

# I am trying with an account that already exists and it is still throwing the error. What can I try next?

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## Problem

I have installed the [SAML Single Sign-On \(SSO\) Plugin](#), and I am trying with an account that already exists and it is still throwing the error.

I have tried with two different accounts that already exist with the same error.

What can I try next?

## Solution

Please check if:

1. **Auto-linking existing users** option is ticked.
2. **Match PHPKB Account by** option is set to **email** and the user account's email field has the same value.
3. The existing user account must NOT be authenticated against any other Identity Provider (IdP), like LDAP, SSO, OAuth, etc. It must be a local account.

That's it!

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## Custom Fields

**Applicable To:** Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

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