

注册新账号出现用户不存在的问题解决办法

1. 问题现象

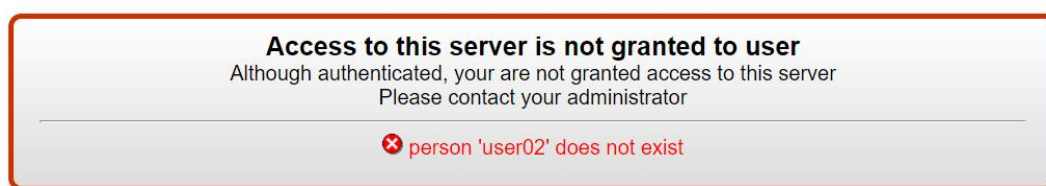
有时在创建一些账号时，偶尔会出现以下现象。



The screenshot shows the 3DEXPERIENCE registration interface. On the left is a blue sidebar with the 3DEXPERIENCE logo and '3D', 'V.R', and 'i' icons. The main area is a white form with the following fields: '电子邮件' (Email) with 'user02@3ds.com', '用户名' (Username) with 'user02', '名' (First Name) with 'user', '姓' (Last Name) with '02', '密码' (Password) with masked characters, '确认您的密码' (Confirm your password) with masked characters, and '国家/地区' (Country/Region) with a dropdown menu set to '中国'. Below the form is a blue '注册' (Register) button, a '登录' (Login) link, and a '简体中文' (Simplified Chinese) language selector.



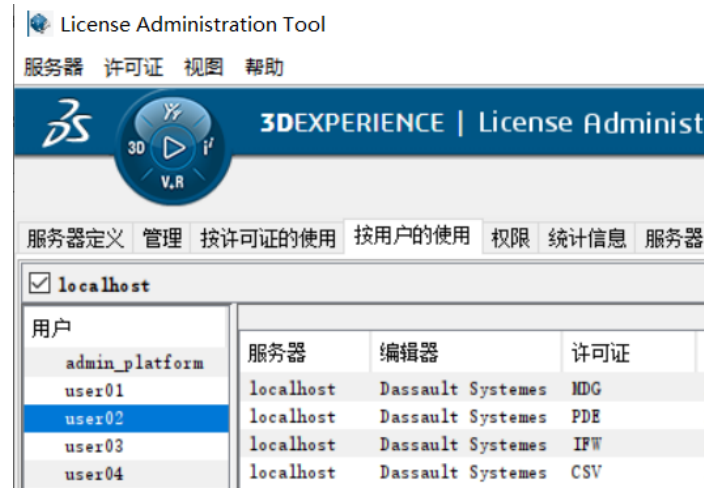
访问 3dspace 地址报错如下：



2. 原因分析

经过多次观察和复现，发现问题的根本原因在于许可的占用。

如下图所示，例如已在某一个环境中注册并使用了 user02 账号，那么这个账号已在 licenses server 中占用了许可。此时如果在新的一个 3DE 环境中（也指向此 licenses server）再创建并注册 user02 账号，就会出现该报错问题。



3. 解决办法

后台使用 mql 查询新建的 Person 对象

temp query bus Person * - select originated;

```
MQL<13>temp query bus Person * - select originated;
businessobject Person Administration User -
    originated = 7/13/2022 9:14:43 AM
businessobject Person Test Everything -
    originated = 7/13/2022 9:14:39 AM
businessobject Person admin_platform -
    originated = 7/13/2022 9:26:28 AM
businessobject Person 3DIndexAdminUser -
    originated = 7/13/2022 9:32:51 AM
businessobject Person SLMInstallerAdmin -
    originated = 7/13/2022 12:37:08 PM
businessobject Person user01 -
    originated = 12/6/2022 4:31:01 PM
businessobject Person 5175f9f7a239d867ee7fae774edc441a -
    originated = 12/6/2022 5:48:21 PM
businessobject Person Jianfeng.Han -
    originated = 7/20/2022 3:21:38 PM
MQL<14>
```

发现这个名字非常长的即为刚刚创建的用户，现用 mql 将其名字改为 user02

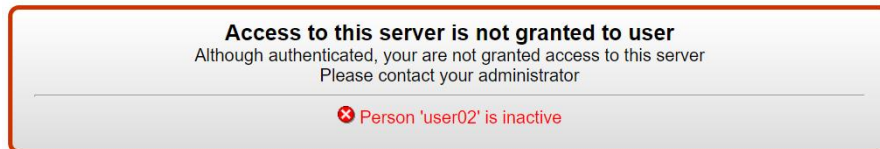
modify bus Person 5175f9f7a239d867ee7fae774edc441a - name user02;

```
MQL<14>modify bus Person 5175f9f7a239d867ee7fae774edc441a - name user02;
MQL<15>
```

再次查询验证

```
MQL<15>temp query bus Person * - select originated;
businessobject Person Administration User -
    originated = 7/13/2022 9:14:43 AM
businessobject Person Test Everything -
    originated = 7/13/2022 9:14:39 AM
businessobject Person admin_platform -
    originated = 7/13/2022 9:26:28 AM
businessobject Person 3DIndexAdminUser -
    originated = 7/13/2022 9:32:51 AM
businessobject Person SLInstallerAdmin -
    originated = 7/13/2022 12:37:08 PM
businessobject Person user01 -
    originated = 12/6/2022 4:31:01 PM
businessobject Person user02 -
    originated = 12/6/2022 5:48:21 PM
businessobject Person Jianfeng.Han -
    originated = 7/20/2022 3:21:38 PM
MQL<16>
```

再次登录 3dspace 地址尝试，报如下错误。

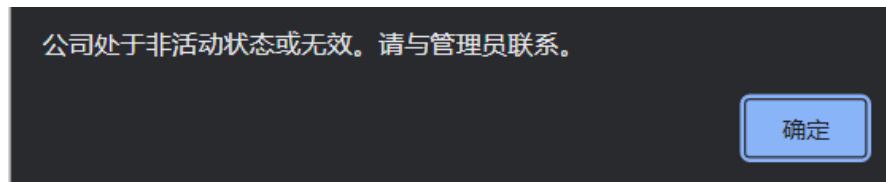


现使用 mql 将其提升到活动状态。

promote bus Person user02 -;

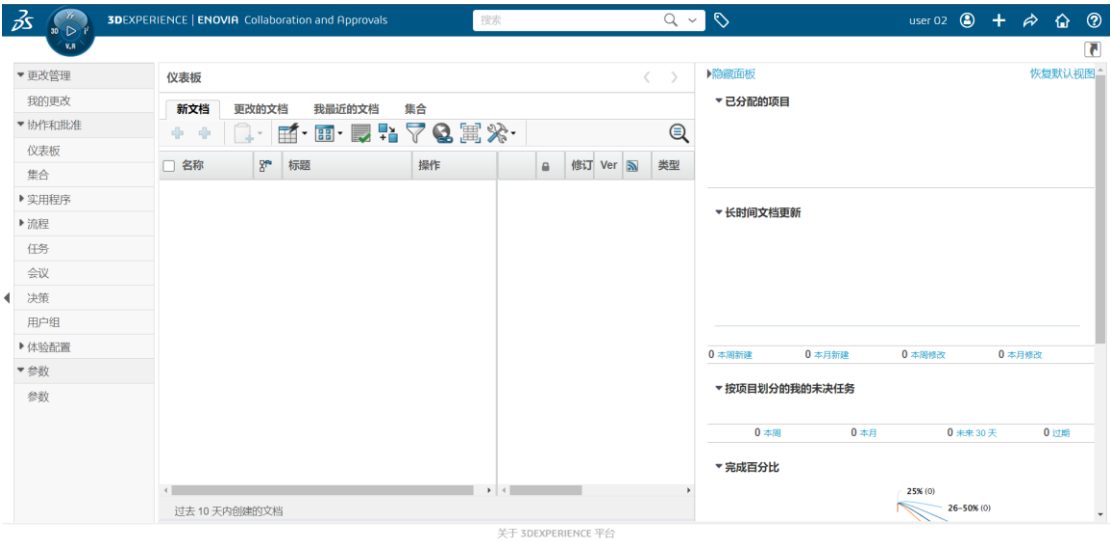
```
MQL<16>promote bus Person user02 -;
MQL<17>
```

再次登录 3dspace 地址尝试，报如下错误。



现使用 admin_platform 账号将其加入到 Company Name 公司下。

再次登录 3dspace 地址尝试（清理浏览器缓存或使用隐私浏览器）



使用 admin_platform 账号正常对其进行授权和管理



4. 总结

如果少数用户出现以上问题，可使用此方法解决。需要批量的创建用户可使用导入的方式规避该问题，或将 licenses server 上的占用许可清除。