

This KM explains how to temporarily transfer a user to another cache.

End User Solution

As of November 2013, the Cache System Administrator (CSA) role is no longer authorized to administer ICBS accounts. A new user group/role called Cache Account Administrator (CAA) creates information specifically for account administration tasks.

To temporarily transfer a user to another cache:

1. The user's home CAA (Cache Account Administrator) needs to first delete their application account.
2. The CAA at the cache at which they're temporarily working then needs to create a new application account for them.
3. The temporary cache CAA will also need to give them roles specific to the work they'll be doing by assigning them to the corresponding "user groups."
4. Their LDAP account does not change, so once their home application account is deleted and their temporary cache application account is created, they can log in as they normally do to work on the temporary cache's inventory.
5. Upon release to their home cache, the CAA at the temporary cache will delete their application account, and the home cache CAA will recreate their original home application account. (A user cannot simultaneously have an application account at more than one cache).

The user account has not been properly removed from the previous cache when this error displays; 'An exception has occurred. Record already exists in database.'

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