

# 34ADV - Connect Your Database Systems to Smartsheet

## Top 20 Questions & Answers

- 1. Q: When transferring ownership will be available in DataUploader?**  
A: Yes - this is a common request and is on our roadmap, and we hope to have it out to you soon!
- 2. Q: Any plans to allow a user that is not the owner to run a DataUploader configuration?**  
A: Yes - we're also hoping to set up a more detailed configuration setting that allows granular control of who can and cannot run workflows per user.
- 3. Q: How about including it with a new widget to run this with a DataMesh configuration as well?**  
A: We're also looking at DataMesh for further integration in our Data Uploader product, but no updates on that yet. Stay tuned!
- 4. Q: Will there be a ServiceNow Connector available?**  
A: We have a ServiceNow connector available - please contact your sales rep for details!
- 5. Q: Does Bridge replace Data Uploader or the Salesforce Connector?**  
A: Bridge, Data Uploader, and Connectors serve different needs, with Bridge focusing on multiple steps in a single workflow across more than two products, Data Uploader on repeatable grid based data input to Smartsheet, and Connectors focusing on bi-directional realtime connections. However, the three products complement each other strongly and we are developing solutions to use the products together.
- 6. Q: Are we going to be able to share workflows in Connectors?**  
A: Yes - we're working on sharing and transferring workflows in both DU and Connectors and will be releasing this hopefully early next year!
- 7. Q: Can we make custom sub-task types for the Jira Connector?**  
A: Currently no, unfortunately, and we're not sure that will be feasible technically, but we'll look into it.

**8. Q: Maybe we could run a DataUploader workflow from a Dashboard?**

A: We've no plans to do this currently but it's a very interesting idea! Please reach out to us via either your CSM or the usual channels so we can discuss your use case.

**9. Q: Is Data Uploader going to be available in Gov?**

A: Yes! We're hoping to launch this soon, but no hard dates yet.

**10. Q: What about Connectors in Gov?**

A: We don't have any hard timelines on that, but we know a lot of our government and public sector customers are requesting our Connectors products, and we are currently looking very seriously at how we can make this happen for you.

**11. Q: I want to limit my JIRA workflow so that it will only push new rows from SMAR > JIRA. Can you do that?**

A: Yes! We allow any connection to be either mono or bi-directional, manual or automatic, and you can set that per field.

**12. Q: Do you support Portfolio fields for Jira?**

A: We don't currently, but we are looking at this, along with other first party Atlassian fields that aren't part of the core Jira experience.

**13. Q: In the SFDC connector - can you bring notes / attachments over to SMAR from SFDC?**

A: We can't bring attachments over yet, but we're looking at it. The current workaround for that would be to include a published hyperlink in a SF field and then have that as a field. Same thing for notes (if they're added as attachments) - if they're just normal fields like "next steps" or something, we can sync those fields.

**14. Q: What happens to a Jira connector workflow if the Jira project that's connected is deprecated?**

A: The Connector workflow will stick around, but you will see an error in your logs and be alerted by email. It can then be deleted, or you could choose to download a Workflow Execution File to save the settings of that workflow and recreate it.

**15. Q: How many Data Uploader workflows can be created for an account?**

A: This depends on how you buy the product! The answer is usually 50 if you are purchasing at Business or Enterprise tiers, and 1,000 at Premier tiers. Please contact our sales team for more information.

**16. Q: Can I have one intake sheet trigger many different workflows in Data Uploader?**

A: We have customers that trigger many tens of workflows from a single intake sheet in Data Uploader, but the answer depends on the complexity of your solution. Please contact your account manager, our sales team or ask in the community for more details.

**17. Q: Hi there, can a Data Uploader workflow trigger off an attachment added to a sheet via a separate service like Egnyte, or does the file need to be hosted in Smartsheet?**

A: Great question! Cloud attachments on a sheet will not trigger Data Uploader workflows, so the options are a direct upload to the sheet, Onedrive, Box, or Google Drive.

**18. Q: This is a long shot - but is there any way we can use the replace feature in Data Uploader and keep the comments from the previous information?**

A: Unfortunately, if you clear a sheet using replace mode, you clear it completely. We'd recommend seeing if you can set a merge workflow instead and set a primary key on your intake data to enable this.

**19. Q: What happens if Data Uploader runs into bad data? Does it stop uploading, keep going ignoring the broken rows, or what?**

A: Currently, the workflow stops, in the interests of protecting customer data. For instance, what do we do with merges when there are an unspecified amount of bad rows? What do we do when data is critical / high integrity and there's risk of the wrong rows getting changed because of partial success metrics? It's a great question though, and we're currently investigating how best to handle partial upload successes.

**20. Q: Do Connectors and Uploader work with Work Apps?**

A: Yes! Sheets that are the targets of Connectors and Data Uploader workflows can be worked with using Work Apps like any other sheet.