

TROUBLESHOOTING

Enhanced error reporting on Xbox One

You can choose whether you want to participate in enhanced error reporting. These reports give Microsoft the best opportunity to fix issues you may be encountering on Xbox One.

Enhanced error reporting may include the memory state of the device when a system or app crashes. This may unintentionally include personally identifying information.

We provide limited portions of error report information to partners (such as OEMs) to help them troubleshoot products and services that work with Windows and other Microsoft product and services. They are only permitted to use this information to repair or improve those products and services.

How to control your enhanced error reporting settings

Two different settings control enhanced error reporting on the console—a global device setting and a per-user setting. If the global device setting is turned off, no enhanced error reporting occurs, regardless of the per-user settings. The global device setting is turned on by default.

When you first sign into your Xbox One, you can choose whether to participate in enhanced error reporting. This is the per-user setting. If you choose to not participate, you send Microsoft less data to fix and improve Xbox One based on your usage and errors you encounter.

Multiple people can be signed into an Xbox One console at any time. If anyone signed into the console has chosen to not participate in enhanced error reporting, or the global device setting is off, Microsoft honors this preference and no enhanced error reporting occurs.

To change the global device enhanced error reporting setting:

1. Go to **Settings > System > Console info**.
2. Change the option for **Allow enhanced error reporting**.

To change your personal enhanced error reporting setting:

1. Sign in to your profile.
2. Go to **Settings > Account > Privacy & online safety**.
3. Choose **Xbox Live privacy > View details & customize > Data collection**.
4. Change the setting for **You can share enhanced error reports**.

Your personal enhanced error reporting setting applies only to the current console. If you sign in on another console and want to change the setting, repeat these steps there.

If the console is enrolled in the Xbox Insider program, or is a part of a developer program, you may not be able to turn these settings off. If you don't want to participate in enhanced error reporting, you'll need to remove the console from the program.

you are repeatedly prompted for your password and can't sign in on Xbox One

When trying to sign in to your Xbox One console, you are repeatedly prompted to enter your password, and you can't complete sign-in.

Solutions

Solution 1: Reboot your Xbox One console

1. Press the **Xbox** button to open the guide.
2. Select **Settings**.
3. Select **Restart console**.
4. Select **Yes** to confirm.
5. Try to sign in again.

If this solution didn't resolve the issue, go to the next solution on this page.

Solution 2: Remove and then re-add your account to the console

Step 1: Remove your account from the console

1. Press the **Xbox** button to open the guide.
2. Select **Settings**.
3. Select **All Settings**.
4. Under **Account**, select **Remove accounts**.
5. Select your account, and then confirm removal.

Note You may need to repeat the account removal process up to five times to clear the account from the list.

Step 2: Reboot your Xbox One console

1. Press the **Xbox** button to open the guide.
2. Select **Settings**.
3. Select **All Settings**.
4. Under **Account**, select **Restart console**.

Step 3: Re-add your account to the console

1. Press the **Xbox** button to open the guide.
2. Select **Sign in**.
3. Select **Add & manage**.
4. Select **Add new**.
5. Enter your Microsoft account email address and password.
6. Complete the personalization settings on the next several screens.

If this solution didn't resolve the issue, go to the next solution.

Solution 3: Restore factory settings

If you still can't sign in, you will have to restore the default factory settings on the console. To do this, see [How to reset your console to factory defaults on Xbox One](#).

Warning Restoring your console to the factory default settings erases all accounts, apps, games, saved games, and settings. Anything that has not been synchronized with Xbox Live will be lost. (Your console syncs with Xbox Live automatically when it is connected with the service.)

"Sorry, there was a problem requiring your password for sign-in" error on Xbox 360

You see one of the following error messages when you try to [require a password for sign-in](#) on your Xbox 360 console:

Sorry, there was a problem requiring your password for sign-in on other consoles. Your password is still remembered for other consoles. Try again later, or try requiring password on sign-in from www.xbox.com. Visit xbox.com/security if you think someone else is accessing your account.

Sorry, there was a problem requiring your password for sign-in on this console. Your password is still remembered on this console. Try again later, or try requiring password on sign-in from www.xbox.com. Visit xbox.com/security if you think someone else is accessing your account.

This problem occurs when you try to require a password to access your profile on other Xbox consoles.

Solutions

To resolve the problem, try the following solutions.

Solution 1: Check the Xbox Live service status

If you see any alerts here, wait until the service is up and running and try again:



Xbox Live Core Services: up and running
1/5/2019, 6:00:44 PM

Solution 2: Require a password to sign in

You'll have to disable automatic sign-in to your console with your Microsoft account password. You can only make this change online, on the [My Account](#) page. Follow these steps to remove your Microsoft account password so that others can't access your Xbox Live profile without it. Here's how:

1. Go to account.xbox.com.
2. Sign in with the Microsoft account (email address and password) that's associated with your Xbox Live account. If you've forgotten your password, see the [Lost Password Solution](#).
3. In the upper right corner, select your gamertag and select **Xbox Settings**.
4. Select **Xbox 360 profile protection** on the right side.

This displays the number of consoles where a sign-in password is not required.

5. Select **Require Profile Download** to require that you download your profile from Xbox Live, using your Microsoft account password, before using your profile on a console. All existing copies of your profile will no longer work, and any profile changes or achievements not saved to Xbox Live will be lost.

Important If you think you have a compromised password, you should also change your Microsoft account password. Here's how:

1. Go to your [Microsoft account](#) and sign in with your Microsoft account credentials.
2. Select **Security & password**.
3. Under **Password**, select **Change your password**.

Solution 3: Remove and redownload your profile

You can remove your profile from your Xbox 360 console, which will remove old saved passwords from the console. Follow the steps in [How to add or remove an Xbox profile on Xbox 360](#) and delete your profile only. Then redownload your profile:

1. Press the **Guide** button on the controller.
2. Select **Download Profile**.
Note Not seeing **Download Profile**? This means that you're signed in under another profile. Press **X** to sign out, confirm, and then select **Download Profile**.
3. At the bottom of the **Download Profile** screen, select **Download Profile**.
4. Enter the email address of the Microsoft account that's associated with your Xbox Live profile. If you don't know it, see [Find your Microsoft account email address](#).
5. Enter your Microsoft account password. If you've forgotten it, you'll need to [reset your password](#).

Note If your account is an Xbox Live child account, the parent's Microsoft account information is required to download the profile.

6. After you download your profile, you'll be asked if you want the console to remember your password.
 - If you want to sign in without being prompted for a password each time, check the **Remember Password** option.
 - Leave the **Remember Password** option unchecked if you want the console to require a password to sign in to your account. This is a good idea if others in your home can easily access your console, or if you downloaded your profile at a friend's house.

"The email address or password you entered is not valid" error occurs for Xbox Live on Xbox 360

You see the following error message when you sign in to Xbox Live on your Xbox 360 console:

The email address or password you entered is not valid. Please try again.

This may mean that you've changed the password or username associated with your Microsoft account, or that you've entered an incorrect password.

Solutions

To resolve this problem, try the following solutions.

Solution 1: Make sure you can sign in to your Microsoft account online

Sign in online to your [Microsoft account](#). If you can't, verify that you've typed the email address and password correctly. If you aren't sure what email address you use to sign in to your Microsoft account, use the [Lost Account Solution](#).

Solution 2: Make sure the email address you're using to sign in is associated to your gamertag.

It's common these days to have more than one email address and to forget which one you use to access various online accounts. Check to see if you're using the email address attached to your gamertag by signing in at the top of any Xbox.com page, such as this one. If your gamertag appears in the upper-right corner of your screen, this is the right email address. If not, see [Lost Account Solution](#).

Solution 3: Delete and redownload your profile

You may have a corrupted profile. To resolve this, delete the profile that's stored on your Xbox 360 console, clear the system cache, and then download your profile again.

Step 1: Delete the corrupted profile

1. Go to **settings**, and then select **System**.
2. Select **Storage**.
3. Select **All Devices**.
4. Select **Gamer Profiles**.
5. Select the gamertag that you want to delete.
6. Select **Delete**.
7. Select **Delete Profile Only**. This deletes the profile but leaves saved games and achievements.

Step 2: Clear the system cache

To clear the system cache, follow these steps.

1. Press the **Guide** button on your controller.
2. Go to **settings** and select **System Settings**.
3. Select **Storage** or **Memory**.
4. Highlight any storage device, and then press **Y** on your controller. (It doesn't matter which storage device you select; this will clear the cache for all storage devices.)
5. Select **Clear System Cache**.
6. When prompted to confirm storage device maintenance, select **Yes**.
7. Restart your console.

Step 3: Redownload your Xbox Live profile

For instructions on how to redownload your Xbox Live profile, go to [Download your Xbox Live profile to a different Xbox 360 console or redownload it](#).

Solution 4: If you have two-step verification enabled, use your app password to sign in on the console

If you have two-step verification enabled, you may be getting this error because you need to sign in with an app password.

To see whether you have two-step verification enabled, do the following:

1. Sign in to your [Microsoft account](#).
2. Under **Security & privacy**, select **More security settings**.
3. Under **Two-step verification**, do one of the following:
Turn on two-step verification:
 - a. Select **Turn on two-step verification**.
 - b. Click **Yes** to confirm.

Turn off two-step verification:

- c. Select **Turn off two-step verification**.
- d. Click **Yes** to confirm.

If you have two-step verification enabled and want to keep it on, you'll need to create and sign in with an app password on the Xbox 360 console. Here's how:

1. Sign in to your [Microsoft account](#).
2. Under **More security settings**, scroll down to **App passwords**.
3. Select **Create a new app password**.
A new app password is generated and appears on your screen.
4. When you're prompted for your Microsoft account password on your Xbox console, enter the app password you created online.

Solution 5: If you used a third-party email account as your Microsoft account, make sure you're using the correct password

You can use any email account to create a Microsoft account. If you use a third-party email account (such as Gmail or Yahoo), you may have set up a password for your Microsoft account that's different from the password you use to access your email. If you can still access your Gmail or Yahoo email but can't use that same password to access your Microsoft account, you might have used a different password. If you've forgotten the password for your Microsoft account, you'll need to [reset your Microsoft account password](#).

Solution 6: Try clearing and re-entering your username and password

When you're prompted to sign in on the console, your password might be auto-populated in the Password field. If this happens, clear the characters that appear in the Password field, and then enter the correct password.

You're asked to update your account when downloading your Xbox Live profile

We may ask you to update the information for your Microsoft account when you download your Xbox Live profile on your console. This is because some information was not included when you created your account.

You may be asked to provide the following when you sign in on your console:

- **First and last name:** This lets us personalize your experience on Xbox and other Microsoft services. It also helps us verify your identity if your account is compromised, or if you forget your password.

- **Date of birth (DOB):** Xbox has a global policy that users under the age of 18 must have parental permission to create an account. Additionally, we must comply with child privacy requirements in the United States and South Korea. Therefore, we require a date of birth for all accounts.
- **Security information:** When you make sensitive financial or credential changes to your account, we need to make sure that it's you making the changes. To do this, we'll send you a security code by phone or email.

Xbox One

When prompted to update your Microsoft account information while using your Xbox One, follow the instructions displayed on your console. Additionally, you can sign in to your Microsoft account at account.microsoft.com to complete the necessary account updates. See the instructions below.

Xbox 360

Here's how to update your Microsoft account information for Xbox 360:

1. In a browser, go to account.microsoft.com.
2. If needed, sign in to the Microsoft account you want to change.
Note If you don't know your Microsoft account email address or password, use the [Lost Account Solution](#) or the [Lost Password Solution](#).

To add your name:

1. From the Account page, select **Edit name** under **Hello!**.
2. Enter your first and last names, and then select **Save**.

To add your date of birth:

1. Go to **Your info**.
2. Select **Edit your personal information**. You may be asked to verify your identity by re-entering your password or a security code we'll send to your alternate email or phone.
3. Change your birthdate, and then select **Save**.

For child accounts, in some regions

If the birthdate on a Microsoft account says that it belongs to a child, there are different steps to take in regions such as the United States of America and the Republic of Korea, and other regions that regulate what children can do online.

1. Using the parent's Microsoft account, sign in to your [Family](#) page on the Microsoft account website.
2. Select **Manage my child's profile info**.

3. For the child's account that you want to change, select **Edit this child's personal info** and then follow the instructions.

Add or confirm your verification information

To add or confirm the phone number or alternate email address you use to verify your identity, follow these steps:

1. Select **Security**.
2. Select **Update info**
3. If you're using a phone number, select your country, enter your telephone or text number in the third box down, select either **Text** or **Call** under **Verify phone via**, and then select **Next**.
 - o If you're using an alternate email address, enter the email address, and then select **Next**.
4. Enter the code you received from the text or email sent to the number or email address you provided, select **Next**, and then follow the instructions to verify your identity.

"Another user on this device uses this Microsoft account, so you can't add it here" error on Xbox One

You get the following error message when you try to add your Microsoft account to an Xbox One console:

<[YourName@email.com](#)> is here already

Another user on this device uses this Microsoft account, so you can't add it here

Solutions

To resolve this problem, try the following solutions.

Solution 1: Check to see if your account is already on the console

1. Press the **Xbox** button to open the guide.
2. Select **Sign In**.
3. Scroll through the gamertags to find yours.
4. Select **Sign in** under your gamertag.

Solution 2: Remove and redownload your profile

If you were unable to sign in to your account, you will have to remove and re-add it to the console.

Step 1: Remove your account from the console

1. Press the **Xbox** button to open the guide.
2. Select **Settings**.
3. Select **All Settings**.
4. Under **Account**, select **Remove accounts**.
5. Select your account, and then confirm removal.

Step 2: Restart your Xbox One console

1. Press the **Xbox** button to open the guide.
2. Select **Settings**.
3. Select **All Settings**.
4. Under **Account**, select **Restart console**.

Step 3: Re-add your account to the console

1. Press the **Xbox** button to open the guide.
2. Select **Sign in**.
3. Select **Add & manage**.
4. Select **Add new**.
5. Enter your Microsoft account email address and password.
6. Follow the instructions on the following screens to finish personalizing your settings.