

## SalesForce 6.0 Cannot login agent. Error [CanGetAgent] Pkey not found

### PROBLEM

A Sales Force agent is unable to log into the connector.

### SYMPTOMS

The Sales Force Connector shows error: **.NET [CanGetAgentPKey] Value cannot be null. Parameter name: source||**

Clearing of **pfds**cache and restarting Sales Force does not resolve issue.

### CAUSE

At some point the Agent and Extension have been associated to different Employee entries (most likely via a Telephone System Synchronization).

### RESOLUTION

Reassociate the Agent and Extension to the same Employee.

1. Open **YourSite Explorer**
2. Go to **Employee** and find the secondary entry in the list (if created by a Telephone System Synchronization, the employee reporting number will match the extension reporting number)
3. Go to the **Extensions** tab and move the extension back to the **Available members** pane on the left with the arrow button.
4. Go to the correct Employee entry in the list
5. Select the extension in **Available members** and click the arrow to move it to **Selected members** on the right.

### APPLIES TO

CCM 6.0

**Keywords:** SalesForce Sales Force SFDC login log in

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