



Company.info for Salesforce

KNOWN CONFIGURATION ISSUES

Solutions for some known issues regarding your configuration

Release 5.3.1



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1. Known Issues

Most of our customers have configured their own organization's processes based on the core of the Company.info for Salesforce app.

After upgrading to the latest release some of our customers experienced issues in their own configuration.

This document describes the issues that have been reported to us and provides a solution.

1. inputCountry variable error

Since you have updated the New Account button, to always have users creating accounts via the Company.info app, you receive a Flow error when creating an account. The Flow error is about the input variable 'inputCountry' is missing in your flow.

There was a problem running this flow. Contact your system administrator with this error message: The input variable "inputCountry" doesn't exist in the active version of the flow "Flow name".

This can be solved as follows:

1. Open the Flow that has the error
2. In tab Manager click on New Resource
3. In Resource Type select Variable
4. Add the following data:
 - API Name: inputCountry
(please us the exact format)
 - Data Type: Text
 - Default Value: NL
 - Available for input: True
5. Click Save
6. On the canvas open the step Organisation Search Flow
7. Enable the Input Value 'Selected Country'
8. Add the variable inputCountry

New Resource

Resource Type: Variable

API Name: inputCountry

Description:

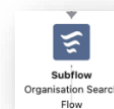
Data Type: Text (Allow multiple values (collection) is unchecked)

Default Value: NL

Availability Outside the Flow:

- ☒ Available for input
- ☐ Available for output

Buttons: Cancel, Done



SelectedCountry

{!inputCountry}

Include

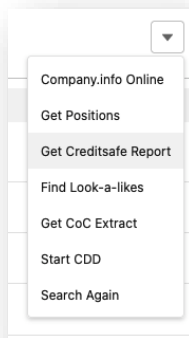
9. Click Done
10. Save and activate your Flow





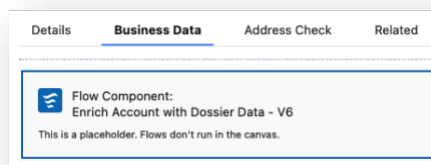
2. Creditsafe Company Report does not pop up

Since you have updated the Creditsafe Company Report screen is not showing after you clicked on the menu in the Business Data tab.

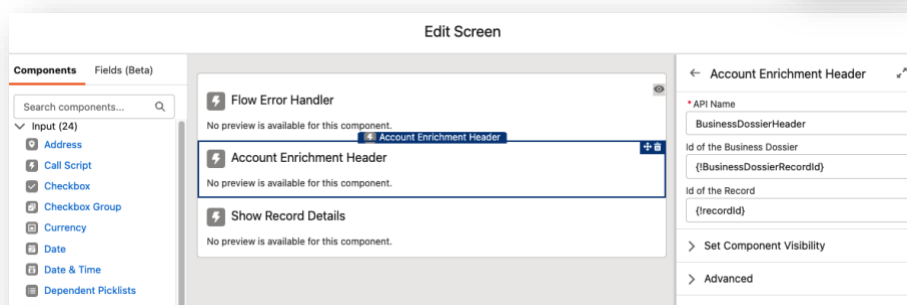
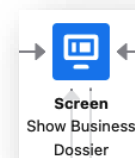


This can be solved as follows:

1. Open the Flow you have set on the Account lightning page (tab Business Data)



2. Open step screen element 'Show Business Dossier'
3. Select the Account Enrichment header
4. Add the variable `{!recordId}` to the field 'Id of the record'



5. Click Done
6. Save and activate the Flow





That's it!

Thank you for using the Company.info for Salesforce app. In this document we have tried to present a solution for all know issues. If you have questions or are experiencing any other issues, please visit the Company.info [website](#) for more information and to contact us.