

Comments Sync Fails

Last Modified on 01/15/2026 2:52 pm EST

Problem

Sometimes comments from specific objects are not getting synced and the following error message appears:

Error detail:

```
An error occurred while creating comment with body {"body": {"messageSegments": [{"type": "Text", "text": "User commented: Comments"}]}, "feedElementType": "FeedItem", "subjectId": "01t090000004myLAAQ"} for Product2 01t090000004myLAAQ. Please, try again or contact Exalate support team.
```

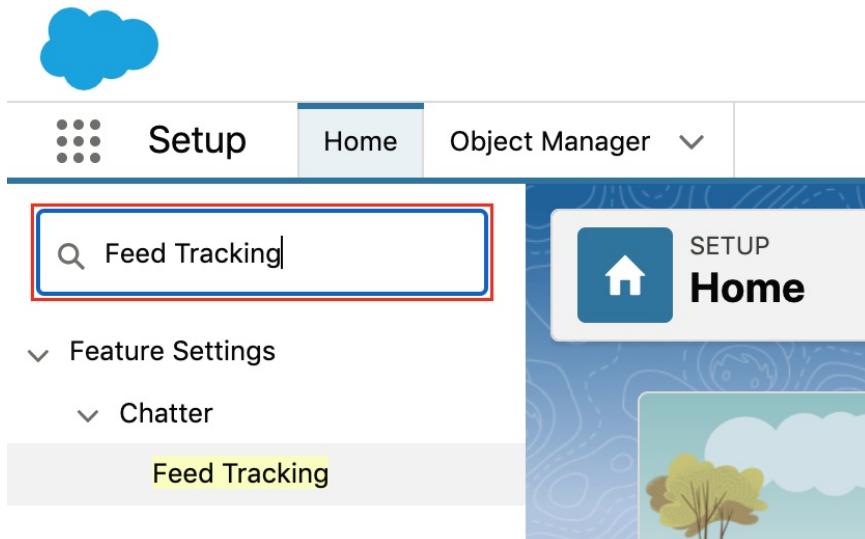
Cause

Comment sync fails if the object that is getting synced does not have feed tracking enabled. There are several objects in Salesforce that have feed tracking disabled by default.

Solution

You have to enable Feed Tracking for the required object in Salesforce:

1. Click the Setup icon in your Salesforce instance
2. In a Quick Search field type **Feed Tracking**



3. Find the object you are trying to sync
4. Enable Feed Tracking for the object

SETUP **Feed Tracking**

Resource Absence	0 Fields
Resource Preference	
Return Order	
Return Order Line Item	
Service Appointment	
Service Contract	
Service Resource	
Service Resource Skill	
Service Territory	
Service Territory Member	
Service Territory Work Type	
Session Hijacking Event Store	
Site	0 Fields
Skill Requirement	
Solution	
Task	
Threat Detection Feedback	
Topic	1 Field
Work Order	6 Fields
Work Order Line Item	
Work Type	
Work Type Group	
Work Type Group Member	

Fields in tasks

Enable Feed Tracking

You can select up to 10 fields.

Assigned To	<input type="checkbox"/>	Comments	<input type="checkbox"/>
Completed Date	<input type="checkbox"/>	Due Date	<input type="checkbox"/>
Name	<input type="checkbox"/>	Priority	<input type="checkbox"/>
Related To	<input type="checkbox"/>	Status	<input type="checkbox"/>
Subject	<input type="checkbox"/>	Type	<input type="checkbox"/>

You can also display feed activity for **related** objects.

All Related Objects

Save Cancel Enable Feed Tracking Restore Defaults

Product

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