Salesforce Error: Bad value for restricted picklist

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Bad value for restricted picklist

This error can mean several things. We recommend checking the following possibilities to see if one might be causing this error. It's best to begin by looking at the mappings in your connector that are specifically mentioned in the error.

1. You may have accidentally mapped a field twice in the Salesforce connector. Check through your field mappings to be sure that each field is only mapped once.

2. You may be sending a value to a picklist that is not one of the specified values for the picklist. You will need to check your send-as values for each field and compare those to what Salesforce is expecting. Confirm that your send-as values are spelled exactly the same as they are in Salesforce, with proper capitalization and no leading or trailing spaces.

3. Try Refreshing the Connector Schema: Save your connector, then up at the top select **Go To → Get New Salesforce Objects and Save**.

4. Check if the label and API name assigned for this record is exactly the same.

5. Try using the API name for the picklist value in the connector.

6. Turn off custom API in the connector.

7. If you are using a *global* picklist in Salesforce:
   - It used to be whenever a new value was added to a picklist you had to add it into the record type picklist manually. Now when you add a new value, it asks you if you would like to add it Global. Even with a global list, you have to add it manually. To Update a list you need to go to the Objects Record Type then select the Record Type Label and then edit the Picklist that is available for editing in the list.

8. As a last resort, you might try deleting and remapping the picklist that is causing the error.

9. Additionally, within Salesforce, by unchecking the "restrict picklist" checkbox in the field settings, you may be able to circumvent this type of error.

You can find additional information from Salesforce regarding this error here.