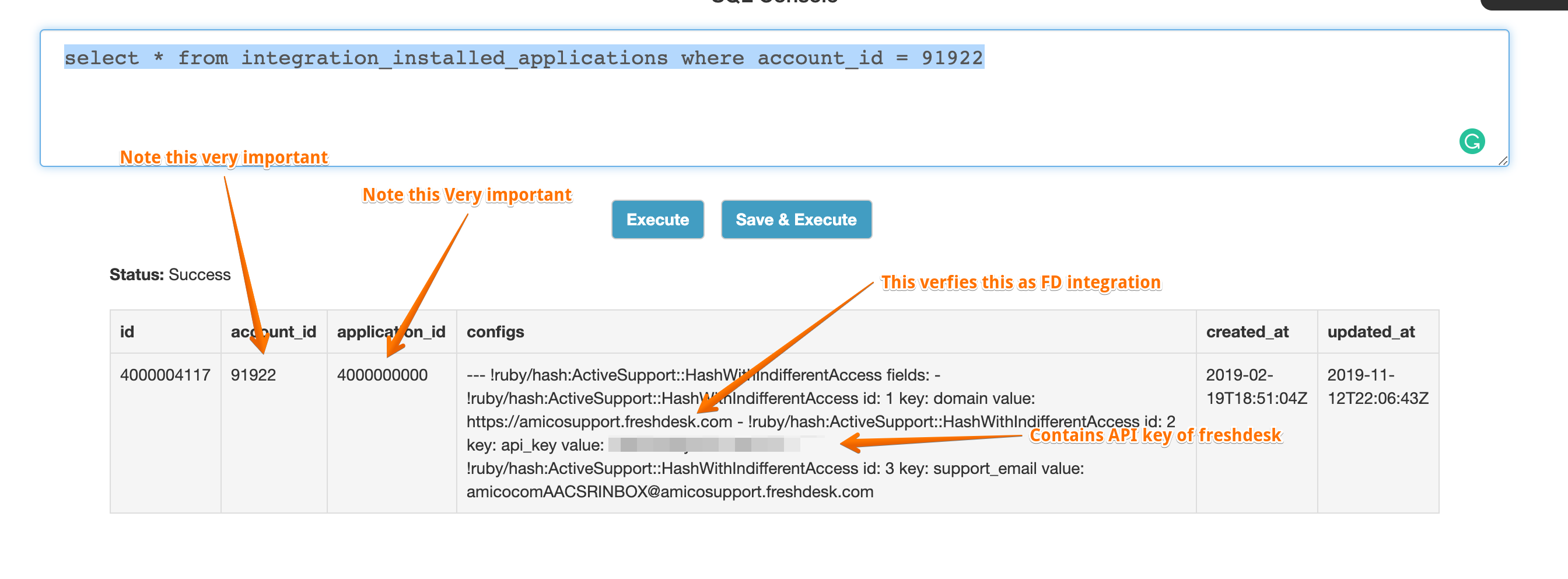
# Title: Alpha L2 References

## Debug at the support level

### Freshdesk Issues

* **Problems & solution**
  1. FD create tickets not loading in FSA Lead, contact, sales account landing pages **- API issues**
  2. FD plugin not loading the conversations (Conversation is always empty) - **API issues - a& b will occur together**
  3. Settings pages not loading for FD - IPAAS issues. **Assign ticket to IPAAS**
  4. FSA conversation plugin inside the Freshdesk **- Assign to Freshdesk, it is always the wrong API key/conversation plugin not properly work,which is desk related.**
  5. Sync not running/ error in sync **- Assign ticket to IPAAS**

**Troubleshooting**

1. **- API issues for Freshdesk**
   1. **Go to supreme → sql\_console**[**https://supreme.freshsales.io/sql\_console**](https://supreme.freshsales.io/sql_console)
   2. **Run the below sql**
   * **query to check the listed integrations**
   * select \* from integration\_installed\_applications where account\_id = 123456
   1. The result should be something like below. Please verify the Desk API key from the customer is same as one printed in the supreme output.
   2. If the API key is the same as the customer the integration has to work, If not the below are the cases
      1. Customer invalidated the API key
      2. The user of the API key was removed
   3. Please use the below script to update the API key, Please get both API of FSA and FD along with respective user email ids
   4. Raise a supreme request with the below code
   * Expand source
   * def fun(account\_id, app\_id, api\_key)  
      Sharding.select\_shard\_of(account\_id) do  
      FdMultitenant::Account.find(account\_id).make\_current  
      app = Integration::InstalledApplication.find\_by\_application\_id(app\_id)  
      fields = app.configs[:fields]  
      api\_key\_field = fields.detect {|f| f[:id] == 2 && f[:key] == "api\_key" }  
      api\_key\_field[:value] = api\_key  
      app.save  
      end  
     end  
     fun(ACCCOUNT\_ID, APPLICATION\_ID, "APIKEY")  
     #replace the above with something like fun(48030, 2000000000, "ACK9fdfd#fsfsf")
   * Post this all should work. Please verify by going to the account and check it out

2.To Uninstall application from Freshsales

 Expand source

def uninstall\_application(account\_id,application\_id)  
 Sharding.select\_shard\_of(account\_id) do  
 FdMultitenant::Account.find(account\_id).make\_current  
 app = Integration::InstalledApplication.find\_by\_application\_id(application\_id)  
 begin  
 app.destroy  
 rescue Exception => e  
 puts "Uninstall Failed #{e.message}"  
 end  
 end  
end  
uninstall\_application(239267,15000000000)

3.Sales goals present in DB but not showing in UI page . may be due to ES missing alias error . run below script to fix it . ref ticket : <https://freshsalesdev.freshdesk.com/a/tickets/5318>

 Expand source

def create\_alias\_fun(account\_id)  
 Search::EsPrepareIndex.create\_alias(account\_id, alias\_model: "sales\_goal", delete\_if\_exist: false)   
end  
account\_id = 108811  
create\_alias\_fun(account\_id)

4. to add landing\_page builder in FM

 Expand source

def tester\_f7(account\_id)  
 Sharding.select\_shard\_of(account\_id) do  
 failed\_accounts = []  
 begin  
 account = FdMultitenant::Account.find\_by\_id(account\_id)  
 next if account.nil?  
 account.make\_current  
 account.user\_with\_higesh\_privilege.make\_current  
 # this check was added to check whether the account plan has the feature , join and split was added to reframe the nested array in to a single array  
 if S360PlanFeatureConfig[:plans][account.subscription.plan\_name.to\_sym][:features].join(',').split(',').include?('fm\_landing\_page')  
 privileges\_to\_be\_added = [:fm\_landing\_page\_view, :fm\_landing\_page\_create\_and\_edit]  
 FdMultitenant::Account.current.roles.each do |role|  
 feeder\_product\_privileges = (role.feeder\_product\_abilities.map(&:to\_sym) + privileges\_to\_be\_added).uniq  
 role.feeder\_product\_privileges = Role.feeder\_product\_privileges\_mask(feeder\_product\_privileges, true)  
 role.skip\_editable\_validation = true  
 role.save  
 puts "roles updated for this account"  
 end  
 end  
 rescue Exception => e  
 failed\_accounts << [account\_id, e.message]  
 end  
 if failed\_accounts.present?  
 puts "FAILED ACCOUNTS"  
 failed\_accounts.each { |arr| puts arr }  
 end  
 end  
 end  
tester\_f7(297124)

5. Mismatch in related deal and open deal value/won deal value (or) open deal value is -ive value then run below script

 Expand source

# single sales account in the required account   
  
account\_id = 2334  
sales\_account\_id = 1110105  
Sharding.select\_shard\_of(account\_id) do  
 FdMultitenant::Account.find(account\_id).make\_current  
 UpdatePotentialStats.perform\_async(SalesAccount.name, sales\_account\_id)  
end  
  
# for all the sales account in required account   
  
account\_id = 2334  
Sharding.select\_shard\_of(account\_id) do  
 FdMultitenant::Account.find(account\_id).make\_current  
 sales\_accounts = SalesAccount.all  
 sales\_accounts.each do |sa|  
 puts "Invoking UpdatePotentialStats for sales account ::>> #{sa.id} where open\_deals\_amount is ::>> #{sa.open\_deals\_amount} and won\_deals\_amount is ::>> #{sa.won\_deals\_amount}"  
 UpdatePotentialStats.perform\_async(SalesAccount.name, sa.id)  
 end  
end  
  
# to check how many deals are associated with each sales account , run this to know the count of deals before triggering UpdatePotentialStats for all the sales account in the account ,  
  
account\_id = 146939  
Sharding.select\_shard\_of(account\_id) do  
 account = FdMultitenant::Account.find\_by\_id(account\_id).make\_current  
 data = SalesAccount.joins(:deals).group('sales\_accounts.id').count('deals.id')  
 p data  
end

6. Sales Goals are present in DB and not showing in UI

 Expand source

# need to check if this is due to ES reindex , if yes then run below script to reindex the model for affected account   
  
account\_id = 124970  
Sharding.select\_shard\_of(account\_id) do  
 FdMultitenant::Account.find\_by\_id(account\_id).make\_current  
 Search::EsReindex::reindex\_accounts(index\_account\_id: account\_id, index\_model: 'sales\_goal')  
 puts "reIndex completed"  
end  
  
# if you want to check alias name for all the model in the account , then run below code   
  
def check\_alias(account\_id)  
 client = Search::EsSearch.new(account\_id)  
 Search::EsSearch::ES\_INDICES.each do |model|  
 puts "#{account\_id} - #{model} - #{client.alias\_exist?(model)} : #{client.alias\_data\_exist?(model)} "  
 end  
 puts "\n\n"  
 rescue Exception => e  
 p e.message  
 p e.backtrace  
 end  
 check\_alias(124970)  
  
# to create alias,  
  
def create\_alias\_fun(account\_id)  
 Search::EsPrepareIndex.create\_alias(account\_id, alias\_model: "sales\_goal", delete\_if\_exist: false)  
 end  
 account\_id = 124970  
 create\_alias\_fun(account\_id)

7. Deal page is not loading and refreshing continuously

 Expand source

#. Check the user\_profile table to identify if the affected users is having deleted deal pipeline , if yes then run below script to change the deleted pipeline to default pipeline for all active users with deleted pipeline   
  
account\_id = 306621  
old\_deal\_pipeline = 30000012698  
default\_deal\_pipeline = 30000023099  
Sharding.select\_shard\_of(account\_id) do  
 account = FdMultitenant::Account.find\_by\_id(account\_id).make\_current  
 account.users.valid\_users.each do |user|  
 user.make\_current  
 up = user.user\_profile  
 if (up.deal\_pipeline\_id.eql?(old\_deal\_pipeline))  
 up.deal\_pipeline\_id = default\_deal\_pipeline  
 up.save  
 puts "Updated the deal pipeline id for #{user.id}"  
 end  
 end  
end  
  
in above code , old\_deal\_pipeline is the deleted pipeline id

8. Enable Custom Sales Goal on Custom Deal Number Field

 Expand source

#. Enable/Disable Temp Feature by using below script   
  
def quotav2(acc\_id, action)  
 Sharding.select\_shard\_of(acc\_id) do  
 account = FdMultitenant::Account.find\_by\_id(acc\_id)  
 return if account.blank?  
 begin  
 account.make\_current  
 account.user\_with\_higesh\_privilege.make\_current  
 if (action.eql?('add'))  
 account.try\_registering\_temp\_feature!(:quotas\_v2)  
 puts "Feature is Added"  
 elsif (action.eql?('remove'))  
 account.remove\_temp\_feature\_from\_include\_list(:quotas\_v2)  
 puts "Feature is removed"  
 else  
 puts "Action is not correct"  
 end  
 account.invalidate\_sessions\_version\_from\_client\_cache  
 rescue => e  
 puts e.message  
 puts "Failed for account #{account.id}"  
 end  
 end  
 end  
 quotav2(220915,'add')

9 . recalculate sales goals for all the users and teams for an account

 Expand source

account\_id = 92453  
Sharding.select\_shard\_of(account\_id) do  
 account = FdMultitenant::Account.find\_by\_id(account\_id).make\_current  
 SalesGoal.where(account\_id: account\_id, parent\_id: nil).each do |sales\_goal|  
 SalesGoalRecalculateWorker.perform\_async(sales\_goal.id)  
 puts "performed sales goal recalculate worker for id #{sales\_goal.id}"  
 end  
end

**Related L4 Tickets List :**

|  |  |
| --- | --- |
| **MODULE** | **FR TICKET** |
| Xero | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-41015> |
| Related Deals | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-37934> |

**Goal:**

   To document every L2 ticket and its solution for future reference, to help new developers and everyone else in the team get familiarised with commonly recurring issues.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No | Issue Description | Solution | Ownership | L2 Ticket (Ref) |
| 1 | Freshdesk API shown as Incorrect - 'Entered Key is Invalid' in Freshdesk Apps settings page | Out of our Scope ; Ticket was redirected to Freshsales-iPaaS team. | Marketplace and Integrations | <https://support.freshsales.io/a/tickets/5094651> |
| 2 | Load more button is not shown when user has phone widget enabled. | There is already a method available to set the height of the screen, this method was not being called after deals got loaded. So called it after deals load. | Deals | <https://support.freshdesk.com/a/tickets/5506937> |
| 3 | Sync issue between freshsales and freshdesk | Out of our scope, its a sync issue Redirect to Freshsales-iPaaS | Freshpipe | <https://support.freshdesk.com/a/tickets/5460409> |
| 4 | unable to create contact in freshsales from a freshdesk | Out of our scope , getting bad gateway error in freshdesk side | Freshdesk | <https://freshsalesdev.freshdesk.com/a/tickets/377> |
| 5 | Zuora app is not working in Production.It is showing invalid API key | The Zuora app will work only for paid subscription in prod. This is because, If Zuora is on trial, it being run in a sandbox environement, which is separate URL. If we really need to work on | Freshsales |  |
| 6 | **Freshdesk App setting is not loading** | Solution 1: Try in incognito.  Solution 2: If above not working . Report to IPass team. | IPASS |  |
| 7 | **Sync issue between Freshsales and Freshdesk** | Check the API keys. If everything is correct report to IPass team. | IPASS |  |
| 8 | Cannot delete the tags  (A script should be run to fix this. Soon it will be done.) | Need to run a script | Alpha team | <https://freshsalesdev.freshdesk.com/a/tickets/424> |
| 9 | Unable to add LinkedIn/twitter/facebook URL | We can add only linkedin handle not full URL  below characters are not allowed in handle (used to differentiate between URL and Handle )  Facebook/Twitter  ":" and "/" are not allowed  Linkedin "linkedin.com" pattern in not allowed | Alpha team |  |
| 10 | Hubspot/freshdesk/mailchimp app setting is not loading | Talk to marketplace team first or IPASS . | Marketplace | <https://freshsalesdev.freshdesk.com/a/tickets/405> |
| 11 | The API key entered is invalid or not of a Freshdesk admin in desk integration page | Check the key in incognito . If all are same, check with ipass.   If sync is working , but freshdesk app in freshsales is not working properly, The issue is with wrong entry in integration\_installed\_applications table | IPASS/Freshsales | <https://freshsalesdev.freshdesk.com/a/tickets/377> |
| 12 | the user is not able to see the "Email Status"  field in Lead/Contact modules. | For new FSA , Email status field is removed as per below ticket <https://freshworks.freshrelease.com/FSALES/tasks/FSALES-17275> | Alpha team | <https://freshsalesdev.freshdesk.com/a/tickets/471> |
| 13 | App installation issue | ran script | Marketplace | <https://freshsalesdev.freshdesk.com/a/tickets/674> |
| 14 | Facebook,twitter,Linkedin throws error in gmail plugins | L4 is already created and usual suspect is working on it  <https://freshworks.freshrelease.com/FSALES/tasks/FSALES-20287> |  |  |
| 15 | QuickBooks Integration issue |  |  |  |
| 16 | Sales Goal page not loading | sales goal seed didnt run properly during migration , need to run below script  <https://supreme.freshsales.io/console/codes/show_code?id=1418> | Alpha team | <https://freshsalesdev.freshdesk.com/a/tickets/1033>  <https://freshsalesdev.freshdesk.com/a/tickets/4527> |
| 17 | Lead Score is not getting updated based on Tags | L4 created ready for grooming.  <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-28754> | Alpha team | <https://freshsalesdev.freshdesk.com/a/tickets/2581> |
| 18 | Freshdesk uninstall is not reflecting | Run a script , mention in this Page ( Uninstall application ) | Alpha team | <https://freshsalesdev.freshdesk.com/a/tickets/3865> |
| 19 | Freshdesk ticket show is not working | L4 created  <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-32091> | Alpha team | <https://freshsalesdev.freshdesk.com/helpdesk/tickets/3869> |
| 20 | Quickbooks Paid is showing as "0" when entry is present | Response from quickbooks is not proper | Waiting on support | <https://freshsalesdev.freshdesk.com/a/tickets/3936> |
| 21 | Zuora invoice and subscription not getting synced | L4 created  <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-33501>. |  | <https://freshsalesdev.freshdesk.com/a/tickets/4805> |
| 22 | Commit deals permission not present | Run a script.  <https://supreme.freshsales.io/console/codes/show_code?id=3134> |  | <https://freshsalesdev.freshdesk.com/a/tickets/6754> |
| 23 | Sales Goal not loading in UI | Ran a script : please refer point 3 under "Troubleshooting" section in this page for the script | Alpha team | <https://freshsalesdev.freshdesk.com/a/tickets/5318> |
| 24 | Landing Page Builder is not showing in left nav | Ran script |  |  |
| 25 | Open Deal value/Won Deal value mismatch | Ran script | Alpha team | <https://freshsalesdev.freshdesk.com/a/tickets/9545> |