

# Troubleshooting identity and access management for your enterprise

## In this article

Username conflicts

SAML authentication errors

---

Review common issues and solutions for identity and access management for your enterprise.

## Username conflicts

GitHub Enterprise Server normalizes an identifier provided by your identity provider (IdP) to create each person's username on GitHub. If multiple accounts are normalized into the same GitHub username, a username conflict occurs, and only the first user account is created. For more information, see "[Username considerations for external authentication](#)."

## SAML authentication errors

If users are experiencing errors when attempting to authenticate with SAML, see "[Troubleshooting SAML authentication](#)."

## Legal

© 2023 GitHub, Inc. [Terms](#) [Privacy](#) [Status](#) [Pricing](#) [Expert services](#) [Blog](#)