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## TCC: Employee Import Error "The System Could Not Find the User Using the Specified Search Criteria" (Doc ID 1047682.1)

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### APPLIES TO:

Oracle Taleo Platform Cloud Service - Connect - Version 12A and later  
Oracle Taleo Recruiting Cloud Service - Version 15A and later  
Information in this document applies to any platform.

### PURPOSE

This article covers the TCC employee import error

The System Could Not Find the User Using the Specified Search Criteria

### DETAILS

The above error occurred during an Employee import. Possible causes include:

- The candidate specified to be linked to the employee record was not found in the zone.
- The user specified to be linked to the employee record was not found in the zone.

An Employee import has certain parameters that represent Candidate/User to be linked to the Employee record. If the values specified for these parameters do not find the Candidate/User in the zone the error will occur.

The import parameters that can be used to link an employee to a Candidate are:

Parameter	Name	Path in the Candidate entity
CSUserKeyAsInteger	Candidate ID, Candidate number	Number
CSUserUserName	Candidate UserName	Credentials,Username
CSUserEmployeeId	Candidate Employee ID/number	EmployeeNumber

The import parameters that can be used to link an employee to a User are:

Parameter	Name	Path in the User entity
UserUsername	User UserName	UserAccount,Loginname

UserEmployeeId	User Employee ID/Number	EmployeeID
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**Note:** The SmartOrg Data Dictionary covers the above parameters for the Employee service in the "Taleo Connect Client Services" section,

#### *Example 1*

The import file has a column for parameter CSUserEmployeeId. The data file contains value ABC123, but there is no candidate with that Employee Number in the zone and therefore the error occurs.

To resolve the error, use the correct value in the data file to point to the value used by the relevant existing candidate. If no candidate exists then this parameter should not have a value in the data import file.

#### *Example 2*

The import file has a column for parameter UserUsername. The data file contains value ABC123, but there is no user with that username, therefore the error occurs.

To resolve the error, use the correct value in the data file to point to the value used by the relevant existing user. If no user exists then this parameter should not have a value in the data import file.

**NOTE:** TCC is case sensitive. If the user's UserName is specified as Test123, but in the zone it is really TEST123 then the import will not find the user.

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