

# Comments Sync Fails

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## Problem

Sometimes comments from specific objects are not getting synced and the following error message appears:

### Error detail:

```
An error occurred while creating comment with body {"body":{"messageSegments":[{"type":"Text","text":"User commented: Comments"}],"feedElementType":"FeedItem","subjectId":"01t090000004myLAAQ"} for Product2 01t090000004myLAAQ. Please, try again or contact Exalate support team.
```

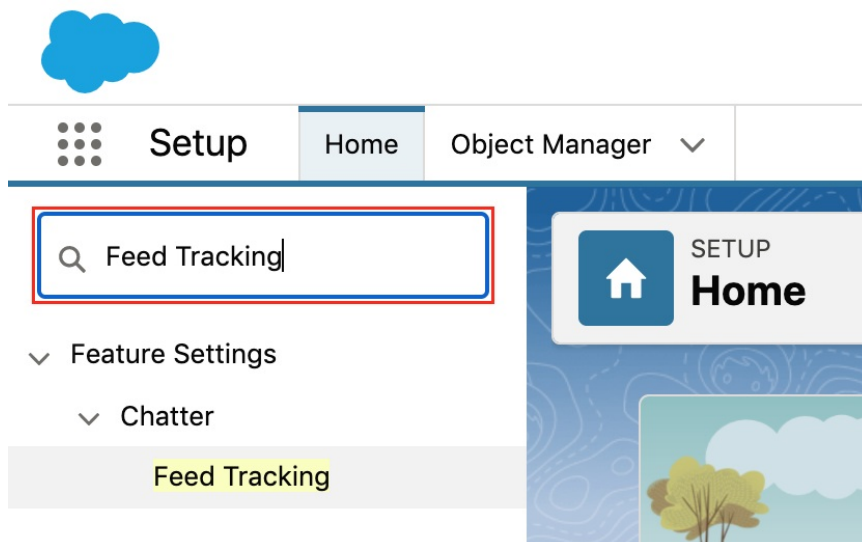
## Cause

Comment sync fails if the object that is getting synced does not have feed tracking enabled. There are several objects in Salesforce that have feed tracking disabled by default.

## Solution

You have to enable Feed Tracking for the required object in Salesforce:

1. Click the Setup icon in your Salesforce instance
2. In a Quick Search field type **Feed Tracking**



3. Find the object you are trying to sync
4. Enable Feed Tracking for the object

**SETUP**  
**Feed Tracking**

Resource Absence  
Resource Preference  
Return Order  
Return Order Line Item  
Service Appointment  
Service Contract  
Service Resource  
Service Resource Skill  
Service Territory  
Service Territory Member  
Service Territory Work Type  
Session Hijacking Event Store  
Site 0 Fields  
Skill Requirement  
Solution  
**Task**  
Threat Detection Feedback  
Topic 1 Field  
User 6 Fields  
Work Order  
Work Order Line Item  
Work Type  
Work Type Group Member

**Fields in tasks**  
Save Cancel  Enable Feed Tracking Restore Defaults

You can select up to 10 fields.

Assigned To	<input type="checkbox"/>	Comments	<input type="checkbox"/>
Completed Date	<input type="checkbox"/>	Due Date	<input type="checkbox"/>
Name	<input type="checkbox"/>	Priority	<input type="checkbox"/>
Related To	<input type="checkbox"/>	Status	<input type="checkbox"/>
Subject	<input type="checkbox"/>	Type	<input type="checkbox"/>

You can also display feed activity for related objects.

All Related Objects

Save Cancel  Enable Feed Tracking Restore Defaults

Product

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