

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.

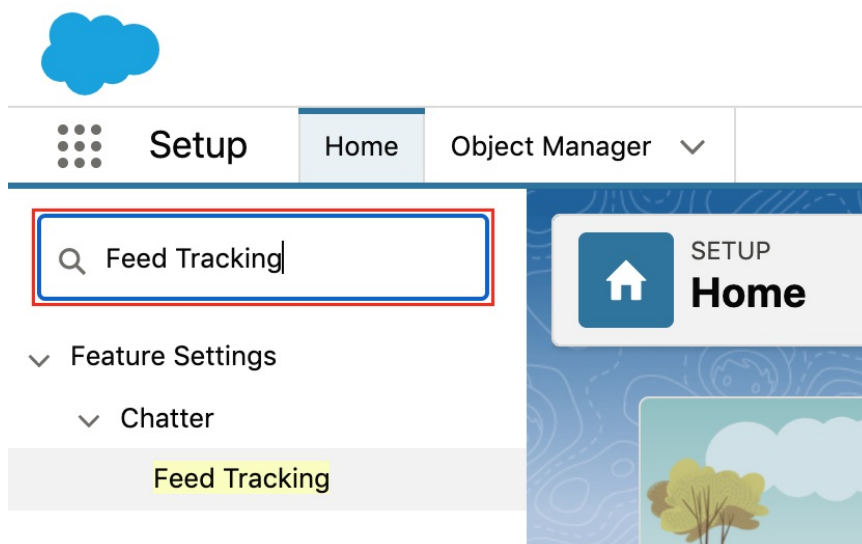
Cause

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

Work Order

6 Fields

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

Completed Date

Name

Related To

Subject

Comments

Due Date

Priority

Status

Type

You can also display feed activity for related objects.

All Related Objects

Save Cancel

☒ Enable Feed Tracking

Restore Defaults

Product

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