

Troubleshooting SalesInsight

Fluorine

SalesInsight FAQs

If the number of Apex jobs scheduled in your Salesforce org exceeds the maximum number of allowed jobs, then those additional jobs that exceed the maximum will not run. The default value for the max Apex jobs in your Salesforce org is set to 5. This value is set in order to prevent Apex jobs from impacting the overall performance of your org. To change your max number of Apex jobs, navigate to Setup > Custom Settings > Manage ReplicatorJobSettings > Edit. For more information on Salesforce Apex job maximums and intervals, see [change Salesforce job intervals](#).

The screenshot shows the Salesforce Setup interface with the 'Custom Settings' search term entered. Under 'Custom Code', 'ReplicatorJobSettings' is selected. The 'Edit ReplicatorJobSettings' page is displayed, showing three configuration fields: 'Max Apex Jobs' (set to 10), 'Share Job' (set to 35), and 'Subscribe Job' (set to 65). Red annotations with arrows point to each of these fields, each accompanied by the text 'Type a custom value for [job type] jobs'.

After modifying a Salesforce Apex trigger, there are several points you should check to ensure that data will be shared out of Salesforce properly:

1

Check that your **Queue ID** (2nd parameter in the **pspOutMessage** function) matches the Queue ID for the [shared queue you created in Salesforce](#).

To locate the Queue ID for your shared queue in Salesforce Lightning, navigate to **Perspectium Replicator > Queues**. Then, click the Queue Name of the shared queue whose ID you want to locate. On the resulting page, the shared queue's Queue ID will be the alphanumeric code displayed in the page URL immediately following **/persp_PSPQueue_c/** and preceding **/view**.

The screenshot shows the Perspectium Replicator Queues page in Salesforce Lightning. The URL in the browser bar is highlighted with a red box and labeled 'Queue ID in Salesforce Light'. The URL is `https://na85.lightning.force.com/lightning/r/persp_PSPQueue_c/ca011U000006p7HxQAl/view?0.source=alohaHeader`. The page displays a table with a single row for a queue named 'psp.in.siam.provider.salesforce'.

To locate the Queue ID for your shared queue in Salesforce Classic, choose **Perspectium Replicator** from the dropdown in the uppermost right-hand corner of the screen. Then, click **Queues** and click the Queue Name of the shared queue whose ID you want to locate. On the resulting page, the shared queue's Queue ID will be the alphanumeric code displayed in the page URL immediately following **/PSPQueue?id=** and preceding **&**.

Queue ID in Salesforce Classic

The screenshot shows the Perspectium Queue ID in Salesforce Classic interface. The URL in the browser's address bar is <https://persp.na85.visual.force.com/apex/PSPQueue?id=a011U000006p7Hx&sfdc.override=1>. A red arrow points to the URL bar, highlighting the Queue ID 'a011U000006p7Hx'. The interface includes a navigation bar with Home, Dynamic Shares, Bulk Shares, Queues (selected), Perspectium Jobs, Inbound Messages, Outbound Messages, Perspectium Logs, Properties, and Help. Below the navigation bar is a sub-menu for Queues with options like Create New..., Recent Items (showing Timothy Nguyen), and Recycle Bin.

NOTE: The Queue ID in Salesforce Lightning will be an 18-character code, while the Queue ID in Salesforce Classic will be a 15-character code.

2

Check that your **triggerWhere** variable's value is set to the correct Base64 encoded SOQL query. To Base64 encode/decode your SOQL query, see [Base64 Decode and Encode](#).

3

If using a **Queue Alias**, check that the Queue Alias (2nd-to-last parameter in the **pspOutMessage** function) matches the Queue ID for the [shared queue you created in Salesforce](#).

Apex Triggers

The screenshot shows the Salesforce Setup Apex Triggers page. The trigger name is PSP_test_CaseComment_CaseTrigger. The Apex Trigger Edit screen displays the trigger code:

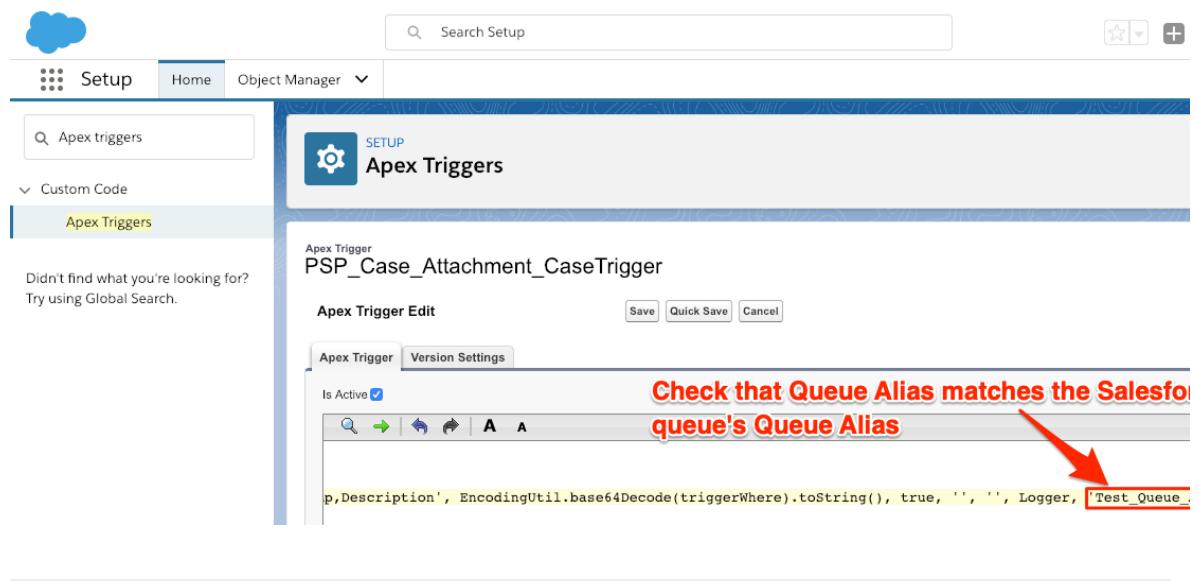
```

trigger PSP_test_CaseComment_CaseTrigger on CaseComment(after insert, after update) {
    persp.PSPLogger Logger = new persp.PSPLogger('PSP test CaseComment CaseTrigger', false);
    String triggerWhere = 'UGFyZWs0SWQgaW4gKHNlbGVjdCBJZC8mcn9tIENhc2Up';
    persp.PSPUtil.createPspOutMessage('CaseComment', 'a011U000005GILHQAO', 'Id, ParentId, IsPublished, CommentBody,
}

```

Annotations in red highlight specific parts of the code:

- A red arrow points to the triggerWhere query: `String triggerWhere = 'UGFyZWs0SWQgaW4gKHNlbGVjdCBJZC8mcn9tIENhc2Up';` with the annotation "Check that Base64 enc query is correct".
- A red arrow points to the Queue ID in the `createPspOutMessage` call: `'a011U000005GILHQAO'` with the annotation "Queue ID must match shared queue's Que".



Similar topics

- Configure Perspectium Replicator as a Salesforce connected app
- SalesInsight for ServiceNow incidents and Salesforce cases
- Install the Perspectium Package for Salesforce
- Configure Salesforce remote site settings
- Configure Perspectium properties for Salesforce

Contact Perspectium Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com