Informatica® LLC
Customer 360 for Salesforce
Spring 2022 Version 7.240
Release Notes (7.240)
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Contents

Read the *Informatica® Customer 360 for Salesforce Release Notes* to learn about the fixed limitations and known limitations of the release.

Fixed Limitations

The following table describes fixed limitations:

Reference Number	Description
CC-3373	For a Person account, if you add the Account Name field in the merge settings, the merge job fails with the following error: `Error - OP_MERGE - Unable to create/update fields, while running the "Merge Account" Job, when "Account Name" field is included`

CC-3349	After you upgrade to version 7.xx from 6.xx, if you import the merge settings from field sets, you get the following error:
	`Error is in expression '{!runMergeUtil}' in page dse:ds_sw_0500_mergesettings:`
	`Class.DSE.DS_DataScoutLibrary.convertMergeFieldSetIntoSurvRules: line 2944, column 1`
	`Class.DSE.DS_SetupWizardController.runMergeUtil: line 462, column 1`
	
	`An unexpected error has occurred. Your solution provider has been notified. (DSE)`
	The debug log shows the following error:
	`VF_PAGE_MESSAGE|Custom Setting Name too long: Account#<field_name>`

Known Limitations

The following table describes known limitations:

Reference Number	Description

CC-3384	In Lightning Experience, when you configure field sets for a person account , you cannot drag the fields from the **Field Set Properties** section to the **In the Field Set** section. You can find the Person Account Field Set setup tool in the Setup Wizard.
	
	Workaround: Perform the following tasks:
	1. Create a custom field set with the set of fields you want to use.
	2. From the Setup Wizard, click **Field Set**.
	3. From the **Account Field Sets** section, override the default field sets with the new custom field set for the following fields sets:
	  - Duplicate Person Account List Fields
	  - Person Account Merge Fields
	  - Person Account Search Fields
	  The person account records in the Lightning Scout page use the new custom field set.

CC-3275 CC-3263	In Lightning Experience, if you select records for a manual review and merge after you run the duplicate batch job, the merge rules do not apply properly. Workaround: You must manually select the master record and field values for the merge process.
CC-3259	In Lightning Experience, when you run a duplicate batch job for a cluster with duplicate records more than the segmentation limit, the match scores might not appear and the Manual Review flag might reset. Workaround: You can increase the segmentation limit for the batch job.
CC-2863	In Lightning Experience, when you try to get a consolidated view of a person account, the following error occurs: `Attempt to de-reference a null object` Workaround: Perform the following tasks: 1. Go to **Setup** > **Object Manager**. 2. Select **Master Bean** > **Field Sets** > **Master Bean Detail Fields**. 3. Add the Account field to the field set. 4. Click **Save**.
CC-2848	In Lightning Experience, when you run a DaaS batch job after you merge duplicate records, a null pointer exception appears. Workaround: Perform the following tasks: 1. Open the merged account. The account details page appears. 2. In the **Event Queues** section, click the down arrow against the event queue entry, and select **Delete**. 3. Run the DaaS batch job.
CC-2810	When you search for duplicate records, the result shows current record as a duplicate record.
CC-2270	In Lightning Experience, when you hover over a hierarchy node above level 25, the information summary of the node does not appear completely.

Reference Number	Description
CC-2221	In an account page that uses the Lightning hierarchy component, when you edit a hierarchy, if you refresh the browser, you get the following error message: `A Component Error has occurred!` You can close the error window and then open the account page again. Workaround: To refresh the hierarchy, use the **Refresh** icon in the Hierarchy section.
CC-2197	In a person account-enabled organization, after you edit a hierarchy, the hierarchy specific fields of the impacted accounts are not updated. Workaround: 1. Open the synchronisation settings of the person account object. 2. If you have any boolean contact custom fields mapped, map them to text fields.
CC-1822 CC-1820	In the Lightning Scout pages, the state, country, and multi-select picklist fields do not display their default values.
CC-1537	In Lightning Experience, if you edit a hierarchy, you might not get the expected results. Workaround: Use Salesforce Classic to edit hierarchies.

CC-1536	In Lightning Experience, under **Consolidate View** > **Data Sources**, if you use the default **Bean List Fields** field set, the records fields with the highest priority in the data source settings are not highlighted.
	Workaround: Perform the following tasks:
	1. Go to the Setup Wizard.
	2. Click **Field Sets**.
	3. Under the **Bean Field Sets** section, perform one of the following tasks:
	  - Configure the **Bean List Fields** field set.
	  - Override the default **Bean List Fields** field set.

CC-473	When two or more potentially matching records are concurrently added, the matching job that runs synchronously might return the following error message: `UNABLE_TO_LOCK_ROW, unable to obtain exclusive access to this record` You can safely ignore the error message.
CC-345	If you set the time delay of suggestions to appear from the address verification service to a value lower than the default value of one second, multiple calls might be made to process one address. If the number of calls exceeds the maximum tries allowed, the address verification service considers it a new transaction. Workaround: From the Setup Wizard, increase the time delay for the address suggestions to appear.
CC-342	If the data from the Salesforce object fields exceeds the size of the service fields to which they are mapped, the DaaS job fails when processing such requests. Workaround: Adjust the mapping of the Salesforce object fields to the service fields.
CC-333	You can create multiple DaaS job templates with the same name.
CC-302	When you create a Data as a Service (DaaS) job template, if you select a Boolean, Double, Integer, Percent, Date, DateTime, or Currency field as a column filter and do not specify a value for the field, you get the following unclear error message: `expecting a colon, found ')'` Workaround: Specify a value for the field.

Reference Number	Description
CLD-1412	When you search for nodes in a hierarchy, you do not get any result if the selected root node is an external bean and the hierarchy has some account beans. Workaround: Select an account bean in the hierarchy and search for nodes in the account page of the selected bean.
CLD-1227	When you run the duplicate bean check job, you get the following error: `duplicate value found: DSE__DS_Pair_ID__c duplicates value on record with id: a1AC0000007hxqS` Workaround: Reduce the query limit.
CLD-989	CC360 does not support relationship fields in field sets. However, a few hierarchy field sets can use relationship fields for display purposes.
CLD-790	During asynchronous hierarchy cloning recovery, CC360 does not update the number of beans field in a master bean.
CLD-789	If cross pairs exist in duplicates and you run the Merge Accounts batch job, the Items Processed field displays an incorrect count.
CLD-714	A failed batch job might remain with Running status in the batch queue manager. Workaround: CC360 sets the batch job status to Failed after five minutes.
CLD-667	Asynchronous batch processing can stop responding during a hierarchy split operation, an ultimate parent name change operation, or a hierarchy type change operation for hierarchies with more than 100 levels. If Apex debug logs are enabled, the following error appears in the logs: `'FATAL_ERROR|Internal Salesforce.com Error'` Workaround: Decrease the Hierarchy Batch Size Limit parameter in the Data Scout custom settings.
CLD-519	When you rename the company name of a node that is within a branch that you have moved and asynchronous hierarchy processing is not complete, the following error might infrequently occur: `Account Update: Hierarchy update in-progress. Please wait till hierarchy Sync completes.` Workaround: Change the company name after the current batch chunk processing completes.
CLD-625	If you have comparison log generation enabled, you might encounter the UNABLE_TO_LOCK_ROW issue when you run the Duplicate Check batch job and Matching batch job simultaneously. Workaround: Rerun the batch jobs. Allow one batch job to complete before you launch the other batch job.
CLD-550	You cannot delete the root node of a large hierarchy. Workaround: Remove all the child nodes of the root node from the hierarchy. You can delete the root node after it is a standalone node.
CLD-399	When you migrate contacts and leads, only the first portion of the fuzzy segment is created. Workaround: Disable **Quick Cleansing** in the **Synchronization Settings** during the initial data load and during migration.

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