

Update Source from Database to Salesforce

Issue 1 : How to update Salesforce using update source when there are no fields to map with the External ID of Salesforce from a Database table.

Description: This happens when you try to integrate from Salesforce to Database. Let us say there is no External ID of Salesforce to map with primary key of a table in a Database. If so then, you cannot update status back to Salesforce.

Resolution : Create a Rule that will process data from Salesforce to Database along with Salesforce ID. Then, add one more Rule and use Update operation to bring back the Salesforce ID from the Database. By so doing, we can successfully update the status back to Salesforce.

Issue 2 : Can we map the External ID of Salesforce with the primary key of a Database table to update back the status of Salesforce?

Description : Lets say we have an External ID field on Order object in Salesforce (Order_external_ID__c). A DBSync user would like to map it with SeqNo (auto generated primary key) field of a Database table. So, whenever a new order is inserted into a Database, DBSync gets SeqNo to update back to Salesforce on success map that, in turn, will not be visible in Salesforce.

localhost:8080/cw/getstate/LoadOrderToMYOB

PICKEDCOUNT	"0"
PROCESSFINALISATION	"0"
REFERENCE	
RELEASECOUNT	"0"
SalesforceID	VALUE("Id")
SALESNO	
SEQNO	VALUE("Order_External_Id__c")
SHIP_COMPLETE	"N"
STATUS	VALUE("Status__c")
SUBTOTAL	VALUE("TotalAmount")

Resolution : Since SeqNo field is an auto number in Database, we advise that you do not map it with External ID of Salesforce. This is because, an auto generated ID can not hold the value we provide externally. You should only map the ExternalID (Order_external_ID__c) to some other field in a Database. Then, after sync, you can get the field value that can be used to update back to Salesforce.