# Tidal Enterprise Orchestrator: Error Received When Runtime User is Created in Different Domain

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### Introduction

This document describes solutions to an error you might receive when you create a runtime user in a different domain than the Tidal Enterprise Orchestrator (TEO) server resides.

## **Prerequisites**

#### **Components Used**

The information in this document is based on Tidal Enterprise Orchestrator version 2.1 or later.

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.

Refer to Cisco Technical Tips Conventions for information on document conventions.

## **Problem**

An error is received when you create a runtime user in a different domain than the TEO server resides.

## **Solution**

In order to resolve this issue, give the runtime user access to log on locally to the TEO server. Then, create the runtime user.

## **Related Information**

• Technical Support & Documentation – Cisco Systems

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