



DupesPreventer

General FAQ

General FAQs :

Can I match on Custom Fields in my DupesPreventer Configuration?

Yes. DupesPreventer allows matching on any field in Salesforce, both standard, and custom.

Can DupesPreventer be used to detect duplicates in custom objects?

No. DupesPreventer can only be used to detect Lead, Account, Contact, Lead-Contact and Lead-Account duplicates.

I just did a bulk insert of records, and I know some probably exist already in Salesforce, However, I, did not get any Warnings?

DupesPreventer is designed to work for any single insert/update to Salesforce, including records inserted/updated directly through the Salesforce user interface. If the user inserted records using bulk methods then he/she has to make sure that batch size kept to 1. It will not trigger blocks or warnings for batch inserts/updates (e.g. third party API applications that process inserts/updates in batch mode, Salesforce Data Loader or Import Wizard), but the duplicate codes created to detect duplicates will be kept up to date.

Again if the user inserts records using BulkAPI then the admin has **to set Asynchronous Concurrency mode to serial**, so codes could generate properly to detect duplicates.

How many configurations are possible on single sObjects?

There is a **maximum of 30 configurations** can be made on single sObjects.

How many rules are possible on a single configuration?

A **maximum of 10 rules** can be made on a single configuration.

How many filters are possible on a single configuration?

A **maximum of 10 filters** can be made on a single configuration.

How many number digits can take First XX Letter??

Number digits ranging from 0 to 9 are allowed in the first XX letter.

Can I convert a lead into account & contact and find duplicate records??

Yes, user can convert a lead into Account & contact, it is possible to detect matching Accounts and Contacts. But Admin has to map the Lead Record ID field of Lead to Account and Contact Lead Record ID field.

I just did a bulk insert of records but duplication is not occurring???

There is a possibility of Code RecordID Length is full, so you have deleted all records codes except one records code. So that single records code is sufficient to work for duplication.

How to activate the DupesPreventer Application?

On the status page, the user will have to submit System Administrator email & mark Activate DupesPreventer as True.

What if I did not click the Reconfigure Code button/component on the DupesPreventer Detail page?

Reconfigure Code button/component will appear only when User update existing rule or filter or insert new rule or filter. When the Reconfigure Code button/component will appear that means there is change occurred into that specific configuration. But if the user did not click on the Reconfigure Code button/component, then DupesPreventer would work on past records, not on present records. So for working DupesPreventer on current records changes, the user will have to click Reconfigure Code button/component

How do I enable Reconfiguration Required checkbox?

"Reconfiguration Required", a checkbox will be enabled when User update existing rule or filter OR insert new rules or filters.

What if I did not insert a filter?

No worries, the DupesPreventer configuration **filter is optional**. Deduplication work only on Rule, but If filters are added/introduced, then DupesPreventer would work based on the filter logic.

How will I see DupesPreventer's probable duplicates on the record page?

Admin will have to go page layout of the corresponding subject & drag the DupesPreventer probable duplicates from related list to specific section.

I am a non-admin user & I want to see probable duplicates of my records?

You have to inform your system Administrator to edit specific record page layout & drag the probable duplicates from related list to specific section.

Can I delete DupesPreventer Today from a status page?

Yes, Admin simply has to delete the configuration.

How do I Bypass specific user from DupesPreventer?

Admin will have to go Custom Setting -> Select DP BypassUsers-> Go To Manage -> Select New -> Select Location -> Save.

How do I give only Read-Only Access to a specific user?

Admin will have to go User -> Go To Permission Set Assignments -> Edit Assignments -> Select from Available Permission Sets -> Press Add -> Click Save button.

What if the normal user doesn't have access to system Administrator records?

Normal user record ID would append to the system Administrator record Ids.

Please reach out to “support.dupespreventer@bnt-soft.com” for any queries.