

Known Issues for Account and Contact Enrichment

Learn about the issues you may encounter when using Account and Contact Enrichment by D&B and how to work around them.

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Sync Data — Sync fails with CXCompanyExport mapping

Synchronization using a CXCompanyExport mapping fails with DCS-2 unexpected error.

Oracle Reference: 32895393

Sync Data — Sync adds character to Cleansed Industry field

After an account is synchronized, the **Cleansed Industry** field shows an irrelevant character (dollar sign) between the industry name and the industry code.

Oracle Reference: 32875658

Exports — Missing SIC and NAICS industry metadata

Export files from DaaS enrichments are missing SIC and NAICS industry metadata. Export files contain industry values, but do not contain information about which industry is the primary industry, the secondary industry, the tertiary industry, and so on.

Oracle Reference: 32867518

CX Sales — Exporting contacts from the Accounts page in DaaS defaults to old mapping

When exporting contacts from the Accounts page in DaaS, the mapping required for Import Management is not selected by default.

Workaround: When you select to export contacts from DaaS, change the mapping to **CXContactExport**.

Subscriptions — Domain names can't include special characters

DaaS doesn't allow subscriptions to be created with a domain name that contains special characters (such as a hyphen). For example, the domain name `abc-test.com` won't work.

Supported Browsers

DaaS supports the following minimum requirements for web browsers:

Web Browser	Version
Microsoft Internet Explorer	11 and later
Google Chrome	29 and later
Mozilla Firefox	24 and later
Apple Safari	7 and later

Note:

If you're exporting records to Oracle Eloqua Marketing Cloud, see their documentation for supported browsers.

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