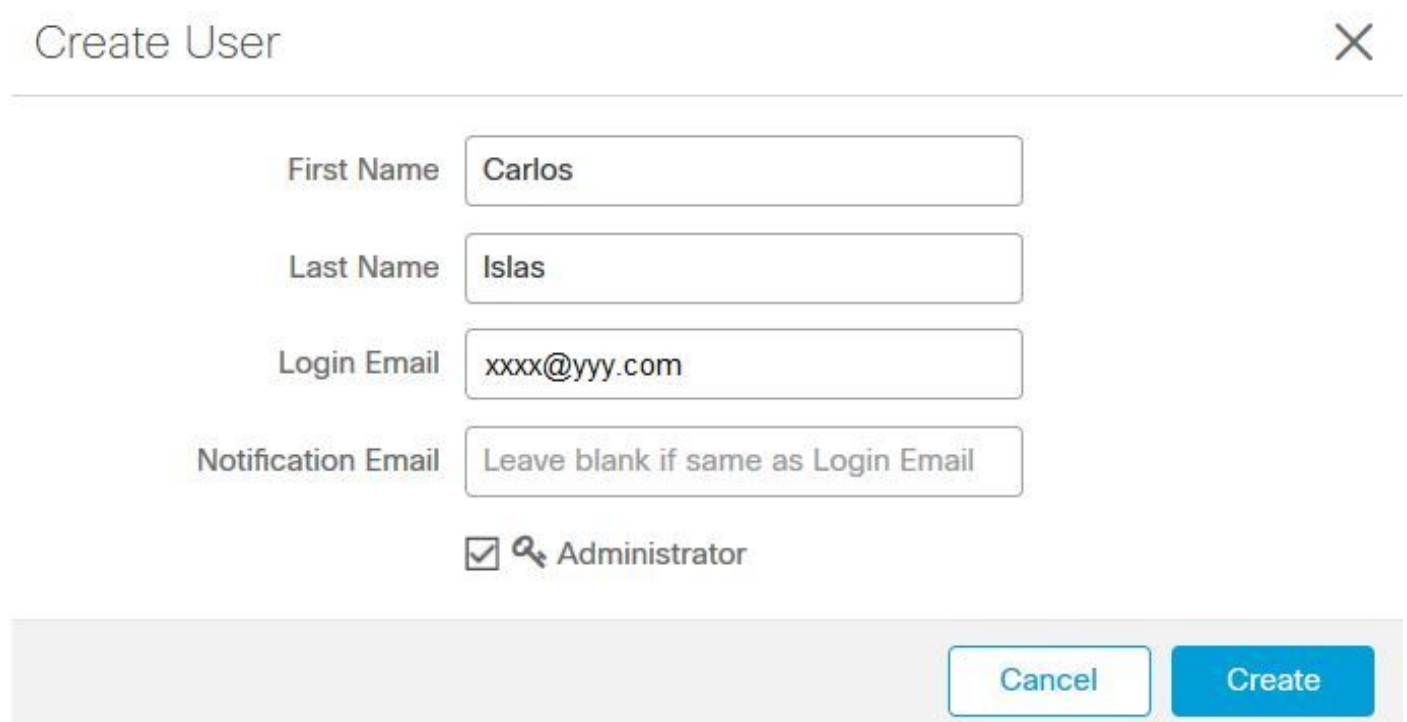
3. If you already are working with Cisco Support, please share this information:

- "Email is already taken" error capture.
- Permission to delete the user (Yes/No).

## Verify

Use this section in order to confirm that your configuration works properly.

1. After you perform the troubleshoot, create the user account on AMP Console <https://console.amp.cisco.com/>. Navigate to **Accounts > Users > New User** as shown in the image.



Create User ✕

First Name

Last Name

Login Email

Notification Email

Administrator

2. When the user account is created successfully, you can see this message as shown in the image.

