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

Known Limitations

The following table describes known limitations:

Reference Number	Description
CC-2282	In an account page that includes the Lightning hierarchy component, when you click **Customer 360 View** to open the hierarchy page and resize the panes, you get the following error message: `Error in fetching record or record metadata. [Invalid record id]` You can safely ignore the error message.
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.
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.

Reference Number	Description
CC-1563	In Lightning Experience, in the Consolidate View page, under the **Data Sources** section, if you use the default **Bean List Fields** field set, the records fields with the highest priority in the data source setting 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-1537	In Lightning Experience, if you edit a hierarchy, you might not get the expected results. Workaround: Use Salesforce Classic to edit hierarchies.

CC-1463	When you verify an address in the Lightning record creation page and select an address from the suggestions, the page becomes unresponsive.
	Workaround: Create an internal setting named `LTNG Auto Verify Address Suggestions` and set the value to `false`. Use the following syntax to create the custom internal setting:
	`('LTNG Auto Verify Address Suggestion', 'false');`
	The following sample code sets the value of the internal setting to `false`:
	`API_SettingsManager.updateInternalSetting('LTNG Auto Verify Address Suggestion','false');`

CC-1230	In Lightning Experience, if you do not have license to access a CC360 functionality but the Lightning page layouts include Visualforce components for that functionality, you get the following error: `Access denied. Verify whether the Cloud Customer 360 license is valid or Cloud Customer 360 is active.` Workaround: Remove the Visualforce components for the inaccessible components from the Lightning page layout.
CC-476	In the CC360 Visualforce pages for account, contact, and lead, the required fields of the default field sets are not marked as required.
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-388	When you run the Merge Accounts job with the default batch size of 10 and the DaaS Save to Verify option enabled, the job fails with the following error: `Too many SOQL queries: 201` Workaround: Reduce the batch size.
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.

Reference Number	Description
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.
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-1202	In the Salesforce1 scout page for accounts, contacts, or leads, when you click Cancel, the page does not go back to the scout home page. Workaround: To go back to the scout page, tap the Back button.
CLD-1201	In the Salesforce1 scout page for accounts, contacts, or leads, when you click **Create Account**, the Edit Account page appears. After you edit the account details, when you click **Save**, the account is created and a blank page appears. Workaround: To go back to the scout page, tap the **Back** button.
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.

Reference Number	Description
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.

Informatica Global Customer Support

You can contact a Global Support Center by telephone or through the Informatica Network.

To find your local Informatica Global Customer Support telephone number, visit the Informatica website at the following link:
https://www.informatica.com/services-and-training/customer-success-services/contact-us.html.

To find online support resources on the Informatica Network, visit https://network.informatica.com and select the eSupport option.