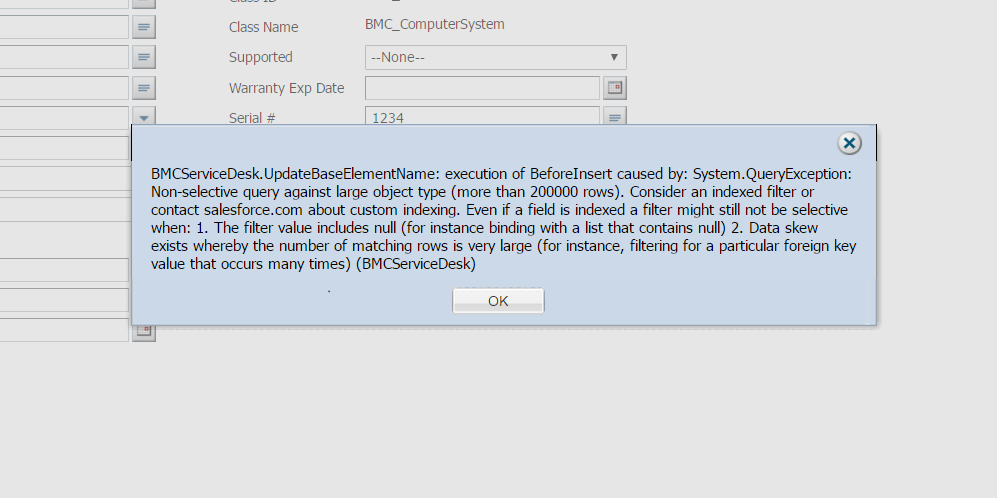
**Custom Indexing on Reconciliation Rule Fields**

When reconciliation is on, if you receive the following error while creating or importing a CMDB record, raise a case with Salesforce to create custom indexing on the fields that you have used in reconciliation rules.



To create custom indexes, share following information with Salesforce:

1. **Fields to be indexed:** Ensure that Salesforce knows which fields to focus on and which fields to ignore. Include all fields used in reconciliation rules.
2. **SOQL query with bind values**: Consider an active reconciliation rule on the Asset #, Serial #, and Assembly ID fields and Filter logic is 1 AND (2 OR 3).

SOQL query formed for this rule:

SELECT Id, Name\_\_c

FROM BMC\_BaseElement\_\_c

WHERE (Asset\_No\_\_c = <Asset #>

AND (Serial\_No\_\_c = <Serial #> OR Assembly\_Id\_\_c = <Assembly Id>))

AND MarkAsDeleted\_\_c = false

AND CMDB\_Class\_\_c = <Class Id>

Notes:

* If you have created the reconciliation rule on a rule based class, the CMDB\_Class\_\_c field is replaced by FKAssetRuleClass\_\_c in the query.
* The “**RemedyforceSetting\_\_c**” custom setting determines if the value of the **Mark as deleted** field is True or False. This custom setting has a record named as “**CMDB\_ReconcileMarkAsDeleted**”. If the value of this record set to true, query will not include the line “AND MarkAsDeleted\_\_c = false”.

1. **Login access:** With login access, Salesforce will be able to replicate and understand the issue correctly.
2. **Error messages/time stamps:** Any error logs/time-stamps will help Salesforce in understanding the need for indexing.
3. **Steps to replicate the error:** Ensures that Salesforce follows the same path that you followed to understand the issue.

References:

1. <https://help.salesforce.com/HTViewSolution?id=000006007&language=en_U>
2. <https://help.salesforce.com/apex/HTViewSolution?urlname=Checklist-for-Custom-Index-Requests&language=en_US>