Unable to Add Users, Error Message 3004-687

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Tips

This document is applicable to AIX version 3.2 and 4.1 and provides possible debug suggestions for the following:

- Trouble adding users
- Error message 3004-687 indicates that a user does not exist.

Debug Suggestions

- Check to see if the root file system is full.
- Also check for
  - a blank line in /etc/passwd
  - a partial entry in /etc/passwd which does not have the correct syntax
  - the "nobody" user entry is missing or the group is "-2". The entry should look like:

    ```
    nobody:!:4294967294:4294967294::/:
    ```

- If all the above look good, check the permission in /etc/security on the following files:

  ```
  file      permissions

  .ids       --w---x---
  environ    -rw-r-----
  limits     -rw-r-----
  passwd     -rw-------
  user       -rw-r-----
  ```

- You may also find the following commands useful for debugging the problem. See the man pages or InfoExplorer for a complete description of these commands.

```
usrck -t ALL
pwdck -t ALL
grpck -t ALL
```

- The umask attribute in the mkuser.default file expects an octal value without leading zeros. Thus:

```
umask=77    Good format.  Translates to octal 077.
umask=077   Bad  format.  Translates to octal 063.
```

- If none of the above indicate the source of the error, take the system down and perform an fsck on the root and user file systems.

  Note: You can order the fax "Repairing File Systems with fsck in AIX 3.1 or 3.2" free of charge from 1-800-IBM-4FAX. The document number is 1802. (Outside the U.S., you can order the fax by calling 415-855-4FAX from a fax machine phone.)

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END OF DOCUMENT (adduser.3004-687.cmd)