



JIGSAW FOR SALESFORCE UNINSTALL GUIDE

Jigsaw for Salesforce Uninstall Guide Overview

To uninstall Jigsaw for Salesforce from Salesforce Developer, Professional, Enterprise, Unlimited, or Performance Editions, you need to:

- Back up your account, contact, and lead records. (Optional)
- Remove Visualforce extension pages from page layouts, if any.
- Remove Jigsaw import fields from page layouts, if any.
- Remove Data.com Clean buttons from page layouts.
- Remove any additional Jigsaw for Salesforce customizations, if any.
- Uninstall the Jigsaw for Salesforce Extension package.
- Uninstall the Data.com package.
- Uninstall the Data.com Impact Reports package.

 **Note:** Depending on the package version you installed, some Data.com components referenced in this document may still contain the Jigsaw product name.

Considerations for Uninstalling Jigsaw for Salesforce

- Any custom configurations you've made that reference Jigsaw for Salesforce components, such as validation rules, workflow rules, or approval processes, need to be removed before you can uninstall Jigsaw for Salesforce. For more information, see [Removing Additional Jigsaw for Salesforce Customizations](#) on page 3.
- If you're uninstalling Jigsaw for Salesforce but are *not* planning on migrating to the built-in Data.com Clean product, you can prevent duplicate records from being added to Salesforce by moving the values in the `Data.com ID` field to the `Data.com Key` field *before* you uninstall Jigsaw for Salesforce. This can be accomplished in several ways, such as by creating a workflow rule.

 **Tip:** If you're uninstalling Jigsaw for Salesforce and plan to migrate to Data.com Clean, search for "Implementing Data.com Clean" in the online help for complete setup instructions.

Backing Up Jigsaw for Salesforce Account, Contact, and Lead Records (Optional)


Before uninstalling Jigsaw for Salesforce, you might want to 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.

- Follow the link in the email or click **Data Export** to download the .zip file. The .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.

Removing Visualforce Extension Pages from Custom Page Layouts

If you customized the existing Salesforce page layouts with Jigsaw for Salesforce components, you need to remove these customizations before you can uninstall Jigsaw for Salesforce. For example, the Jigsaw for Salesforce setup steps instructed you to add Visualforce extension pages to your account, contact, and lead page layouts. Follow these steps to remove the Visualforce extension pages from your page layouts.

 **Note:** If you didn't add Visualforce extension pages to your page layouts, skip these steps.

- Navigate to the appropriate object's page layouts.
 - If you're using Lightning Experience, enter *Object* in the **Quick Find** box, then select **Object Manager**. Next, select the appropriate object, and then scroll to Page Layouts.
 - If you're using Salesforce Classic, enter the object's name in the **Quick Find** box, then select **Page Layouts**.
- Click **Edit** next to the page layout you use for Data.com.
- In the layout's Data.com section, click the remove icon () next to the Visualforce extension pages for each object.

Object	Visualforce Extension Page (Base Package)	Visualforce Extension Page (Extension Package)
Account	JSAccountGraveyardExtension JSContactsPreview	JSAccountFieldsBASE
Contact	JSContactGraveyardExtension	JSContactFieldsBASE
Lead	JSLeadsGraveyardExtension	JSLeadsFieldsBASE


- Click **Save**.

Removing Jigsaw Import Fields from Page Layouts

If you customized the existing Salesforce page layouts with Jigsaw for Salesforce components, you need to remove these customizations before you can uninstall Jigsaw for Salesforce. For example, the Jigsaw for Salesforce setup steps instructed you to add Jigsaw import fields to your user page layout. Follow these steps to remove the Jigsaw import fields from your user page layout.

 **Note:** If you didn't add Jigsaw import fields to your user page layout, skip these steps.

- Navigate to the page layouts for the user object.
 - If you're using Lightning Experience, enter *Object* in the **Quick Find** box, then select **Object Manager**. Next, select **User**, and then scroll to Page Layouts.
 - If you're using Salesforce Classic, enter *Users* in the **Quick Find** box, then select **Page Layouts**.
- Click **Edit** next to the page layout you use for Data.com

3. In the layout's Jigsaw Import Settings section, click the remove icon () next to the fields:
 - Jigsaw Lead Import Disabled
 - Jigsaw Contact Import Disabled
4. Click **Save**.


Removing Data.com Clean Buttons from Page Layouts

If you customized the existing Salesforce page layouts with Jigsaw for Salesforce components, you need to remove these customizations before you can uninstall Jigsaw for Salesforce. For example, the Jigsaw for Salesforce Base package setup steps instructed you to add Data.com Clean buttons to your account, contact, and lead page layouts. Follow these steps to remove the Data.com Clean buttons from your page layouts.

1. Navigate to the appropriate object's page layouts.
 - If you're using Lightning Experience, enter *Object* in the **Quick Find** box, then select **Object Manager**. Next, select the appropriate object, and then scroll to Page Layouts.
 - If you're using Salesforce Classic, enter the object's name in the **Quick Find** box, then select **Page Layouts**.
2. Click **Edit** next to the page layout you use for Data.com.
3. In the layout's Custom Buttons section, remove the following buttons from the page layout by dragging them from the layout to the palette.
 - Lock/Unlock
 - Clean with Data.com
4. Click **Save**.

Removing Data.com Page Layout Customizations for Professional Edition

If you are using Professional Edition, the Jigsaw for Salesforce setup steps instructed you to add the Data.com Backend section along with several fields to your account, contact, and lead page layouts. In order to uninstall Jigsaw for Salesforce, you need to remove this section and its fields from your page layouts.

1. Navigate to the appropriate object's page layouts.
 - If you're using Lightning Experience, enter *Object* in the **Quick Find** box, then select **Object Manager**. Next, select the appropriate object, and then scroll to Page Layouts.
 - If you're using Salesforce Classic, enter the object's name in the **Quick Find** box, then select **Page Layouts**.
2. Click **Edit** next to the page layout you use for Data.com.
3. Hover over the Data.com Backend section and click the remove icon (). This will remove the section and all of its fields.
4. Click **Save**.

Removing Additional Jigsaw for Salesforce Customizations

Before uninstalling Jigsaw for Salesforce, be sure to remove any additional customizations you made, if any, that are based on the Jigsaw for Salesforce components. If you don't, you won't be able to uninstall Jigsaw for Salesforce.

To remove customizations to...	See this online help topic...
Apex classes	Manage Apex Classes
Apex triggers	Manage Apex Triggers
Approval processes	Considerations for Managing Approvals and Remove Pending Approval Requests
Custom reports types	Manage Custom Report Types
Email alerts	Email Alert Actions
Workflow rules	Monitor Pending Workflow Actions

Uninstalling the Jigsaw for Salesforce Extension Package

With the Data.com Corporate or Premium product, you're able to search for accounts, contacts, and leads, and add them to Salesforce—all from within Salesforce. So you'll no longer need the Jigsaw for Salesforce Extension package, which had previously been your source for prospecting. Follow these steps to remove this package.

1. From Setup, enter *Installed Packages* in the **Quick Find** box, then select **Installed Packages**.
2. Click **Uninstall** next to Jigsaw for Salesforce Extension.
3. Select the **Yes, I want to uninstall...** checkbox at the bottom of the page.
4. Click **Yes** when asked to confirm.
You'll receive an email confirming the package was removed successfully.

Uninstalling the Jigsaw for Salesforce Data.com Base Package

With the Data.com Corporate or Premium Clean product, you're able to access the most up-to-date data, identify duplicate records, and run automated jobs—all from within Salesforce. So you'll no longer need the Jigsaw for Salesforce Data.com Base package, which had previously been your source for cleaning records. Follow these steps to remove this package.

1. From Setup, enter *Installed Packages* in the **Quick Find** box, then select **Installed Packages**.
2. Click **Uninstall** next to Data.com.
If you're removing an older version of Jigsaw for Salesforce, this package may be called Jigsaw.com.
3. Select the **Yes, I want to uninstall...** checkbox at the bottom of the page.
4. Click **Yes** when asked to confirm.
You'll receive an email confirming the package was removed successfully.

Uninstalling the Data.com Reports Package

The Data.com Corporate and Premium products include a comprehensive reporting package, so you'll need to remove the Data.com Impact Reports package that you were using with Jigsaw for Salesforce. Follow these steps to remove this package.

1. From Setup, enter *Installed Packages* in the **Quick Find** box, then select **Installed Packages**.
2. Click **Uninstall** next to Data.com Impact Reports.
3. Select the **Yes, I want to uninstall...** checkbox at the bottom of the page.
4. Click **Yes** when asked to confirm.

You'll receive an email confirming the package was removed successfully.