

Salesforce Error: Create Case - No selected contact: Contact ID or Contact has an invalid or missing email address: Contact ID

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Errors

Create Case - No selected contact: Contact ID

Create Case - Contact has an invalid or missing email address: Contact ID

These two errors are similar in nature and resolution.

If you are receiving these errors, it is most likely because you're trying to create a Case object and you do not have an email field mapped.

Case objects have an invisible trigger on the Salesforce side that fires based on the email field of the Contact object. If the Case object isn't associated with a contact, then that trigger fails with this error.

Resolution Options

1. Associate a contact with the case.

The screenshot shows the 'Create Case' configuration screen in Salesforce. At the top, there are two dropdown menus: 'Create' and 'Case'. To the right of these is a tip: 'Tip: Missing an object? Try refreshing the list.' Below this is a checkbox labeled 'Skip this step if...'. The main section is titled 'FIELD MAPPING' and contains the instruction: 'Select the Salesforce fields that will receive data from your form.' This section is divided into two columns: 'THESE SALESFORCE FIELDS:' and 'GET THEIR VALUE FROM:'. Under 'THESE SALESFORCE FIELDS:', there is a dropdown menu with 'Contact ID' selected. Under 'GET THEIR VALUE FROM:', there is a dropdown menu with 'the id of an object above' selected, and below it, a list of objects with '1. Contact' selected. To the right of the 'GET THEIR VALUE FROM:' dropdowns are two buttons: a trash icon and a blue checkmark button.

2. Turn off the **"Trigger other emails"** at the bottom of the connector:

Salesforce Emails & Rules Options

- Assign using active assignment rules
- Trigger auto-response rules
- Trigger other emails
- Trigger user emails

You can find more information about [Connector Options and Triggers](#) in our knowledge base.
