

SFXAdmin Error - User doesn't exist

- **Product:** SFX
 - **Product Version:** 4
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local
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Description

When submitting a form via the 'Send to Ex Libris' or the 'KnowledgeBase Change Requests' sections in order to create a new case about change requests, the following error appears:

User doesn't exist

Error code is: 101

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Resolution

Probably one of the parameters in the sfx_crm.config file is wrong.

Please refer to the [Integrating Salesforce and SFX](#) article and verify all the parameters are correct, quoted and separated by TAB.

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- **Article last edited:** 24-Jan-2017