

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. On the left, the 'Setup' menu is open, and 'Custom Settings' is selected. The main content area is titled 'ReplicatorJobSettings Edit'. Below the title, there are three input fields: 'Max Apex Jobs' (10), 'Share Job' (35), and 'Subscribe Job' (65). Red arrows point to each field with text: 'Type a custom value for max Apex jobs', 'Type a custom value for share jobs', and 'Type a custom value for subscribe 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:

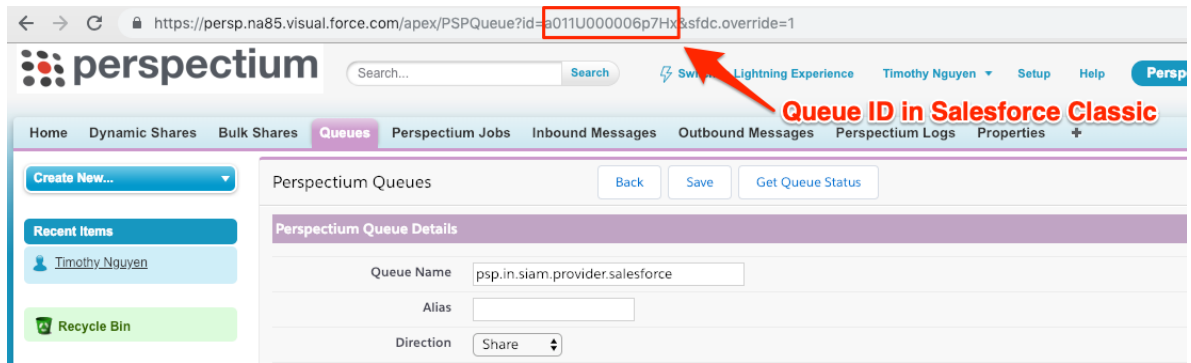
1

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 Salesforce Lightning interface. The URL bar at the top displays the URL: `https://na85.lightning.force.com/lightning/r/persp__PSPQueue__c/a011U000006p7HxQA/view?0.source=alohaHeader`. The Queue ID `a011U000006p7HxQA` is highlighted in red. Below the URL, the 'Perspectium Queue Details' form is shown with fields for Queue Name, Alias, and Direction.

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 **&**.



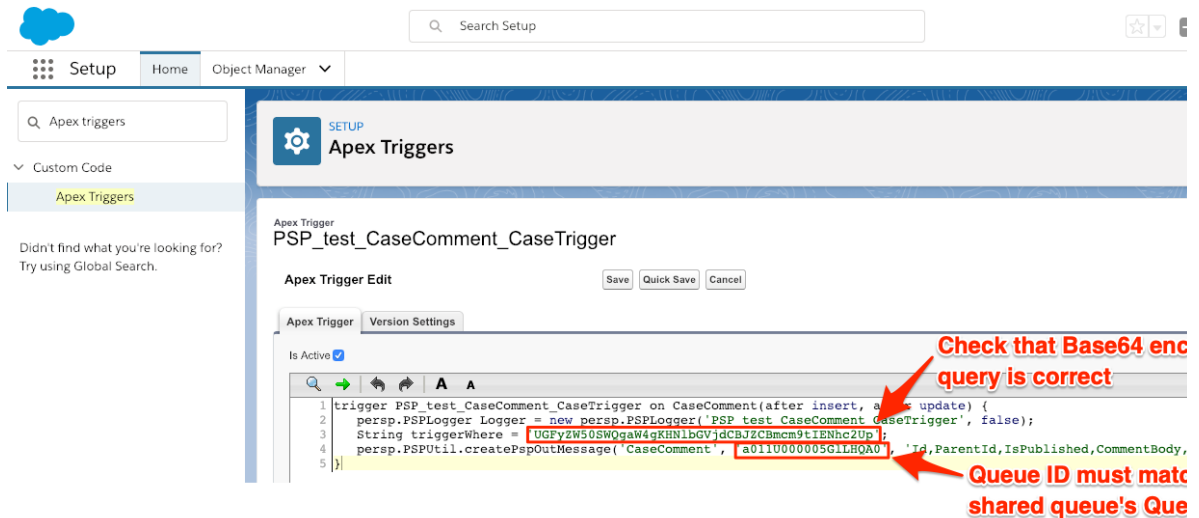
NOTE: The Queue ID in Salesforce Lightning will be an 18-character code, while the Queue ID in Salesforce Classic will be a 15-character code.

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](#).



Setup Home Object Manager

Search Setup

Apex triggers

Custom Code

Apex Triggers

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Apex Trigger

PSP_Case_Attachment_CaseTrigger

Apex Trigger Edit

Save Quick Save Cancel

Apex Trigger Version Settings

Is Active ☒

Check that Queue Alias matches the Salesforce Queue Alias

Test_Queue_

Similar topics

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- [SalesInsight for ServiceNow incidents and Salesforce cases](#)
- [Install the Perspective Package for Salesforce](#)
- [Configure Salesforce remote site settings](#)
- [Configure Perspective properties for Salesforce](#)

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