

# Comments Sync Fails

Last Modified on 12/30/2025 11:36 am EST

## 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 01t09000004myLAAQ. Please, try again or contact Exalate support team.
```

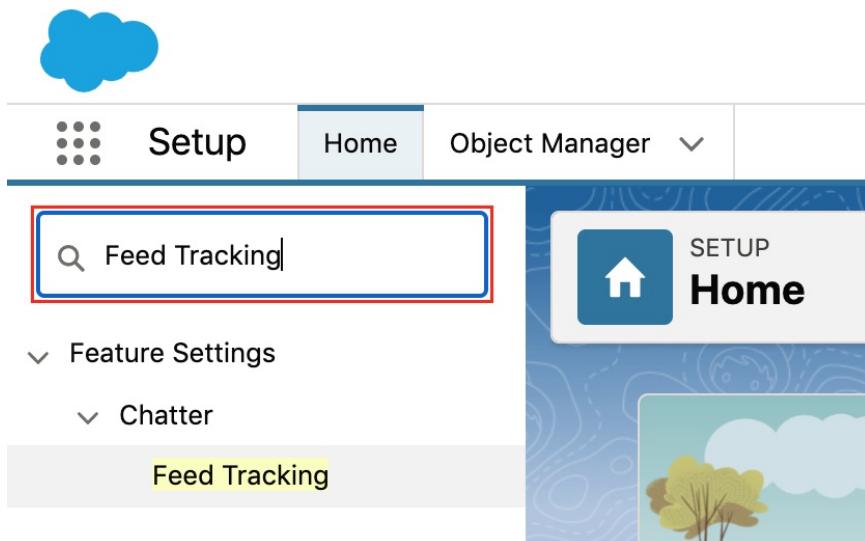
## Cause

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	Fields in tasks
Resource Preference	<input type="checkbox"/> Enable Feed Tracking
Return Order	<input type="button"/> Save <input type="button"/> Cancel
Return Order Line Item	<input type="button"/> Restore Defaults
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	
<b>Task</b>	
Threat Detection Feedback	
Topic	
Work Order	1 Field
Work Order Line Item	6 Fields
<b>Product</b>	
About Us	
Release History	
Work Type Group Member	
<b>Glossary</b>	
API Reference	
Security	

[5. Save changes](#)

[Pricing and Licensing](#)

## Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

## Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)