

## RESOLVING DATA CONFLICTS AND ERRORS IN FORCE.COM FLEX APPLICATIONS

## Summary

Force.com Flex desktop apps run on client machines with Adobe<sup>®</sup> Integrated Runtime (AIR<sup>®</sup>), and operate both online and offline. The ability to operate offline makes them ideal for users who do not always have an Internet connection but still need to access Salesforce.com data. When a Force.com Flex desktop application synchronizes with Salesforce, values in the desktop application might violate validation rules or conflict with changes by other users in Salesforce. To resolve data conflicts and errors:

1. Click the **Resolve** button in the status bar of the Force.com Flex desktop application. The conflict resolution interface appears.

## 🛃 Account Manager \_ 🗆 × Salesforce Conflict Resolution × Salesforce found conflicts while syncing your data. Click buttons or individual values to select the correct data. For more details, you can hover over values Select Most Recent Select All Salesforce Select All Client Clear Selections Record Name Field Name Salesforce Value Client Value - Accounts 1 n United Oil & Gas Corp. Annual Revenue \$864225000 \$ 642000000 1301 Avenue of the 301 Avenue of the Americas Americas Billing Street New York, NY 10017 New York, NY 10019 USA USA 1301 Avenue of the 301 Avenue of the Americas Shipping Street New York, NY 10019 New York, NY 10019 JSA Cancel Continue To Summary

## **Conflict Resolution Interface**

2. If you have conflicts to resolve, the conflict resolution interface displays the Salesforce values and their conflicting Force.com Flex application values in a table. To resolve each conflict, select the correct value in either the Salesforce Value column or Client Value column. Alternatively, use the buttons at the top to quickly select the most recent values, all Salesforce values, or all client values. Hover over values for details.

When you are finished, click **Continue to Summary** if there are no errors in your Force.com Flex application; otherwise, click **Continue to Errors**.

3. If your Force.com Flex application data has errors, the conflict resolution interface displays them in a table. To resolve an error, double-click the value and enter the correct values in the Client Value column.

Click Continue to Summary when finished.

4. The summary lists your changes. Review the changes and click **Finish** to save them to both Salesforce and the Force.com Flex application.

Unresolved conflicts and errors appear again the next time the Force.com Flex application synchronizes with Salesforce.