



CXone Mpower EXPERT

无法登录到BlueXP、因为NSS帐户未在NSS上注册

https://kb-cn.netapp.com/Cloud/ncds/nc/ag/ag_kbs/Unable_to_log_in_to_BlueXP_because_NSS_acc...

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适用场景

- NetApp BlueXP
- NetApp 支持站点(NSS)

问题描述

- 尝试使用NSS帐户登录到BlueXP 失败、并显示错误：

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Error: We couldn't find a user with that email.

- 尝试使用同一[NetApp](#)帐户登录NSS (<https://mysupport.nsc.com>)失败，并显示错误：

We could not find an account with your email address. Please register for a new account.