

Q: UserManager is unable to add a new user. For example, when I try to select a domain for a new user, a panel displays the following message:

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NetInfo Failure, Unable to open connection to NetInfo Domain <chosen domain>,
error was 'No such directory'. The user can't be added to the chosen domain as
the correct domain can't be selected.
```

What's going on?

A: UserManager implicitly relies on the existence of NetInfo directories users, groups, and aliases. They are created by HostManager for the network domain or are there by default for the local domain. However, if a custom multi-level NetInfo hierarchy is built, the directories might not necessarily be there. If any of those three directories is missing, UserManager is not able to open the domain and thus can't add the new user.

A workaround is the following:

- 1) Launch NetInfoManager.
- 2) Open the appropriate domain.
- 3) Create a new subdirectory of the root domain, using the New Subdirectory command from the Domain submenu.
- 4) Double-click the newly created Subdirectory labeled NewValue.
- 5) Change the value of the name property to that of the missing directory. Repeat for any other

missing directories.

You should now be able to open the appropriate domain to create a new user in UserManager.

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Valid for 1.0, 2.0, 3.0, 3.1