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.



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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 **&**.

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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.

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.

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.

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Contact Perspectium Support



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