Oracle Cloud Adapter for Salesforce.com FAQ

1. How do I import Certificates from Salesforce.com?

    Solution: For instructions on how to import certificates from Salesforce.com, please refer to the Salesforce Adapter User Guide.

2. Why am I not able to view/edit CSF key?

    Solution: Currently CSF key view/edit functionality is not implemented in Oracle Cloud Adapter for Salesforce.com. It will be accommodated in a subsequent release.

3. What does the following error mean?
    "Offline data for the enterprise WSDL is not available in the cache".

    Solution: This error could manifest in one of the following scenarios.
    *   If you already selected "Offline Configuration" option for a specific version of the Salesforce.com WSDL (say v 28.0), and if you are trying to use another version of the Salesforce.com WSDL (say v 29.0). In this case, uncheck and check the Offline configuration checkbox to download the metadata of the newer version of WSDL into the cache.
    *   If you checked to use Offline configuration, and the credentials for chosen CSF key are invalid, it will fail to download the metadata with the above error message.

4. Why am I not able to see queryMore operation in the 'SOQL/SOSL' operation's list on Operation configuration page of Oracle Cloud Adapter for Salesforce.com Wizard?

    Solution: queryMore operation is internally supported in Salesforce Adapter. To use queryMore operation, you are required to provide queryLocator value that has been returned as a result of query or queryAll operation, and you can use that queryLocator value in your next invocation to query or queryAll operation, respectively.

5. Why am not able to select more than one object for retrieve operation?

Solution: This is a limitation enforced by Salesforce.com.

6. Why am I not able to see my organization's custom objects in Available objects list on operation configuration page of Oracle Cloud Adapter for Salesforce Wizard?

   Solution: One possible reason for this is that you are using an older version of the Salesforce.com WSDL. Remember to generate a new WSDL for your Organization after you have created or updated any object or field in Salesforce.com.

7. Why am I not able to change operation on operation configuration page of Oracle Cloud Adapter for Salesforce.com Wizard in Edit mode?

   Solution: One Possible reason for this problem is that your adapter is wired to BPEL/Mediator component. In order to change the operation wire should be deleted.

8. Why am I getting the following error?
   "Invalid characters used in bind parameter name".

   Solution: You may be using special characters in bind parameter name.
   Note: Please ensure the bind parameter is separated by a whitespace when using any brackets or curly brackets.

9. Can I edit the retry properties of an already deployed composite?

   Solution: Yes. To edit the same, go to 'Services & References' section of your project in Enterprise Manager FMW Control.
   Select the service name of your Salesforce adapter reference from this section, and click on the properties tab on the subsequent page. Here you can edit the retry properties.

10. Does Salesforce.com Adapter support XA transactions?

    Solution: Salesforce.com adapter does not supports XA transactions.

11. Salesforce.com allows calling applications to send multiple records in a single call. What if one of the records is an erroneous one? Will my composite execution fail?

    Solution: It depends on the value of AllOrNone header configured at design-time. If this is set to true, the the transactions will be rolled back if any one of the records gets error out. If not, then just the faulted record would fail to be processed, however, rest all records would continue to be processed.

12. I am unable to convert a Lead.

    Solution: Make sure that you have the permissions to create, delete and update the following objects - Lead, Account and Opportunity.

13. I cannot perform the approval actions on the selected objects.

    Solution: In the ProcessWorkItem Request, the ID required to perform the approval actions on a particular approval process is that of the WorkItem generated while submitting the object for approval. For instance, if you submitted an opportunity for approval, while performing approval actions for this approval process, you will need the workItemId generated when the ProcessSubmit call was made on that particular opportunity.

14. I am getting "**Unable to get Username/Unable to get Password"** exception at RunTime.

    Solution: Make sure that CSF key being used in the adapter during the runtime is available in credential store. This key should be created inside the CSF Map name SOA.

15. I am getting **"Invalid ID. ID does not belong to the selected object." exception at RunTime.**

    Solution: Ensure that you are providing only the ID's corresponding to the objects selected at the design time for the operation.

16. I am getting **"Bind Parameters' values are missing."** exception at RunTime.

Solution: You have not provided the value of all the bind variables that are defined in query/search string. Please provide the values of all the bind variables.

17. I am getting **"Bind Parameter's value is empty."** exception at Runtime.

Solution: You have entered empty value for the bind variables defined in query/search string. Please enter valid values for all the bind variables.

18. I am getting **"FileNotFoundException"** at Runtime.

Solution: Ensure that the Enterprise WSDL file you have provided is local to your composite project, or, in case you are using MDS, make sure that it is accessible.

19. Where to find known issues of current Salesforce adapter?

Solution: The known issues are described in section 8.5 of the User's Guide for Oracle Cloud Adapter for Salesforce.com.

20. Where can I find samples for the Salesforce.com adapter?

Solution: A separate section is provided for cloud adapters on java.net. Under the Salesforce sub-section, examples are provided for Oracle Cloud adapter for Salesforce.com.

21. How to download Salesforce.com Enterprise WSDL?

Solution: Steps to download Enterprise WSDL are provided in the Appendix A.1 – Generating the Enterprise WSDL of the User's Guide for SFDC Adapter 11g.

22. What should be the minimum Salesforce Edition to use Oracle SOA Adapter for Salesforce?
23.
Solution: All editions of Salesforce.com are supported by Oracle cloud adapter for Salesforce.com.