

# SalesForce.com synchronization



This section refers to functionality that has been removed from License Activation Center

You can automatically synchronize Customer and Contact data between LAC and SalesForce.com. SalesForce.com synchronization is enabled and configured using the Administration page.

Upon SalesForce.com synchronization, every Customer object in LAC is given the custom tag "SF\_Id," which stores the customer's SalesForce.com account ID. Contacts are matched based on email address. We recommend first performing synchronization on the SalesForce.com sandbox to test for any unexpected results before enabling synchronization in production.

By default, the following fields are synchronized:

SalesForce.com Field	LAC Field
Account.Name	name
Account.Phone	phone_number
Account.Description	description
Account.Fax	fax_number
Account.BillingCity	city
Account.BillingCountry	country
Account.BillingState	state
Account.BillingStreet	street
Account.BillingPostalCode	zip_code
Contact.FirstName	name
Contact.LastName	name
Contact.Email	email

To synchronize additional SalesForce.com fields, [add a custom tag](#) to a Customer object in LAC. The custom tag must be in the format `SF_full_custom_tag_database_name`. For example, if you have a custom field named "Currency" in SalesForce.com, the custom tag would be named "SF\_Currency\_c."

After initial synchronization, synchronization updates are performed at intervals you specify (as described below). During synchronization updates, only data that has been changed since the last synchronization update are propagated from one system to the other, as follows:

- All additions and updates to data in one system are propagated to the other.
- Data that is deleted in SalesForce.com will also be deleted in LAC.
- Only contacts that are deleted in LAC will be deleted in SalesForce.com. Other data deleted in LAC will *not* be deleted in SalesForce.com (including contacts for a deleted customer).
- If a customer is deleted in LAC that still exists in SalesForce.com, any update to that customer's data in SalesForce.com will cause the customer (including its contacts) to be re-created in LAC upon the next synchronization update.

## To enable synchronization:

1. Open the Salesforce Integration tab from the Administration page.
2. Under the Configuration area, click the **Enable** checkbox.
3. Enter your SalesForce.com username and password. Your password should contain your security token that you must add to the end of the password. For example, if your password is "mypassword", and your security token is "xxxxxxxxxx", then your password would be "mypasswordxxxxxxxxxx".
4. From the Update Interval selection list, select the intervals to use for updating SalesForce.com synchronization data. Data will be automatically synchronized at each update interval to reflect changes since the last update.
5. Click **Save**.

Note that the initial synchronization may take some time, depending on the amount of data you have in SalesForce.com. The status of the synchronization, including its successful completion and any problems, are logged in the History grid.

## Performing a full re-synchronization

If necessary, you can force a full re-synchronization using the Re-synchronize button, which will re-synchronize all data at the next regular update interval. Full re-synchronization is generally needed only if there are significant changes to your original data set in Salesforce.com, or if LAC enhancements provide new synchronization features you want to take advantage of. A full re-synchronization will also cause any data that was deleted from LAC but that still exists in Salesforce.com to be propagated to LAC. For example, if a customer was deleted in LAC but not in Salesforce.com, the customer (including its contacts) will be re-created in LAC upon full re-synchronization.