

Missing Link: The Relationship Could not be Linked as it Appears to not Exist

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Overview

Users may encounter the following error message in Command Center if their account is not linked to a Person object: *Missing Link: The relationship for the **<field>** **<object>** could not be linked to **<name>** as it appears to not exist.*

This error typically occurs when Command Center tries to associate a Dispatch user with a Person object in Resolver, but cannot find a matching record.

Example

*Missing Link: The relationship for the **Call Taken By Person** could not be linked to **Doe, John** as it appears to not exist.*

In this example:

- **Call Taken By** is the field in Dispatch.
- **Person** is the object type.
- **Doe, John** is the user's name as set in Resolver.



Note:

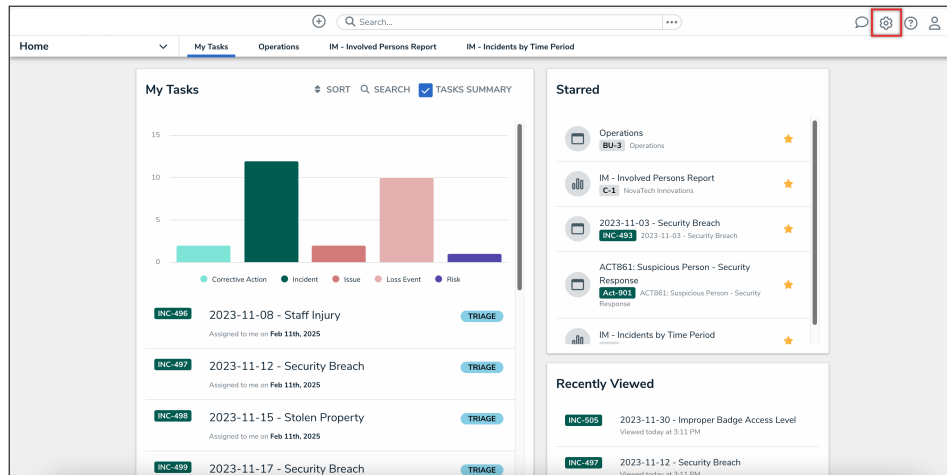
If the Missing Link error message is related to a non-Person object, such as Business Units, Items, Locations, etc., or if you're unable to resolve the issue using the guidance below, please contact [Resolver Support](#) for assistance.

Related Information/Setup

All Resolver and Dispatch users require a user account. For further information, please refer to the [Create a New User](#) article.

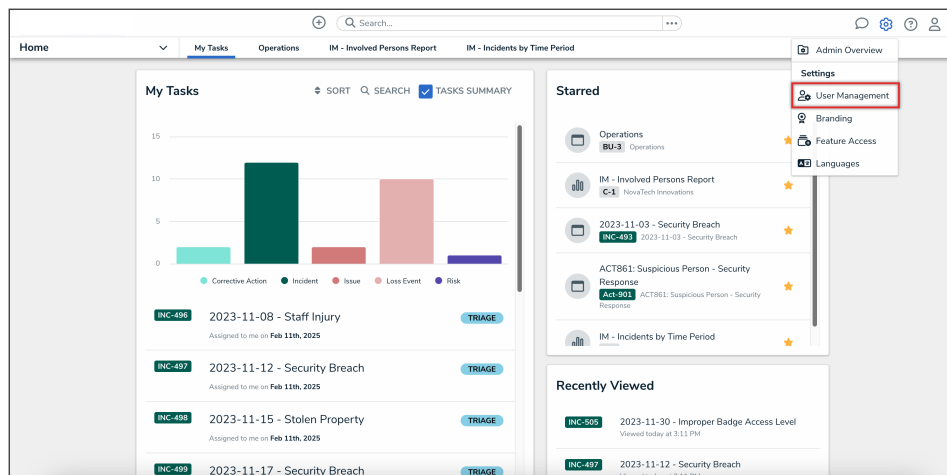
Solving the Missing Link Error

1. From the **Home** screen, click the **Administration** icon.



Administration Icon

- From the Administrator settings menu, click the **User Management** link.



Administrator Settings Menu

- On the **User Management** screen, from the list of users, click the user whose account you want to check.
- In the **User Memberships** card, from the **User Groups** tab, confirm if the user is part of the **Dispatch Users** user group.
 - If the user is not part of the **Dispatch Users** user group, please refer to the [Assigning a User to a User Group Through the User Profile](#) article to add them.

User Memberships Card

5. From the **Home** screen, [search for the Person object associated with the user](#).
 - If a Person object hasn't been created for the user, please refer to the [Create a New Dispatch User](#) article to create one.

Search

6. From the user's Person object, ensure that the user's name appears in the **Dispatch User** field on the form.
 - If the user name in the **Dispatch User** field is incorrect, delete the current user, begin typing the name of the correct user, and select it from the list.
 - If the user name in the **Dispatch User** field is empty, begin typing the name of the user and select it from the list.

The screenshot shows the Resolver application interface for a user profile named 'Test Officer'. The page has tabs for 'Details', 'Relationship Graph', and 'History'. The 'Details' tab is active. The form includes fields for Photo, First Name (Test), Last Name (Officer), Date of Birth, Gender, Person Type, Email 1, and Phone Number 1. A 'Dispatch User' field is highlighted with a red box; it contains a search icon, the text 'Test Officer', and a close icon. At the bottom of the form is a button labeled 'FULL PERSON RECORD'.

Dispatch User Field

Once these steps are complete, the system will begin applying these changes for newly created Activity objects.

Important Notes

- To prevent the Missing Link error from occurring in the future, we recommend following these steps for every new Dispatch user you add to Resolver:
 1. [Create a new Resolver user.](#)
 2. [Add the user to the Dispatch Users user group.](#)
 3. [Create a new Person object.](#)
 4. [Configure the new user in Dispatch.](#)
- Once the above solution is applied, the Missing Link message will no longer appear for **new** Activity objects associated with the user. However, existing Activity objects which display the Missing Link message will not be updated.
- You may notice that reports that contain Person objects may update after the above solution is applied to accurately display the data in your Org.