



# IMPLEMENTING DATA.COM CLEAN FOR ACCOUNTS, CONTACTS, AND LEADS

## Data.com Clean Overview

In addition to finding and adding new accounts, contacts, and leads, Data.com cleans your existing Salesforce data by:

- Locating old information and providing the freshest data to use instead
- Fully populating partial records
- Identifying inactive or duplicate records

Data.com's Clean feature is automatically provisioned when your organization purchases Data.com licenses, but you need to implement the functionality in Salesforce by installing and configuring the Jigsaw for Salesforce AppExchange package. Complete the steps in this guide to seamlessly integrate Clean with Data.com and Salesforce.

### Note:

- Data.com licenses are required to download and install Jigsaw for Salesforce. You can't implement the Clean feature if your organization is using the free version of Data.com.
- If your organization is already using Jigsaw for Salesforce, you can skip the steps in this guide. But you may need to make some configuration changes, described in [Configuring Jigsaw for Salesforce To Support Salesforce Jigsaw Features](#).
- In a future release, the Clean functionality will be fully integrated with Data.com in Salesforce and it won't be necessary to install Jigsaw for Salesforce.

Review the additional Data.com setup steps that are described in [Implementing Jigsaw](#). You can perform these steps before or after you implement Data.com's Clean feature.

## How Data.com Clean Works

After you integrate the Clean feature with Salesforce, Data.com provides two ways to keep your data accurate.

- An automated process that runs four times a day
- The **Clean with Data.com** button on record detail pages, which allows users to update individual records at any time

The automated process checks for data accuracy by scanning Salesforce for new and modified records and comparing the data with Data.com. Depending on how you configure Clean, records that differ from Data.com are either automatically updated or simply flagged so you can review the differences and select the changes that you want. If you're using the automatic update option, you can restrict changes to specific record fields or lock specific records so they can't be cleaned.

Clean scans your data hourly and runs incremental cleans four times every day—at 6:00 a.m., noon, 6:00 p.m., and midnight PST. Each automated cleaning typically takes three hours to finish.

## Preparing to Install the Jigsaw for Salesforce Package

Before installing the Jigsaw for Salesforce package, you must:

- [Remove earlier versions of Jigsaw AppExchange packages](#)

We also recommend that you:

- [Back up account, contact, and lead records in Salesforce](#)

- [Set up a dedicated Salesforce user for Jigsaw administration](#). A dedicated user makes it easier to run reports, track field history, and do other administrative tasks.

## Uninstalling Earlier Versions of Jigsaw Packages

Before you can install Jigsaw for Salesforce, you need to remove earlier versions of Jigsaw AppExchange packages because they contain functionality that conflicts with Jigsaw for Salesforce. These packages include:

- Jigsaw
- Jigsaw Data Fusion v1.x
- Jigsaw Search
- Jigsaw Prospector

 **Note:** If your organization has already installed Jigsaw for Salesforce, you can skip this guide because you don't need to uninstall or reinstall the Base package. However, you do need to uninstall the Jigsaw for Salesforce Extension package and make some configuration changes, as described in [Configuring Jigsaw for Salesforce To Support Salesforce Jigsaw Features](#).

1. Remove Jigsaw custom buttons or links that were added to any page layouts. See [Page Layouts](#) for more information.

 **Tip:** The native Jigsaw feature in Salesforce provides a Get Contacts button for the Account page layout. Add that button while you're removing any custom ones you added.

2. From Setup, enter *Installed Packages* in the **Quick Find** box, then select **Installed Packages**.
3. Click **Uninstall** next to the package that you want to remove.
4. Select **Yes**, then click **Uninstall**.

## Backing Up Account, Contact, and Lead Records in Enterprise, Unlimited, and Performance Editions

Before installing Jigsaw for Salesforce, back up your account, contact, and lead records.

1. From Setup, enter *Data Export* in the **Quick Find** box, then select **Data Export**. Then click **Export Now**. This option is only available if enough time has passed since your last export. You can generate backup files manually once every six days (for weekly export) or 28 days (for monthly export).
2. In the Exported Data section, select the **Account**, **Contact**, and **Lead** checkboxes.
3. Click **Start Export**.  
Salesforce creates a `.zip` archive of `.csv` files, and then emails you when the file is ready. Exports typically finish within 48 hours of submission and large exports are broken up into multiple files.
4. Follow the link in the email or click **Data Export** to download the `.zip` file. `.zip` files are deleted 48 hours after the email is sent. The 48-hour time limit doesn't include weekends, which means if your download file is ready on Thursday at 4 p.m., that file isn't deleted until Monday at 4 p.m.

## Backing Up Account, Contact, and Lead Records in Professional Edition

Before installing Jigsaw for Salesforce, back up your account, contact, and lead records.

Run this process twice—first to back up account and contact records then again to back up lead records.

1. On the Reports tab, click **Create New Custom Report**.
2. Select the appropriate category and report type, then click **Create**.

- **For accounts and contacts:** select *Accounts & Contacts* category and *Contacts & Accounts* report type
  - **For leads:** select *Leads* category and *Leads* report type
3. Customize the report in the report builder.
    - Add all of the data fields to the report by dragging each of the folders from the Fields pane to the Preview pane.
    - Set *Show* to display all records.
      - **For accounts and contacts:** select *All accounts*
      - **For leads:** select *All leads*
    - Set *Date Field* to *Created Date* and set *Range* to *All Time*.
  4. Click **Run Report**.
  5. Click **Save As** and name the report.
    - **For accounts and contacts:** enter *Backup: Contacts & Accounts*
    - **For leads:** enter *Backup: Leads*
  6. Click **Save & Return to Report**.
  7. Click **Export Details**.
  8. Set *Export File Encoding* for your language and set *Export File Format* to *Comma Delimited .csv*.
  9. Click **Export**. In your browser's File Download dialog, save the file to disk.

Use the resulting *.csv* file to restore data, if necessary.

## Setting Up a Dedicated Salesforce User for Data.com Administration

It's a best practice to create a Salesforce user for handling Data.com data synchronization, Data.com-related Chatter posts, and Data.com administration tasks. A dedicated Data.com user makes action reporting easier, reduces potential confusion over data updates, and is easy to identify in history tracking.

1. From Setup, enter *Users* in the *Quick Find* box, then select **Users**.
2. Click **New User**.
3. Create the Data.com user with these settings.
  - *First Name*: leave blank
  - *Last Name*: *Data.com*
  - *Alias*: *Data.com*
  - *Email*: *Your Email Address*
  - *Username*: *Data@YourDomain.com*
  - *Nickname*: *Data.com*
  - *Profile*: *System Administrator* or a profile that has API access and "Modify All" permissions for the account, contact, and lead objects. Alternatively, use a less permissive profile, then create a permission set with these permissions and assign it to the user.
4. Click **Save**.
5. Follow the instructions that you receive in email to log in for the first time and set the Data.com user's password.
6. Optionally, if you have the Data.com logo image file, you can add it to the Data.com user's Chatter profile.

- a. Go to the user's Chatter profile.
- b. Hover over the image and click **Update Photo** or **Add Photo**—whichever appears.
- c. Click **Browse...**
- d. Select the Data.com logo image file.
- e. Click **Save**.

## Integrating Data.com Clean with Data.com and Salesforce

You must be a Salesforce administrator to integrate Data.com's Clean feature.

- [Install Data.com Clean](#)
- [Set the unique Data.com key \(or token\) for your Salesforce organization](#)
- [Enable field history tracking](#)
- [Map custom Data.com lead fields](#)
- [Set field-level security](#)
- [Add the Clean components to existing page layouts](#)
- [Link Data.com to your Salesforce organization and clean your data for the first time](#)

## Installing the Data.com for Salesforce Package

Begin the Clean integration by installing Jigsaw for Salesforce. You can get started when you receive your installation email from Salesforce. Depending on the size of your database, the installation may take several minutes.

1. In the Jigsaw for Salesforce installation email, click the **Base Package** link and log in to Salesforce.
2. Review the package items and click **Continue**.
3. Select `Yes, grant access to these third-party web sites`, then click **Continue**.
4. Review the API access that will be granted to package components, then click **Next**.
5. For Enterprise, Unlimited, Performance and Developer Editions, select the `Grant access to all users` security option, then click **Next**. For Professional Edition, skip this step.
6. Select `Ignore Apex test failures that may cause the installed application not to function properly`, then click **Install**.

## Setting the Data.com Key for your Salesforce Organization

To enable Data.com's Clean feature, create the unique Data.com key (or token) for your Salesforce organization.

1. From Setup, enter `Installed Packages` in the `Quick Find` box, then select **Installed Packages**.
2. Click the **Configure** next to the **Data.com** package name.
3. Click **Set Key**.

The message `Success: You have inserted your Data.com Key!` should appear on the bottom right side of the page. If you don't see it, contact Salesforce Customer Support.

## Assigning Licenses for the Data.com Clean Managed Package

To make Data.com Clean features available to users, including yourself as administrator, assign licenses for the Data.com managed package.

1. From Setup, enter *Installed Packages* in the Quick Find box, then select **Installed Packages**.
2. Next to the Data.com managed package, click **Manage Licenses**.  
The Data.com (Managed) Package Details page lists all users who have assigned licenses for the package.
3. In the Licensed Users related list, click **Add Users**.
  - If you want to add all available users, in the Available Users related list, click **Add All Users**. Added users appear on the package details page in the Licensed Users list.
  - If you want to add individual users, select them from the Available Users list. Their names appear in the Selected Users list. Click **Add**

You can also assign managed package licenses for individual users from their user pages. For instructions, search the Salesforce online help for "Assign Licenses for Managed Packages".

## Enabling Field History Tracking

To enable users to see and revert changes made to your organization's data, we strongly recommend that you set up field history tracking for accounts, contacts, and leads. Tracking is optional for some fields, as identified here.

 **Note:** If you configure the automated cleaning process to update Salesforce records, field history tracking is the only mechanism for restoring previous information.

Repeat this process for each of these objects: Accounts, Contacts, and Leads.

1. From the management settings for the appropriate object, go to the fields area.
2. Click **Set History Tracking**.
3. Enable history tracking.
  - **For Accounts**, select *Enable Account History*
  - **For Contacts**, select *Enable Contact History*
  - **For Leads**, select *Enable Lead History*
4. Set history tracking for these fields.
  - **For Accounts:**
    - Account Name
    - Account Owner
    - Annual Revenue
    - Billing Address
    - Employees
    - Graveyard (optional)
    - Industry
    - Last Checked Backend (optional)
    - Data.com Last Modified Date (optional)
    - Locked (optional)

- Ownership
- Phone
- Ticker Symbol
- Website
- **For Contacts:**
  - Account Name
  - Contact Owner
  - Department
  - Email
  - Graveyard (optional)
  - Last Checked Backend (optional)
  - Data.com Last Modified Date (optional)
  - Locked (optional)
  - Mailing Address
  - Name
  - Phone
  - Title
- **For Leads:**
  - Address
  - Company
  - Email
  - Graveyard (optional)
  - Industry
  - Last Checked Backend (optional)
  - Data.com Last Modified Date (optional)
  - Locked (optional)
  - Lead Owner
  - Lead Source
  - Lead Status
  - Name
  - No. of Employees
  - Phone
  - Annual Revenue
  - Title
  - Website

5. Click **Save**.

## Mapping Lead Custom Fields for Data.com Clean

Map each of the lead custom fields that are provided by Data.com's Clean feature to the custom fields that should be used when you convert leads.

- From the object management settings for leads, find the fields area.
  - If you're using Salesforce Classic, from Setup, enter *Leads* in the *Quick Find* box, then select **Fields**.
  - If you're using Lightning Experience, from Setup, enter *Object Manager* in the *Quick Find* box, then select **Object Manager**. Next, click **Lead**, and then scroll down to the Fields & Relationships area.
- In the Lead Custom Fields & Relationships section, click **Map Lead Fields**.
- Specify the lead custom field mappings that are shown in this table.

Lead Custom Field	Map to this Field
Current Generator(s)	None
Duplicate	None
Duplicate Id	None
Graveyard	Contact.Graveyard
Data.com Created Date	Contact.Data.com Created Date
Data.com CRM Last Modified	Contact.Data.com CRM Last Modified
Fresher	None
Data.com Id	Contact.Data.com Id
Last Checked Backend	Contact.Last Checked Backend
Data.com Last Modified Date	Contact.Data.com Last Modified Date
Locked	Contact.Locked
Managed	None
Managed Backend	None
Silent Update	None
Data.com Sourced	None
Data.com Status	None
Sync Activity	Contact.Sync Activity
Update Status Backend	None
Update Status Summary	None
Last Checked	None
Number of Locations	None
Primary	None

Lead Custom Field	Map to this Field
Product Interest	None
SIC Code	None
Update Status	None

4. Click **Save**.

## Setting Field-Level Security (Enterprise, Unlimited, and Performance Editions)

If your organization uses Developer or Professional Edition, skip to the next section.

To set account field-level security so that Data.com can share data with Salesforce, follow these steps for each of the following standard account and lead fields.

### Account Fields

Annual Revenue	Employees
Industry	Ownership
Phone	Ticker Symbol
Website	

### Lead Fields

Annual Revenue	No. of Employees
Industry	

1. From the object management settings for accounts or leads, find the fields area.
2. Click the field's link in the Field Label column.
3. Click **Set Field-Level Security**.
4. Select the `visible` checkbox so the field is available for all profiles.
5. Click **Save**.

## Adding Data.com Clean Components to Page Layouts

You need to add the Clean buttons and fields to account, contact, and lead record detail pages so your users can take advantage of this feature. To ensure that the functionality is available in all of the places that you need it, repeat this process for each of these objects: Accounts, Contacts, and Leads.

 **Important:** Data.com includes predefined Data.com page layouts for Enterprise, Unlimited, and Performance Edition customers. If you are using your own custom layouts, please follow steps 1 through 3 to manually add the Clean components to those layouts.

1. From the object management settings for the appropriate object, go to Page Layouts.
2. Click **Edit** for the desired page layout.

3. Add the Data.com section and fields.
  - a. Select the Fields category in the page layout editor palette.
  - b. Drag the **Section** element to the page layout. Place this new section below the existing Address Information section.
  - c. Enter **Data.com** in the `Section Name` field and select the `1-Column` layout option, then click **OK**.
  - d. Select the **Visualforce Pages** category in the palette then drag this Visualforce page to the new Data.com section.
    - **For Accounts:** drag `JSAccountFields(BASE)`
    - **For Contacts:** drag `JSContactFields(BASE)`
    - **For Leads:** drag `JSLeadsFields(BASE)`
  - e. Set the height of the new Visualforce page by hovering over it then clicking the wrench icon (🔧). Enter this value in the `Height` field then click **OK**.
    - **For Accounts:** enter `75`
    - **For Contacts:** enter `50`
    - **For Leads:** enter `50`
  
4. **For Professional Edition only:** Add the Data.com Backend section and fields.
  - a. From the Fields category in the palette, drag the **Section** element to the page layout. Place this new section below the Jigsaw section.
  - b. Enter **Data.com Backend** in the `Section Name` field and select the `2-Column` layout option, then click **OK**.
  - c. From the **Fields** category in the palette, drag these fields to the new Data.com Backend section, in the order shown here.

First Column	Second Column
Duplicate Id	Data.com Created Date
Data.com Id	Data.com CRM Last Modified
Locked	Data.com Last Modified Date
Graveyard	Last Checked Backend
Silent Update	Last Checked
Sync Activity	Fresher
Update Status Backend	Managed
Duplicate	Managed Backend
Update Status Summary	Data.com Status
Update Status	Additional Information

 **Note:** The automated cleaning process requires that these fields exist on the Accounts page layout. Add them now if they aren't already in use.

- Account Name

- Annual Revenue
- Billing Address
- Employees
- Industry
- Ownership
- Phone
- Ticker Symbol
- Website

- Add the Data.com Status field to the Contacts related list.

- **For Contacts:**

First Column	Second Column
Duplicate Id	Last Checked Backend
Data.com Id	Data.com Created Date
Graveyard	Data.com CRM Last Modified
Locked	Data.com Last Modified Date
Silent Update	Last Checked
Sync Activity	Fresher
Update Status Backend	Managed
Duplicate	Managed Backend
Update Status Summary	Data.com Status
Jigsaw Sourced	Update Status

 **Note:** These fields are recommended for your Contacts page layout. They are standard fields on the object, so don't remove them.

- Account Name
- Email
- Mailing Address
- Name
- Phone
- Title

- **For Leads:**

First Column	Second Column
Duplicate Id	Update Status Summary

First Column	Second Column
Data.com Id	Data.com Status
Graveyard	Last Checked Backend
Locked	Data.com Created Date
Industry	Data.com CRM Last Modified
Annual Revenue	Data.com Last Modified Date
No. of Employees	Fresher
Silent Update	Last Checked
Sync Activity	Managed
Update Status Backend	Managed Backend
Duplicate	Data.com Sourced
	Update Status

 **Note:** These fields are recommended for your Leads page layout. They are standard fields on the object, so don't remove them.

- Address
- Annual Revenue
- Company
- Email
- Industry
- Name
- No. of Employees
- Phone
- Title
- Website

5. Add the Clean buttons.

- a. Select the Buttons category in the palette.
- b. Drag these buttons to the Custom Buttons section in the page layout.
  - **Clean with Data.com**
  - **Lock/Unlock**

6. Add the object's History related list.

- a. Select the Related Lists category in the palette.
- b. Drag the appropriate History related list to the page layout. We recommend that you place this related list below the Activity History related list.

- **For Accounts:** drag **Account History**
- **For Contacts:** drag **Contact History**
- **For Leads:** drag **Lead History**

7. Click **Save**.

## Linking Data.com to Salesforce and Running the Initial Cleaning

As part of the Clean implementation process, Salesforce creates a Data.com account for your organization and provides you with the login information.

To complete the Clean integration, link your organization and Data.com by associating your Data.com account with a Salesforce administrator account. After these accounts are linked, contact Data.com support to request the initial data sync that starts the clean process.

Follow these steps after you receive your Data.com account login information.

1. Log in to your Data.com account at [www.jigsaw.com](http://www.jigsaw.com).
2. Click **My Settings > My Account**.
3. Click **Settings** in the Data.com for CRM section.
4. In the `login` and `password` fields, enter the username and password for a Salesforce administrator. Because the automated cleaning process is run by this administrator, we recommend that you specify the Data.com user that you created earlier.
5. Click **Test Login**.
6. The `update leads`, `update contacts`, and `update companies` options specify what happens to your lead, contact, and account data during the initial cleaning.

The initial cleaning uses the `Don't automatically update anything` setting. This allows you to see how your organization's records differ from matching Data.com records on a field-by-field basis and decide which updates you want to make. You can change the automated cleaning settings later.

7. Click **Save** to start updates.

When you see the `CRM test login successful` message, Data.com and your Salesforce organization are successfully linked.

 **Note:** If you see an error message instead, the Salesforce administrator credentials are incorrect or the Salesforce account doesn't have the correct permissions for linking Data.com and Salesforce. Verify that you have the correct administrator credentials and permissions set up in Salesforce then try these steps again.

8. Send an email to [jdfsupport@jigsaw.com](mailto:jdfsupport@jigsaw.com) requesting the initial sync of Salesforce and Data.com. Within two business days, you'll get email confirmation that your initial sync has been initiated.

After the initial sync is complete, the Clean feature is integrated with Data.com and Salesforce and available to all users.

## Managing Data.com Clean

To manage Data.com's Clean functionality and the accuracy of Salesforce data, administrators can:

- [View Data.com status, and other information, for records cleaned by the automated process](#)
- [Configure how the automated cleaning modifies records](#)
- [Lock sets of records so they aren't modified by the automated cleaning](#)
- [Temporarily pause the automated cleaning](#)

- [View Data.com's backend information \(Professional Edition only\)](#)

## Viewing Information about Cleaned Records

The Data.com section on account, contact, and lead record detail pages includes several fields that are updated each time the automated cleaning runs. You can review the information in these fields to see if a record is up to date or if you need to use Clean to refresh the record with Data.com's current data.

The fields in the `Data.com` section are described here.

- `Data.com Status`

The results of the most recent automated or manual cleaning.

- `Different` (🚫): Clean located a match in Data.com but Data.com has different information. Review records with this status to see if some or all of the data should be updated with Data.com's information.
- `Graveyard` (👤): Clean has determined that the record is inactive or invalid. This happens to a contact or lead when it has an invalid email address, bad phone number, or left the company. For account records, the company is out of business.
- `Matching` (✅): Clean located a match in Data.com, Salesforce and Data.com are in sync, and the record is up to date.
- `Not Found` (🟡): Either Data.com doesn't include this record or the Salesforce record doesn't include enough information for Clean to locate a match in Data.com.

If a record has a status of `Matching` or `Different`, the `Data.com Status` field also provides a **Clean with Data.com** link.

- `Update Status`

Shows if a record is locked (so it can't be updated by the automated cleaning) or unlocked.

- `Additional Information`

Only appears on account records. Lists the outside sources of information that are used for the record.

- `Last Checked`

Indicates the last time the automated cleaning compared the record to Data.com.

- `Duplicate`

If Clean finds possible duplicates of a record, it adds a link to this field. Click the link to view the list of duplicates.

## Configuring the Automated Cleaning

By default, the automated cleaning compares account, contact, and lead records to Data.com and identifies any data that is old or inaccurate but it doesn't make any changes to your records. You can configure the automated process to take different actions when differences are detected.

 **Important:** Wait until the initial cleaning finishes before changing the automated cleaning settings.

1. In Salesforce Setup, enter *Preferences* in the `Quick Find` box, then select **Preferences**.
2. Specify what the automated cleaning should do if there are differences between a Salesforce record and its matching record in Data.com. You can assign different actions for company (i.e., account), contact, and lead records.

 **Note:** For accounts, the only option is `Don't automatically update anything`.

- `Don't automatically update anything`

Users must manually initiate any changes to Salesforce records. However, Data.com continues to update the status based on comparisons with the data in Data.com.

- Automatically fill empty values & flag differences

Blank fields are populated with Data.com data but no data is overwritten unless users manually initiate updates to existing Salesforce data.

 **Note:** Salesforce treats all address-related fields for a record as a single field. If a record's address fields aren't complete (for example, only the state is provided), the automated cleaning doesn't fill in any of the other address fields.

For each of these settings, the automated cleaning always compares your Salesforce data to Data.com, identifies any differences, and updates each record's Data.com status with one of the following: *Matching*, *Different*, *Graveyard* (inactive), or *Not Found*.

3. Click **Update** and confirm your settings by clicking **Yes, Continue**.

You can also change the automated cleaning settings at [www.jigsaw.com](http://www.jigsaw.com). Log in to your Jigsaw.com account and select **My Settings > My Account**, then click **Settings** under Data.com for CRM.

 **Note:** Changes to the automated cleaning configuration aren't retroactive. If you need to have your new settings applied to records that were previously processed, send an email to [jdfsupport@jigsaw.com](mailto:jdfsupport@jigsaw.com) requesting a resync. You'll get confirmation by email when the resync has been initiated.

## Limiting Which Records are Cleaned

If your organization has data that shouldn't be modified—for example, you know a record is up to date or contains information that is specific to your activities—you can disable automatic updates for those records.

Users can prevent individual records from being automatically cleaned using the **Lock/Unlock** button on account, contact, and lead record detail pages. If you have a large number of records that should not be cleaned, you can lock them en masse. You can also use this process to unlock multiple records so they can once again be updated by the automated cleaning.

 **Important:** If you lock records, keep these guidelines in mind.

- Locking records prevents Data.com from filling blank fields with data or overwriting the current values, but locked records are still viewed by Data.com for Salesforce and Data.com still provides status information for locked records.
- There is no relationship between locking from Data.com and Salesforce record-level edit permissions for users. Any user can lock and unlock records from automatic updates in Data.com, even if they were previously locked or unlocked by a Salesforce administrator.
- Records that are added after you perform these steps aren't automatically locked. Repeat this process to lock those records, as well.

1. Change the field level security settings for the `Locked` field so that it is not hidden or read only.
2. Click the account, contact, or lead tab for the records that you want to lock.
3. Create a list view that contains the records you want to lock. Include the `Locked` field in the list view display.

 **Note:** If you have record types enabled on the object, include a filter on a single record type because that is the only way to edit multiple records in a list view.

4. Select all or individual records that you want to lock using the checkbox at the right of each record in the list.
5. Double click the `Locked` column.
6. Select `Locked` and select `All x selected records` in the `Apply changes to` section.

7. Click **Save**.

On the record detail pages for records that you locked, the `Locked` field now displays a check mark. For records that you unlocked, this field is empty.

 **Note:** Locking/unlocking records works for all editions, assuming you have **Enable Enhanced Lists** and **Enable Inline Editing** selected in your user interface settings. You can also lock records in bulk by updating the same field using the Data Loader.

## Pausing the Automated Cleaning

If desired, you can temporarily pause the automated cleaning process. You may want to do this while you fine-tune your Clean configuration.

1. Click the Data.com Clean Settings tab.
2. Click **Pause Data Fusion**.

To resume automated cleanings, click **Resume Data Fusion**.

## Additional Data.com Clean Fields (Professional Edition Only)

For Professional Edition only, the Clean feature adds a Data.com Backend section to account, contact, and lead detail pages. This section includes these fields, which administrators may find useful for monitoring the status of cleaned records.

Field	Description
Duplicate	Duplicate field from the Data.com section.
Duplicate Id	Ids of Salesforce records that Data.com believes are duplicates.
Graveyard	Checked if the record is inactive in Data.com.
Data.com Created Date	Deprecated.
Data.com CRM Last Modified	The date and time that the record was last modified. Used for the <code>Data.com Fresher</code> calculation.
Fresher	Triggered by an update to the Salesforce record or by a change in the Data.com status. Displays one of the following to indicate which system has the most recent updates: <code>J</code> (for Data.com), <code>C</code> (for Salesforce), or <code>N</code> (for neither).
Data.com Id	The Data.com record ID. Also indicates that this is a Data.com managed record.
Last Checked Backend	The date and time that the record was last updated by Data.com, even if the only change was to the record's status.
Data.com Last Modified Date	Deprecated.
Locked	Indicates whether or not automatic updates from Data.com are allowed on the record.
Managed	Indicates if a record is managed by Data.com or not. A Salesforce record is managed if there is a matching record in Data.com.
Managed Backend	Indicates if the record is managed (1) and should be reprocessed or unmanaged (0) and shouldn't be reprocessed.

Field	Description
Silent Update	Checked if the record has been modified in Salesforce. Indicates that Data.com should reprocess the record to see if its Data.com status needs to be updated.
Data.com Sourced	Indicates that the record originated with Data.com (1) or in Salesforce (0).
Data.com Status	Duplicate field from the Data.com section.
Sync Activity	Deprecated.
Update Status Backend	The record's backend status, determined by the most recent cleaning (either automated or manual). Possible status values are: I (for in-sync), O (for out of sync), G (for graveyard, or inactive), or U (for unmatched, or not found).
Update Status Summary	Deprecated. Displays the Data.com status without a corresponding status icon.
Last Checked	Duplicate field from the Data.com section.
Update Status	Duplicate field from the Data.com section.

## Troubleshooting Data.com Clean

### Why am I receiving an error message saying that my CRM test login didn't work?

This problem usually results in the error message `CRM test login did not work. Please try again.` This means that you're entering Salesforce credentials that don't match your administrator account. Follow these steps to troubleshoot.

1. Verify that you're entering the correct Salesforce administrator username and password.
2. If your Salesforce credentials are correct, make sure that you have full administrator permissions in Salesforce.
3. If this doesn't work, reset your Salesforce administrator password then log in to your Data.com account again.

If the test login still doesn't succeed, contact Salesforce Customer Support.

### Why can't I see the Data.com Clean page elements, such as the Data.com section on record detail pages and the Clean With Data.com button?

Most likely, you don't have an assigned license for the Data.com managed package. See [Assigning Licenses for the Data.com Clean Managed Package](#) on page 5 for instructions on assigning licenses.

### Why do I get an error message when I click a Data.com Clean button?

You may not have completed the Jigsaw for Salesforce installation as described in this guide. It's also possible that your Salesforce administrator password changed recently and wasn't updated in your Data.com account.

### Why can't I access the Data.com Settings tab in Salesforce?

A unique key (or token) is required to enable communication between your Salesforce organization and Data.com. If this key isn't set during the Jigsaw for Salesforce installation, the Data.com Settings tab won't function correctly. To set this key, see [Setting the Data.com Key for your Salesforce Organization](#) on page 4.

If you set the unique key as specified and still can't access the Data.com Settings tab, contact Salesforce Customer Support.

### Why aren't records modified after I configure the automated cleaning to automatically update?

If you reconfigure the automated cleaning, the new rules are only applied to data that was modified or created after your changes. Existing records aren't updated retroactively.

If you need to, contact Salesforce Customer Support and ask for all of your data to be re-cleaned using your new settings.

**Why doesn't Clean automatically complete partial addresses?**

Salesforce treats all address-related fields for a record as a single field. If a record's address fields aren't complete (for example, only the state is provided), Clean doesn't recognize the unpopulated fields as empty.

The **Clean with Data.com** button that is available on record detail pages shows individual address components. You can use this button on a record-by-record basis to update empty address fields.

**I haven't used Clean to update my contacts or leads, so why have some of them moved to the graveyard?**

Your Salesforce records haven't been moved. A graveyard icon in the `Data.com Status` field indicates that the matching Data.com record is inactive. Inactive records are those that the Data.com Community believes to contain old or inaccurate information.