Veeva Network

Veeva Network 24R3.0.1 Release Notes

December 2024

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About these Release Notes

These Release Notes describe all features that are included in Veeva Network 24R3.0.

SUBSCRIBE TO RELEASE NOTIFICATIONS

You can receive email notifications about upcoming software releases and the supporting documentation.

Software releases and maintenance

- Veeva Trust Site

  At the top of the page, click **Subscribe to Veeva Trust Site** and subscribe to the Veeva Network component.

Release Notes and Data Governance documents

The documents are posted in the following locations:

- Veeva Connect - Join the Network Community.

  To be notified as soon as the Release Notes are posted, go to your Veeva Connect profile and click **Settings**. On the Email Frequency page, expand the list and choose **Immediate**. Other notification options are **Daily** and **Weekly**.

- Veeva Product Support Portal

  Follow the Network Release Notes section to be notified when release documents are posted.

For more information, see About Network Releases in the *Veeva Network Online Help*.

Browser requirements

Veeva Network is supported on the latest version of these browsers, as of their most stable version at the time of release:

- Google Chrome™
- Apple® Safari®
- Microsoft® Edge

Veeva Network is not supported on mobile devices.

Release Note updates

The following features or enhancements have been added since the Early Release Notes were published:

- **Match Rule Collections** - Administrators can now revert back to using the default country match rules for an entity.

All material in the Release Notes should be reviewed to ensure that updates to existing topics are noted.

What's new

The following key enhancements comprise the Veeva Network 24R3.0 major release.

			ST	DS	DM	AD
Announcements						
Symphony Health ID	As of 24R3.0, the SHA ID field will no longer be managed by Veeva OpenData.	24R3.0			•	•
API Authentication update	As of 25R1.0, Network will no longer support submitting credentials in the URL parameters in the Authentication API call.	25R1.0		Developers		
Common Data Architecture (CDA)						
HCO kernel	The HCO kernel is now available for CDA.	24R3.0	•	•	•	•
Hierarchy Explorer Widget						
Label changes	The Explore HCOs and Explore HCPs tabs are renamed to Child HCOs and Child HCPs.	24R3.0	•	•	•	•
View Ancestor HCOs	A new tab called Ancestor HCOs displays the root HCO and its ancestors.	24R3.0	•	•	•	•
Override count labels	Administrators can change the Direct and Total labels that display the counts of child HCOs and HCPs.	24R3.0	•	•	•	•
HCO tooltips	Widget users can hover over the HCO icon to view the HCO type.	24R3.0	•	•	•	•
Responsive view	Widget users can easily browse the data on smaller screens.	24R3.0	•	•	•	•
Summary view enhancements	Administrators can configure the Summary View to be the default view and to display relationship types by default.	24R3.0	•	•	•	•
Search Widget						
Required fields	Administrators can define the fields that are required on the Advanced Search form for HCPs and HCOs.	24R3.0	•	•	•	•
Default search values	Default values can be added to the form so users do not have to add them for each search.	24R3.0	•	•	•	•
Limit field value options	Administrators configure the Advanced search form to display only the values that are relevant to their widget users.	24R3.0	•	•	•	•
Profile and DCR Status Widget						
View auto-approved changes	A new property can be used so the widget waits for a DCR to be auto-approved before returning the record to end users.	24R2.1	•	•	•	•

			ST	DS	DM	AD
Profiles						
VIDs	VIDs remain on the collapsed summary header as you scroll through a record profile.	24R2.1	•	•	•	•
Field names	The field name displays for each field in the Field Help pane.	24R2.1	•	•	•	•
Search						
Support for reference values	Users can now search for reference values that contain multiple words.	24R3.0	•	•	•	•
Data Components						
Network widgets	Data components that display data from Veeva Vault are now supported on account profiles in the Network widgets.	24R2.1	•	•	•	•
Set variables	Use variables to define a set of VIDs to query for a data component.	24R2.1			•	•
Inbox						
DCR history	Data Stewards and Data Managers can see the entire history of actions for each task.	24R3.0		•	•	
Task source	The source system that generated the task now displays in the Associated Tasks dialog	24R2.1	•	•	•	•
Suspect match						
Custom objects	Data Stewards can now select the field values that will survive on the winning record.	24R2.1		•	•	
Merge prevention rules	Suspect match tasks now consider the field values defined in merge prevention rules.	24R2.1			•	•
Match Rule Collections						
Discarding custom rules	Administrators can now revert back to using the default country match rules for an entity.	24R3.0			•	•
Data model						
Formatted name	A custom calculation has been added for the formatted_name__v field for Canada.	24R2.1		•	•	•
Data Privacy						
Third-party data	You must confirm that you are permitted to load third party data into Network.	24R2.1			•	•

			ST	DS	DM	AD
Subscriptions						
Job calendar	Use the calendar to monitor all Network integration jobs in a single location.	24R3.0			•	•
OpenData subscriptions						
HCO emails (US only)	Email fields for US HCOs are no longer managed by Veeva OpenData.	24R3.0			•	•
Symphony Health (SHA) ID	Starting in this release, the SHA ID field will no longer be managed by Veeva OpenData.	24R3.0				•
Veeva CRM integration						
MCSR license mapping	Massachusetts Controlled Substances Registration (MCSR) licenses are now mapped to CRM.	24R3.0			•	•
Vault CRM integration						
Pre-migration report	Administrators can download a report to see what configurations for Veeva CRM need to be migrated to the Vault CRM system.	24R3.0			•	•
Create unverified DCRs	Add requests can be immediately created as an unverified account in Vault CRM.	24R2.1			•	•
Validate Vault CRM Bridge	Administrators and Data Managers can validate the bridge configuration to ensure that all required mappings are complete.	24R2.1				•
Users						
Last login time	Administrators can view the last login time from each user on the Users page.	24R2.1				•
Security						
SSL certificates	Customers who explicitly download and install certificates must update the certificate for veevanetwork.com.					•
Single sign-on	The default SSO icon is changed.	24R2.1				•
API						
Version update	The Network API is updated to v34.0.	24R3.0		Developers		

Note: The System and Data Admin user has all of the capabilities of the System Administrator and Data Steward users. Features and enhancements that apply to those users also apply to the System and Data Admin user.

Data Governance - Specific updates for fields and reference data are provided in the *Veeva Network Data Governance* release notes for every minor and major Network release.

Announcements

Symphony Health (SHA) ID

Symphony Health (SHA) IDs will not be included in US OpenData updates as of December 12, 2024.

For details, see the *Symphony Health ID* topic in these Release Notes.

API Authentication update

As of the 25R1.0 release (Spring 2025), Network will no longer support submitting credentials in the URL parameters in the Authentication API call.

This update is being made to address security concerns. It was originally planned for Network 24R2.0 but has been extended to version 25R1.0.

The update will be made to Sandbox instances on March 28, 2025 and to Production instances on April 11, 2025.

Action

To gain access to your Network instance using the Network API, ensure that user names and passwords are submitted in the body of the POST request.

For details, see the Authentication topic in the *Veeva Network Developer Help*.

Common Data Architecture for Life Sciences (CDAs

HCO KERNEL

24R3

The HCO kernel is now available for CDA. The HCO kernel defines a concise data structure for entities that are involved in the delivery or administration of healthcare services.

About CDA

In August 2024, Veeva introduced the Common Data Architecture for Life Sciences (CDA), an industry standard for referring to HCPs, HCOs, clinical operations, and products and diseases.

All life sciences organizations can use CDA to communicate and collaborate more effectively with each other using these universal data components.

For more information about this open standard, see veeva.com/cda.

CDA and Network

Network has supported CDA and the HCP kernel since version 24R2.0 (August 2024). Vault CRM and Veeva OpenData began supporting CDA at the same time so customers could store and exchange HCP CDA data between these applications.

For details about the HCP kernel, see the CDA topics in the *Veeva Network Online Help*.

Enable this enhancement

New customers

All CDA fields for the HCO and HCP kernels are enabled and implemented by default in new Network instances. This enables new customers to use this standardized data structure in Network, OpenData, and Vault CRM from the start.

Existing customers

Fields for the HCO kernel are available in your Network instance, but they are not enabled by default.

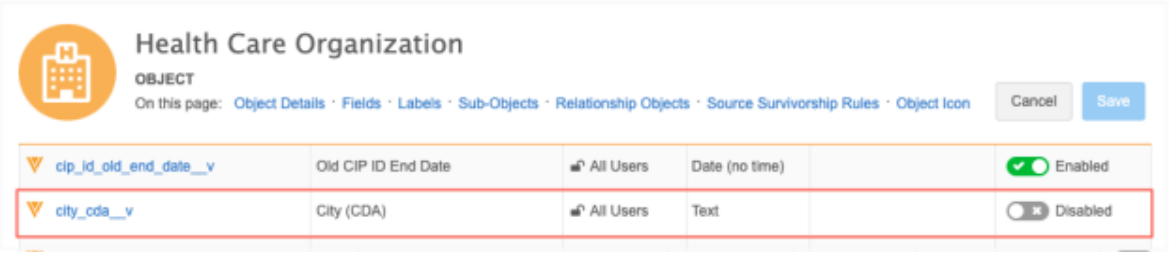
- **Customers that have enabled the CDA data model** - If you enabled the CDA data model in your Network instance to use the HCP kernel, you can manually enable the HCO CDA fields.

  To enable the fields:

  1. In the Admin console, click **Data Model**.

     The **Customer Master** data domain displays by default.

  2. In the **Objects** section, select **Health Care Organization**.
  3. In the **Fields** section, for each CDA field, toggle the **Disabled** icon to be **Enabled**.



See the *HCO CDA Fields* section below for a list of the fields to manually enable.

4. **Save** your changes.

- **Customers that have not enabled the CDA data model** - Administrators can enable the CDA data model for their Network instance when they are ready to begin adopting this new standard.

  When the **Enable CDA Data Model** setting is selected, all CDA fields for HCOs, HCPs, and Addresses will be enabled.

To enable CDA (all fields for the HCO and HCP kernels) for your existing Network instance:

1. In the Admin console, click **Settings > General Settings**.
2. Click **Edit**.
3. In the **Common Data Architecture (CDA) Data Model** section enable the following settings:
   - **Enable CDA Sync** - Populate CDA fields with legacy field values in your Network instance.

     This setting enables the CDA Sync process and turns on the workflow process for the CDA data model. CDA Sync is applied only to enabled CDA fields that are locally managed.

     Note: CDA Sync does not need to be enabled in your instance to get data from OpenData in CDA fields.

   - **Enable CDA Data Model** - Enable all CDA data model fields for HCOs, HCPs, and Addresses.

     This setting cannot be turned off after it has been enabled. Individual fields can be turned off in the data model.
4. **Save** your changes.

HCO kernel components

The kernel contains the following components:

- **Entity** - HCO
- **Attributes** - 15 new fields for HCOs

  Note: CDA Address fields are supported for HCOs. The Address fields were added in Network version 24R2.0 (August 2024). No changes have been made to the fields for the HCO kernel. For details, see the CDA data model fields topic in the *Veeva Network Online Help*.

- **Picklists** - One new reference type and three existing reference types.

HCO CDA fields

As with all CDA fields, the fields for the HCO kernel contain the `_cda__v` suffix.

The ID field (`veevaid__v`) is the exception to the naming convention.

List of fields

Field Name	Field Label	Field Type	Description
veevaid__v	Veeva ID	Text	Global identifier from Veeva data products.
hco_name_cda__v	Name (CDA)	Text	Official, legal name of the healthcare organization as registered with relevant regulatory or government authorities.
hco_type_cda__v	HCO Type (CDA)	Picklist (Unrestricted)	Category or classification of the healthcare organization.
website_cda__v	Website (CDA)	Text	Official website URL for reference and contact purposes.
email_cda__v	Email (CDA)	Text	Primary email address.
fax__cda__v	Fax (CDA)	Text	Primary fax number. May include country code including non-alphanumeric characters. e.g. +, -
office_phone_cda__v	Office Phone (CDA)	Text	Primary office phone number. May include country code including non-alphanumeric characters. e.g. +, -
nhid_cda__v	National Healthcare ID (CDA)	Text	Unique identifier assigned to healthcare professionals within a country's healthcare system.

Field Name	Field Label	Field Type	Description
study_site_cda__v	Study Site	Boolean	Indicates whether this organization is a site for clinical studies.
target_cda__v	Target	Boolean	Indicates whether the organization is a target for one or more brands of the company.
country_cda__v	Country (CDA)	Picklist (Restricted)	Name of country.
state_cda__v	State/Province (CDA)	Picklist (Restricted)	Name of state, province, or regional area.
city_cda__v	City (CDA)	Text	Name of city or municipality.
postal_code_cda__v	Postal Code (CDA)	Text	Postal code from primary address. May include non-alphanumeric characters. e.g. -
status_cda__v	Status (CDA)	Picklist (Restricted)	Indicates whether this object is currently active or not.

Field details

Additional details about the HCO fields are available in the CDA data model fields topic in the *Veeva Network Online Help*.

- Field calculation rules for each country / region
- Network > CDA language mappings
- Network > CDA reference code mappings

HCO fields managed by OpenData

Most of the HCO fields are managed by Veeva OpenData for OpenData records.

OpenData-managed CDA field values will be pushed to your Network instance through your OpenData subscriptions or ad hoc downloads as usual.

Note: The **CDA Sync** setting does not need to be enabled in your Network instance to receive OpenData in these CDA fields.

Field Name	Label
veevaid__v	Veeva ID
hco_name_cda__v	Name (CDA)
hco_type_cda__v	HCO Type (CDA)
website_cda__v	Website (CDA)
email_cda__v	Email (CDA)
fax__cda__v	Fax (CDA)

Field Name	Label
office_phone_cda__v	Office Phone (CDA)
nhid_cda__v	National Healthcare ID (CDA)
country_cda__v	Country (CDA)
status_cda__v	Status (CDA)

Email field

The CDA email field, `email_cda__v`, is included with the legacy email fields (`email _1__v` to `email_10__v`) in the Email subscription that is available for OpenData countries.

Note: The `email_cda__v`, `email_1__v`, and `email_2__v` fields for HCOs will not be managed by OpenData on US records.

Receive data in CDA fields from OpenData

After you enable at least one CDA field in your Network instance, run a full OpenData country subscription to update all records that are downloaded in your Network instance.

To run a full update:

1. Open an OpenData country subscription (**System Interfaces > OpenData Subscriptions**).
2. In the **Updates to OpenData records** section, select **Update all records**.
3. Save your changes.

The next time the subscription runs, you will receive updates for all the OpenData managed CDA fields that you have enabled.

Locally managed HCO fields

These CDA fields and their values are managed by you in your Network instance. These are custom fields, but they have the `__v` suffix.

Field Name	Label	Calculated?	Mapped Legacy Field
state_cda__v	State (CDA)	Yes	administrative_area__v
city_cda__v	City (CDA)	Yes	locality__v
postal_code_cda__v	Postal Code (CDA)	Yes	postal_code__v
study_site_cda__v	Study Site	No	No mapping
target_cda__v	Target	No	No mapping
email__cda__v (US only)	Email (CDA)	Yes	email_1__v

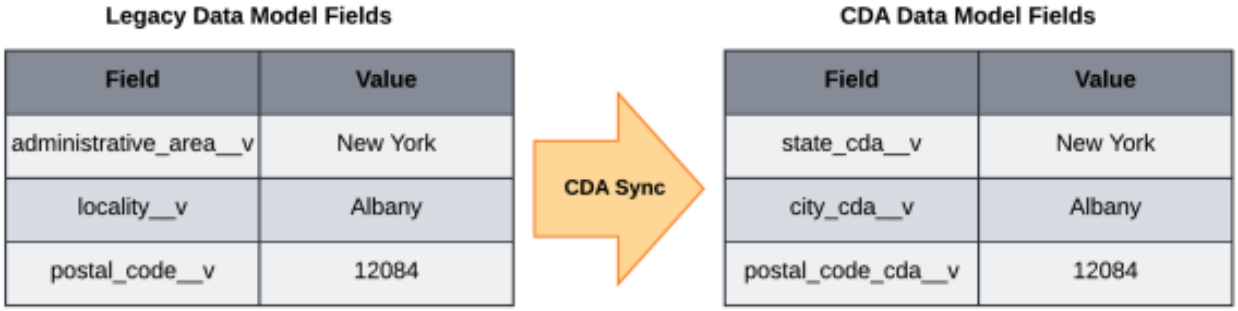
Calculated HCO fields

The following locally managed fields are calculated fields. This means that the fields are read-only.

- state_cda__v
- city_cda__v
- postal_code_cda__v
- email_cda__v (US only)

Calculated field values are populated by the CDA Sync process in your Network instance.

CDA Sync is applied to locally managed fields only. It maps the legacy HCO field values to the calculated CDA fields.



Note: The **CDA Sync** setting must be enabled in your Network instance so calculated fields values can be populated.

Updating calculated HCO fields

CDA Sync automatically runs in your Network instance during data update jobs, for example, source subscriptions, data updater, DCRs, and merges.

To update calculated fields:

- **Load data into the mapped legacy fields**

  The CDA Sync process will map the legacy field values to the calculated CDA fields.

  Important: If calculated CDA fields are included in the import files, the data will be overwritten when CDA Sync runs.

- **Submit data change requests on calculated CDA fields**

  The CDA Sync process will map the values to the legacy fields for Data Stewards to process.

For more details, see CDA Sync and CDA DCRs in the *Veeva Network Online Help*.

Non-calculated HCO fields

The following CDA fields are not calculated by the CDA Sync process.

- study_site_cda__v
- target_cda__v

Update non-calculated fields

These non-calculated fields can be edited and updated in the following ways:

- **Data change requests** - Submit DCRs on the non-calculated fields so they are processed by local data stewards.
- **Load data** - Use a source subscription or the Data Updater to update the fields. Include the non-calculated fields in the import files.

Picklists for HCO fields

The HCO kernel contains the following four picklists (also known as reference types in Network).

Restricted picklists

Custom reference codes cannot be added to these reference types.

- AddressStateCDA
- AddressCountryCDA
- StatusCDA

Note: These picklists were introduced for the HCP kernel. No changes have been made to the picklists for the HCO kernel.

Unrestricted picklist

This is a new reference type for the `hco_type_cda__v` field. Custom reference codes can be added to this picklist.

- HCOTypeCDA

Reference codes

Administrators and Data Managers can view the reference codes in the Network UI (**Data Model > Reference Data**).

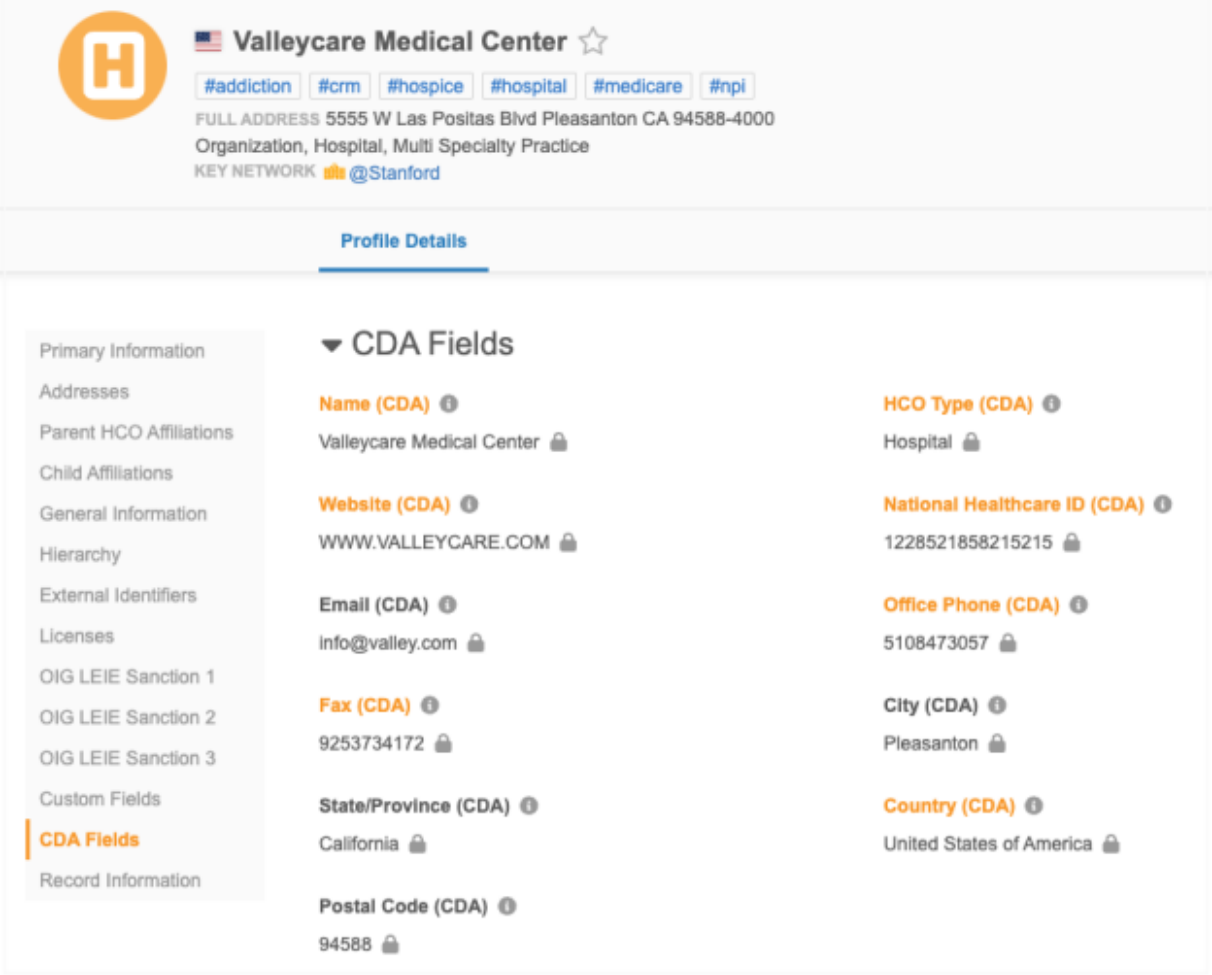
Note: All CDA reference codes are in lowercase, for example, `dvm`, `dmd`, `md`. Custom reference codes are added as uppercase.

Profile layouts

The HCO and Address CDA fields are automatically added to standard profile layouts for HCOs. The fields can be added to any custom HCO profile layouts in your Network instance.

Example

On HCO records that use standard profile layouts, the fields are available in the **CDA Fields** section.



Data change requests

Add and change requests can be submitted for HCO CDA fields from the following:

- Vault CRM
- Network API

For details about the DCR process, see the CDA DCRs topic in the *Veeva Network Online Help*.

Network – Vault CRM integration

Vault CRM will begin supporting the HCO kernel for CDA in December 2024. Additional information will be available when Vault CRM 24R3.0 is released.

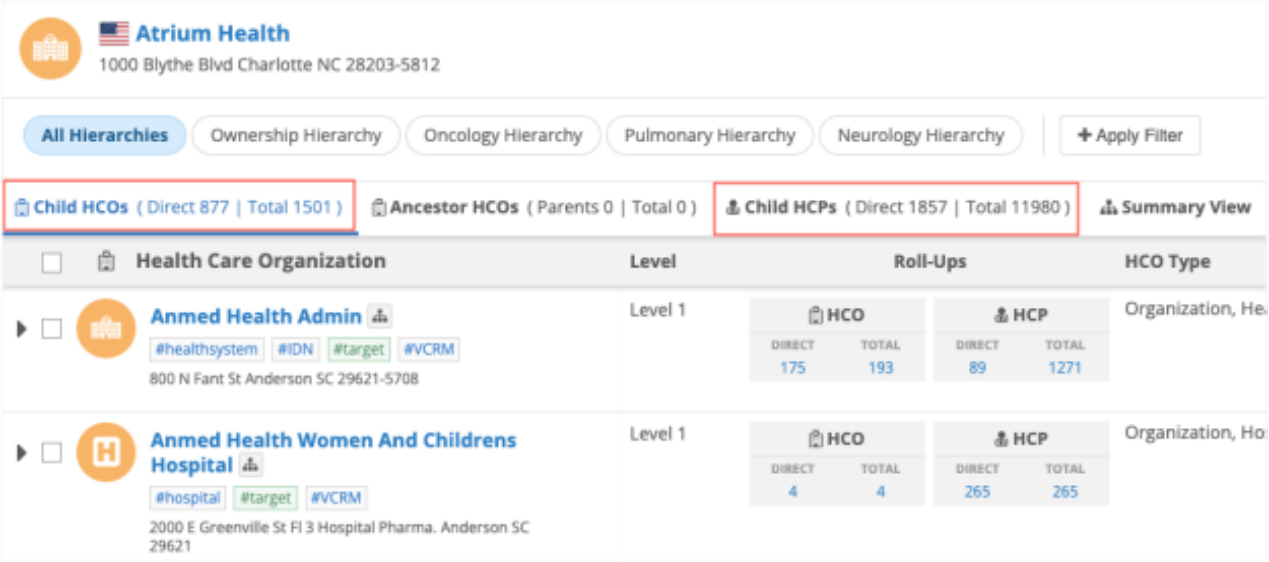
Hierarchy Explorer enhancements

The following enhancements have been added to the Hierarchy Explorer widget in this release.

LABEL CHANGES

24R3

The **Explore HCOs** and **Explore HCPs** tabs are renamed to **Child HCOs** and **Child HCPs** to clearly identify the HCOs and HCPs that display.



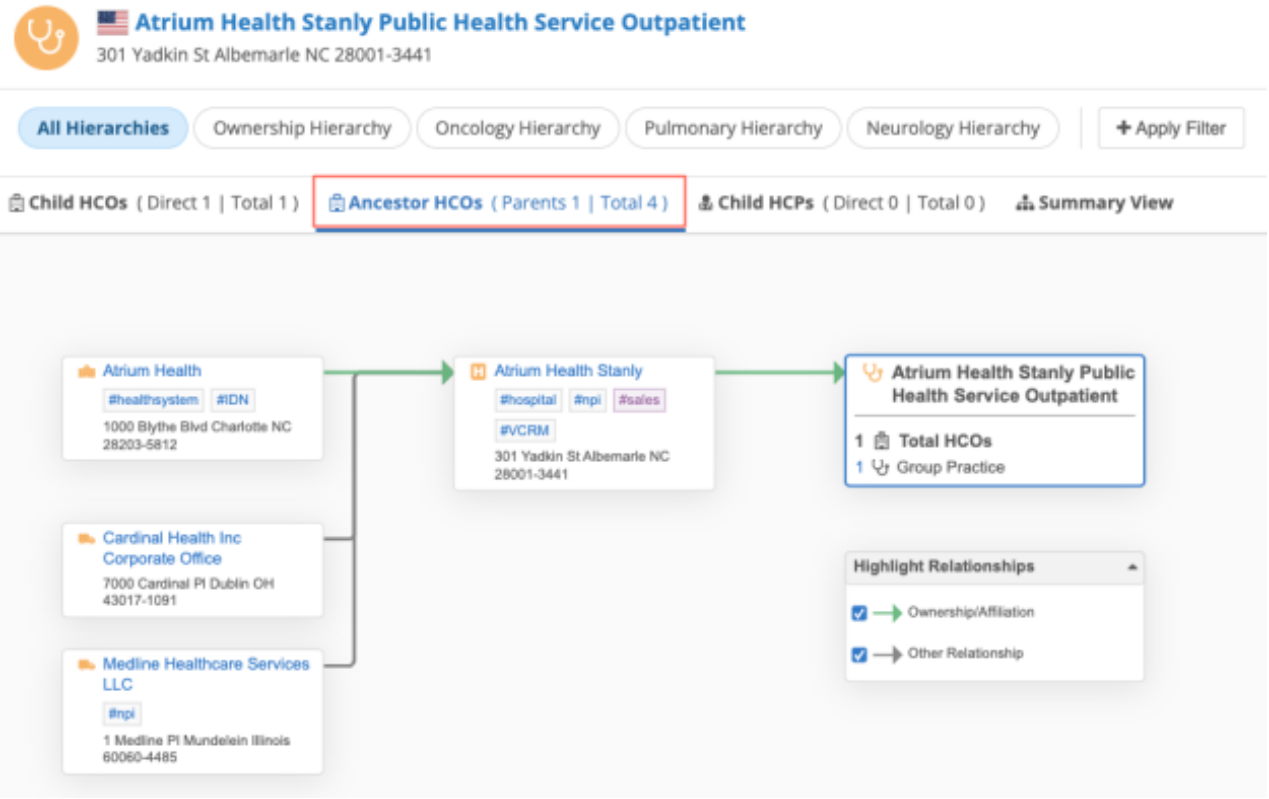
This enhancement is enabled by default in your Network instance.

VIEW ANCESTOR HCOS

24R3

A new tab called **Ancestor HCOs** displays the root HCO and its ancestors. The tab displays a count of the direct parents and total ancestors.

For top-level HCOs that do not have an ancestor, the count is 0.



This enhancement is enabled by default in your Network instance.

OVERRIDE COUNT LABELS

24R3

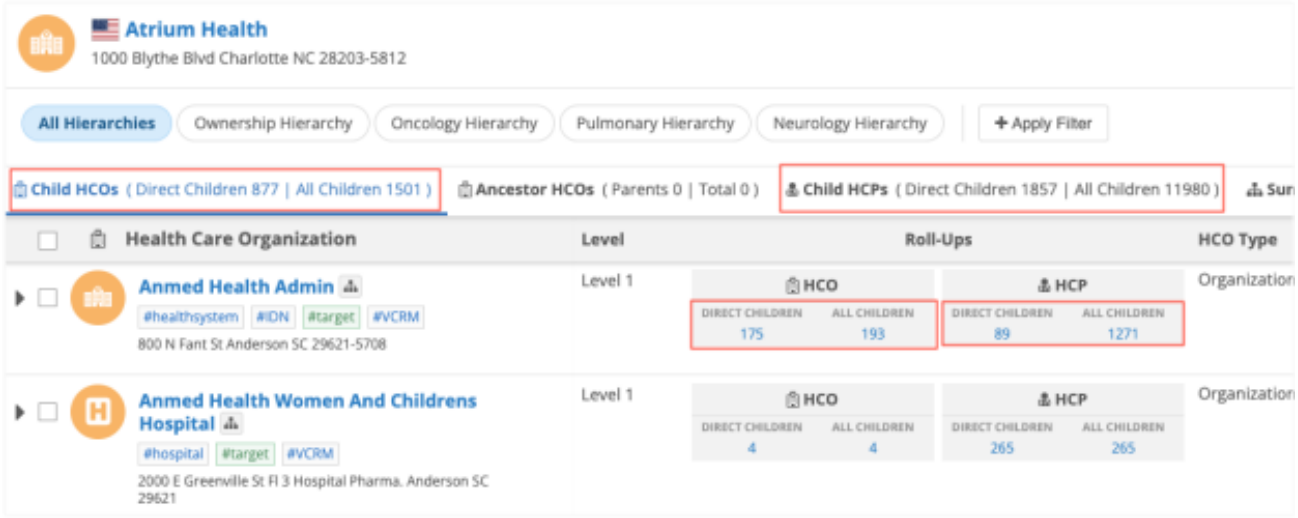
Administrators can change the labels that display the counts of child HCOs and HCPs.

The labels display on the **Child HCOs** and **Child HCPs** tabs and in the **Roll-Ups** section for each HCO and HCP listed.

Default labels:

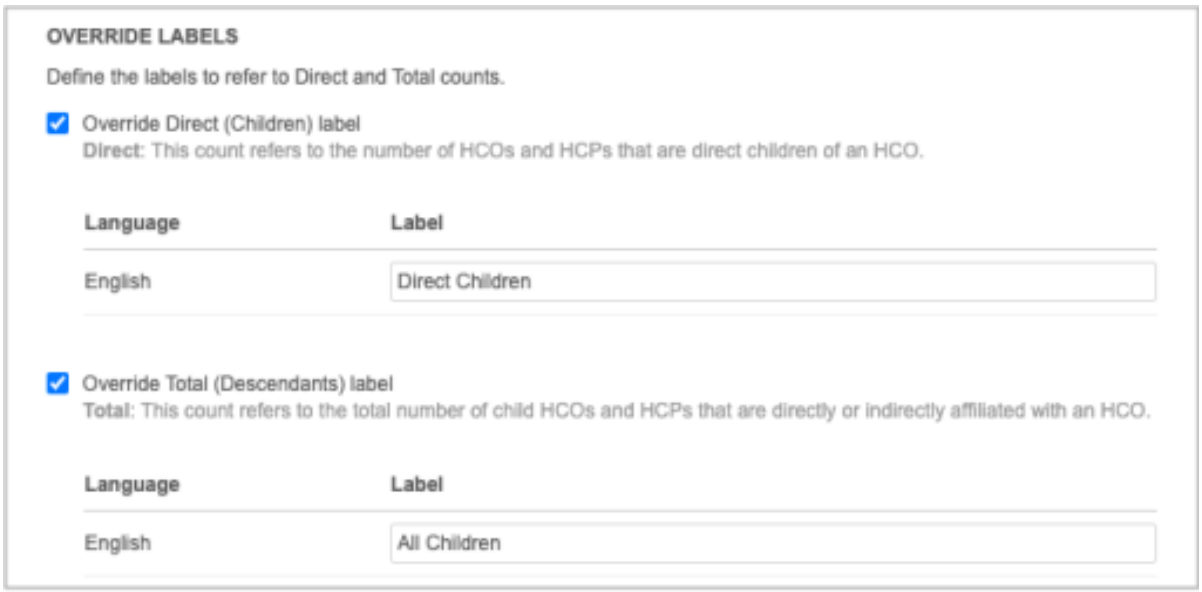
- **Direct** - The count refers to the number of HCOs and HCPs that are direct children of an HCO.
- **Total** - The count refers to the total number of child HCOs and HCPs that are directly or indirectly affiliated with an HCO.

For example, to ensure that users understand that the counts refer only to child HCOs and HCPs, you can change the labels to **Direct Children** and **All Children**.



To change the labels:

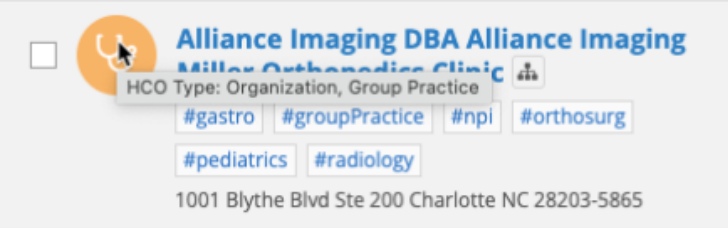
1. Open a Hierarchy Explorer widget configuration.
2. In the **Override Labels** section, choose **Override Direct (Children) label** and **Override Total (Descendants) label**.
3. In the **Label** field, type your custom label.
4. **Save** your changes.



HCO TOOLTIPS

24R3

Widget users can hover over the HCO icon to view the HCO type. For example, **HCO Type: Organization, Group Practice**.

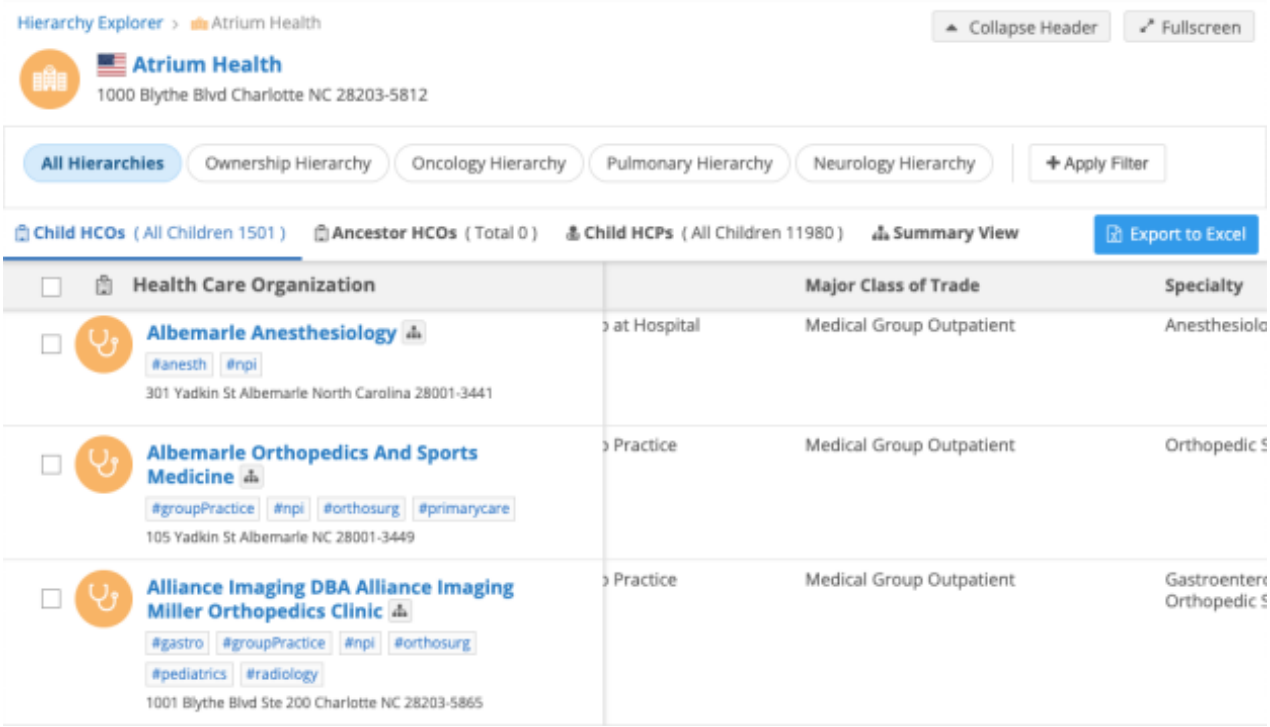


RESPONSIVE VIEW

24R3

The Hierarchy Explorer elements adjust so you can still easily browse the data when you view the widget on smaller screens.

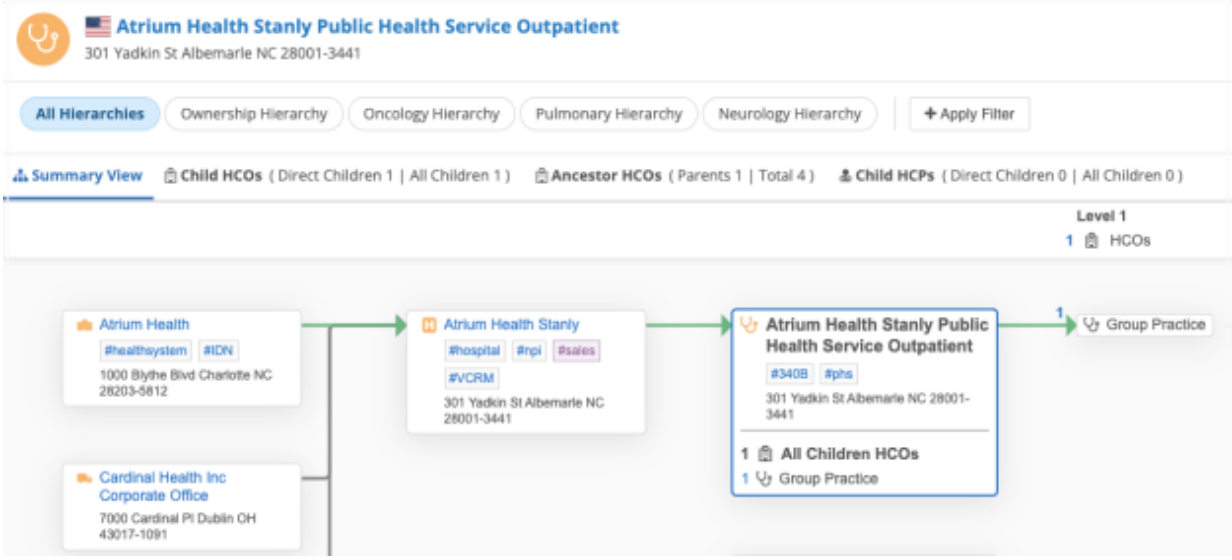
Note: The **Child HCOs**, **Ancestor HCOs**, and **Child HCPs** tabs display only the **Total** count on smaller screens.



SUMMARY VIEW ENHANCEMENTS

24R3

Administrators can configure the **Summary View** to display by default when widget users open a health system so they can immediately see how the HCO is affiliated in the hierarchy.

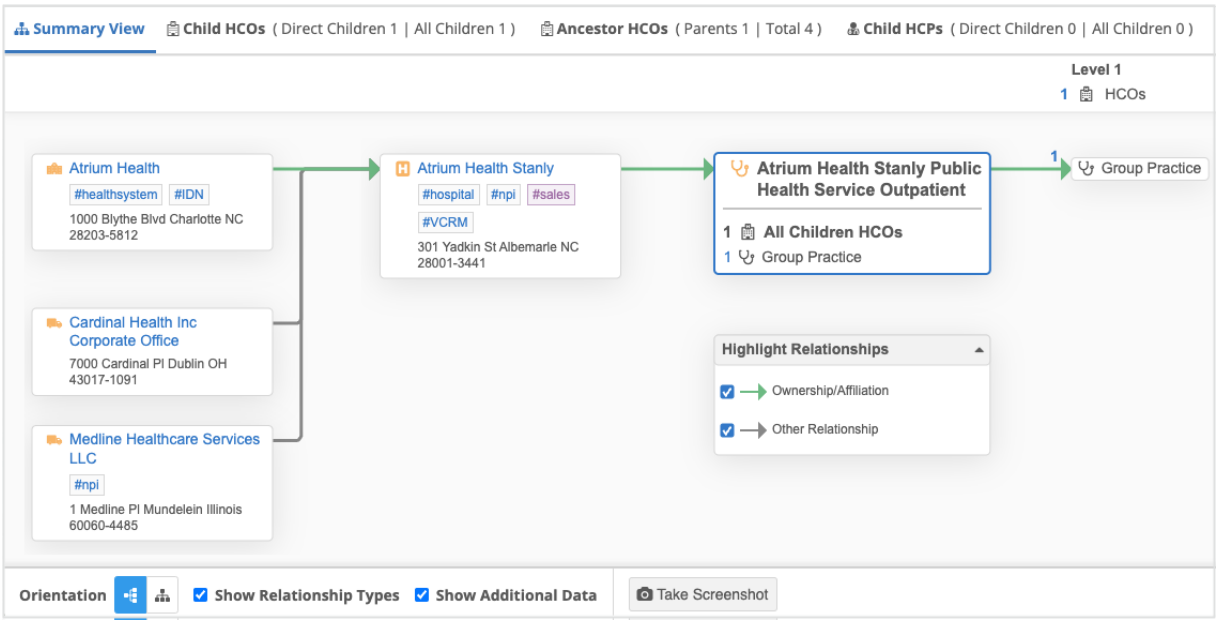


Addresses and hashtags

The primary address and the hashtags now display on each HCO on the **Summary View** and **Ancestor HCOs** tabs.

View relationship types by default

Administrators can also set the relationship types to be highlighted on the Summary View by default so users can immediately understand how the HCOs are related.



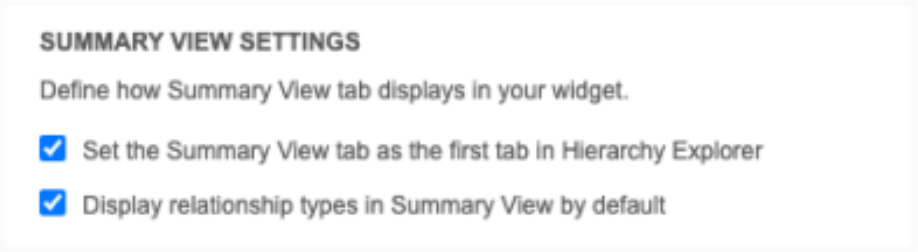
Users can always click the **Show Relationship Types** setting to toggle the highlighting.

Enable the Summary View enhancements

These settings will be enabled by default for new Hierarchy Explorer widgets.

Administrators can enable the settings for existing widgets.

1. In the Admin console, click **Widgets & Portal > Network Widgets**.
2. Select a Hierarchy Explorer widget to open its configuration page.
3. In the **Summary View settings** section, select the settings:
    - **Set the Summary View tab as the first tab in Hierarchy Explorer**
    - **Display relationship types in Summary View by default**



4. **Save** your changes.

Search widget

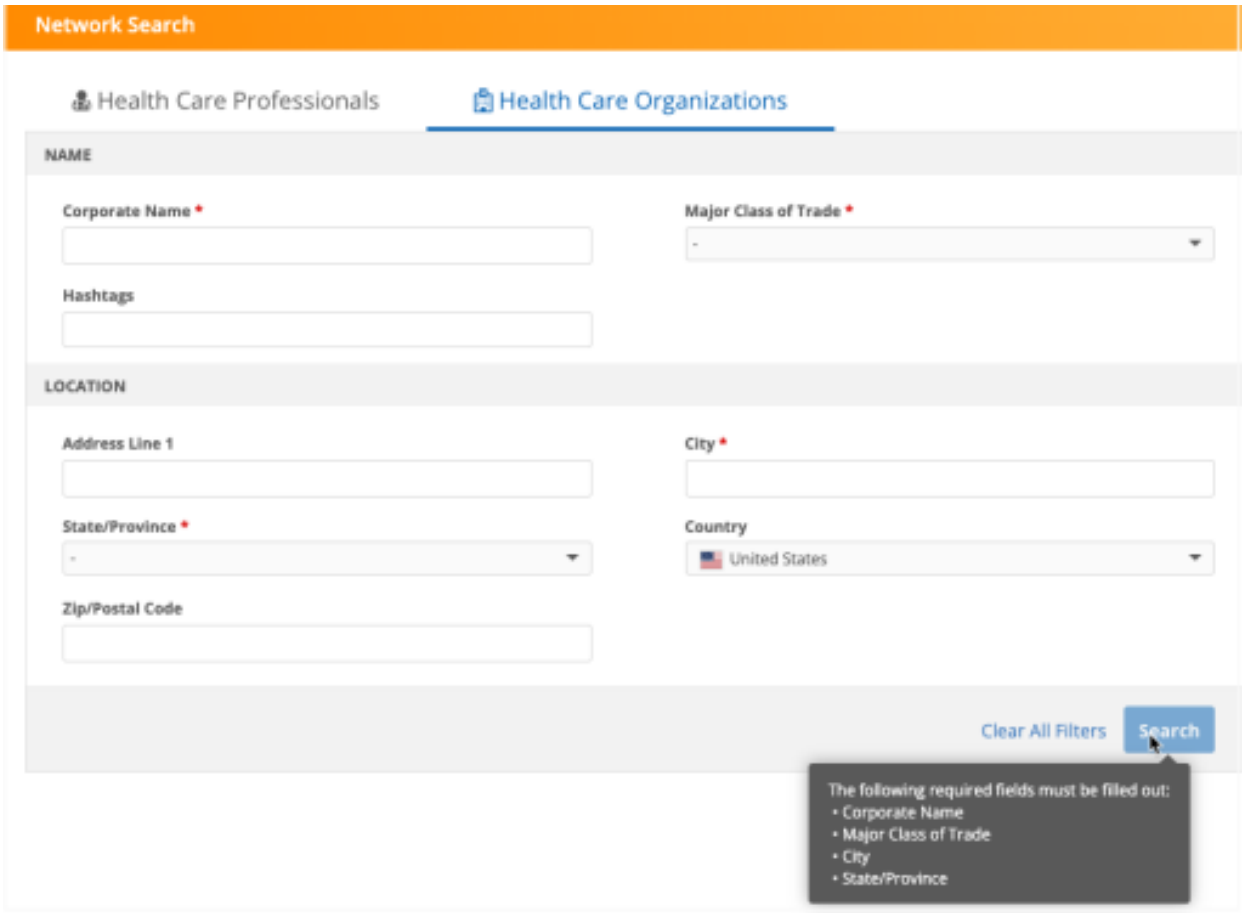
The following enhancements are added in this release.

REQUIRED FIELDS

24R3

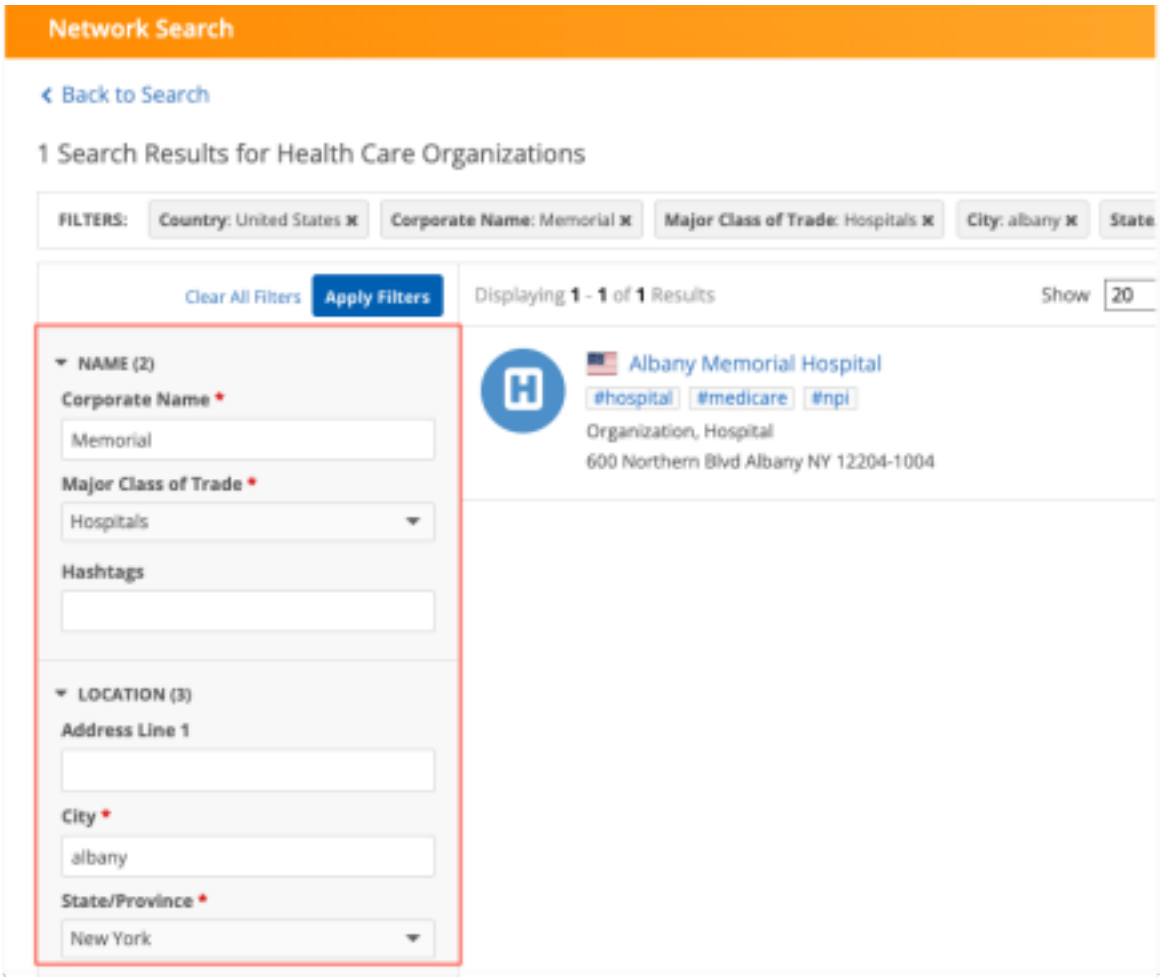
Fields can be marked as required on the Advanced Search form for HCPs and HCOs. A red asterisk (*) displays beside the required fields.

If the required fields are not populated, the **Search** button will be dimmed. When users hover over the button, a tooltip displays the fields that must be populated.



Note: Required fields are not supported for Quick Search.

The required fields also apply to the filters on the Search results page.



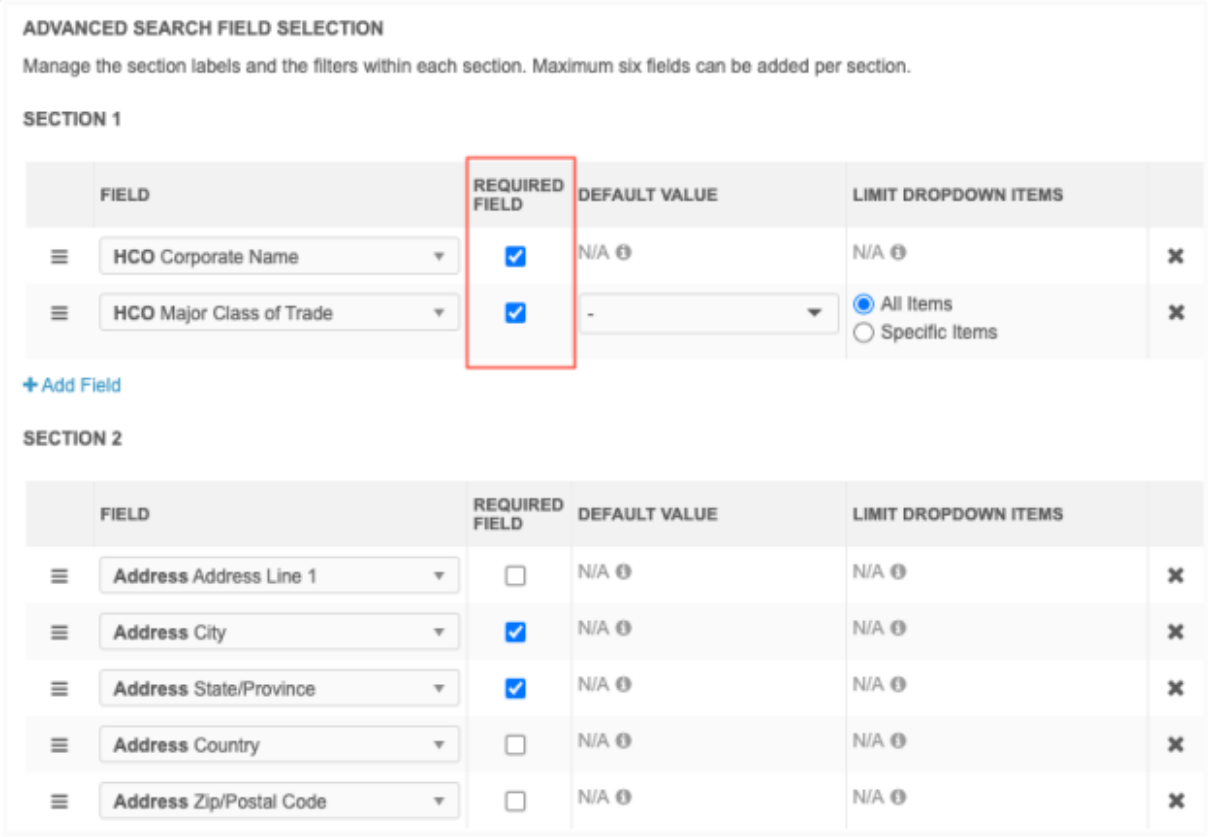
Enable this enhancement

Administrators can define required fields in the Search widget configuration.

To set required fields:

1. In the Admin console, click **Widgets & Portal > Network Widgets**.
2. Click a Search widget to open the configuration page.
3. The **Advanced Search Field Selection** section for the entity lists all of the fields that display in the Advanced Search form. Select the **Required Field** setting beside any listed fields.

   When this setting is selected, a red asterisk (*) displays beside the field label on the Search form.



Supported fields

All fields, except **Hashtags**, can be defined as required.

DEFAULT SEARCH VALUES

24R3

Administrators can define default values for the search form so users do not have to add these values each time they search.

For example, if your widget users typically search for Hospitals, you can set *Hospitals* as the default value for the **Major Class of Trade** field. Users can accept the value or select a different value from the list.

Default values are supported for the Quick Search and Advanced search form.

Supported fields

- Reference type fields
- Boolean Checkbox fields

Reference type fields that are not supported

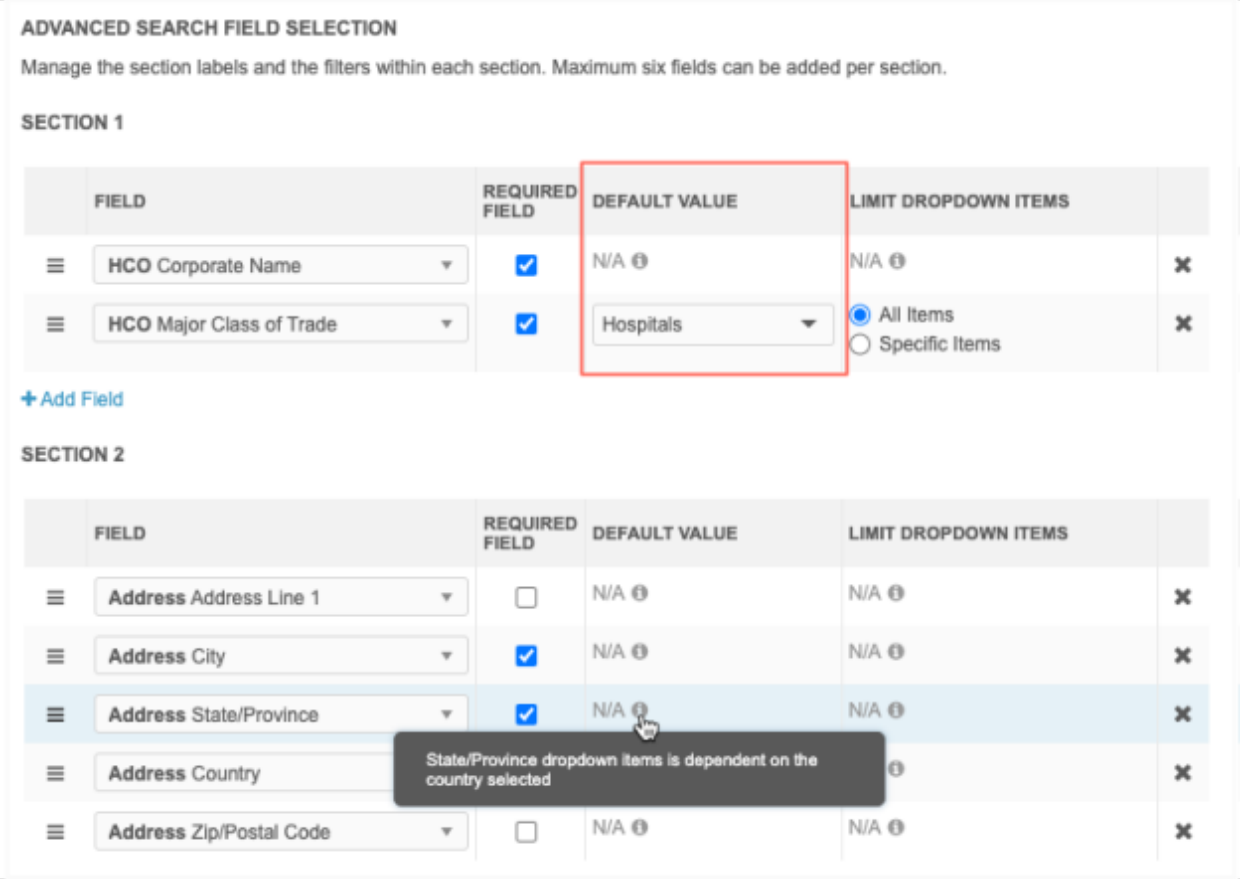
- Address Country (`country__v`) - The country field depends on the user's data visibility profile.
- Address Admin Area (`administrative_area__v`) - The state or province depends on the selected country.

Enable this enhancement

Administrators can define default values for search fields.

1. Open a Search widget configuration (**Widgets & Portal > Network Widgets**).
2. The **Advanced Search Field Selection** section lists all the fields that display in the Advanced Search (HCO and HCP tabs) and Quick Search. Click the **Default Value** cell for any listed field and choose a value. Choosing *Null* as a default value is also supported.

   Fields that do not support a default value display **N/A**. Hover over the tooltip for details.



Considerations for default values

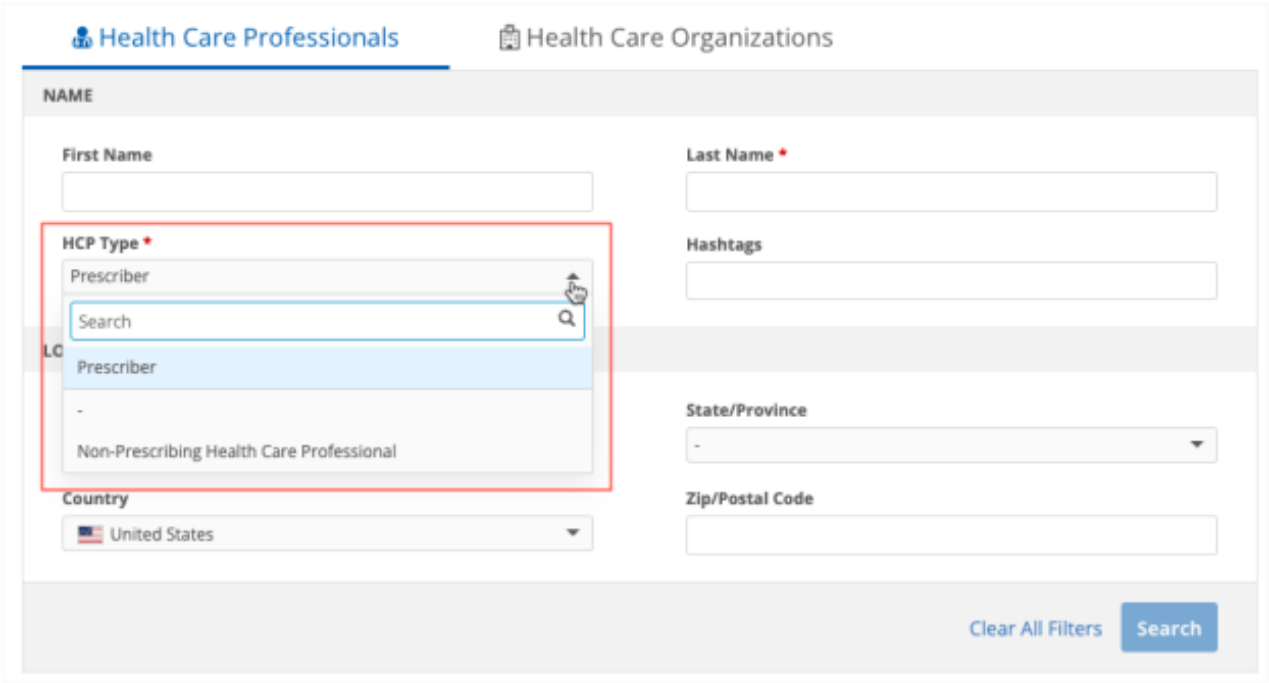
The field value in the Search form is empty in the following situations:

- A default value is not defined.
- The default value is not available to the user through their data visibility profile.

LIMIT FIELD VALUE OPTIONS

24R3

Administrators can limit the values that are available on the Advanced search form so widget users see only specific values. For example, you can limit the limit the values for the **HCP Type** field to *Prescriber* and *Non-Prescribing HCP* so users don't see values like *Dentist*, *Pharmacist*, *Student* that are not relevant to them.



Limiting field values is supported for the Advanced search form.

Supported fields

- Reference type fields
- Boolean Checkbox fields

Reference type fields that are not supported

- Address Country (`country__v`) - The country field depends on the user's data visibility profile.
- Address Admin Area (`administrative_area__v`) - The state or province depends on the selected country.

Enable this enhancement

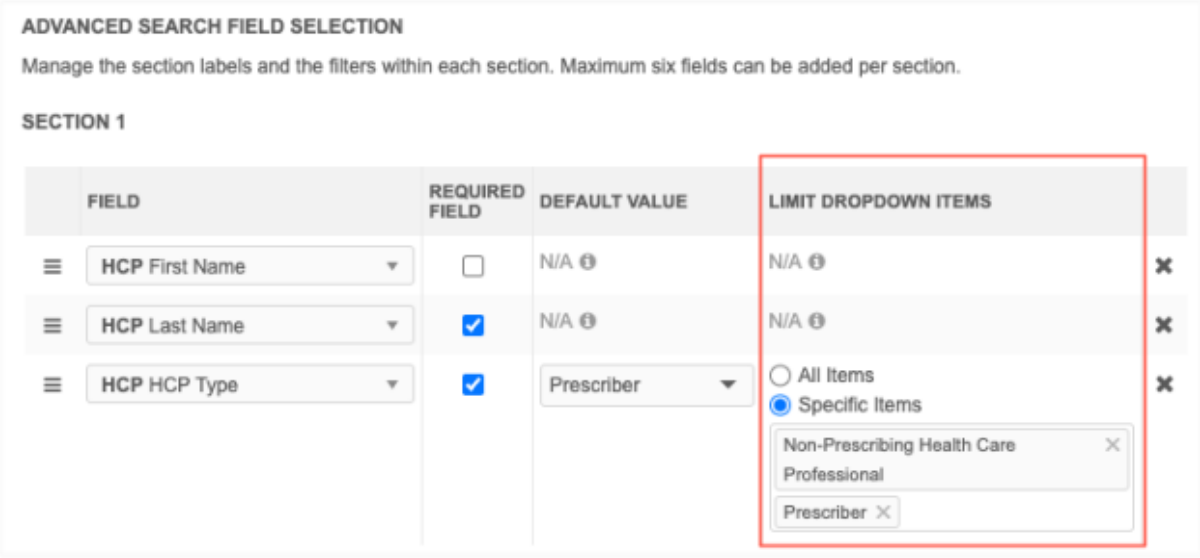
Administrators can choose the values that are available for each field on the Search form.

1. Open a Search widget configuration (**Widgets & Portal > Network Widgets**).
2. The **Limit Dropdown Items** column displays in the **Advanced Search Field Selection** section for an entity.

   On fields that support limiting values, choose one of the options:

   - **All Items** - Display all reference values for the field.
   - **Specific Items** - Display only specific items.

     For this option, select the values that you want to display for users. Only active reference values display in the list.



Fields that do not support a default value display **N/A**. Hover over the tooltip for details.

Profile and DCR widget

VIEW AUTO-APPROVED CHANGES

24R2.1

A new property can be added to the widget code to wait for a DCR to be auto-approved before returning the record to end users.

When DCRs are set to be auto-approved, there can be a short delay processing the changes after they are submitted through the Profile or DCR widget. To help end users see the expected updates, this property will insert a short delay for the DCR to be auto-approved before returning the record.

When this property is added to the widget code, the following behavior can occur within the set timeframe:

- **DCR is auto-approved** - The widget will return the latest record with the requested changes.
- **DCR is not auto-approved** - The widget will provide the latest record, but the requested changes may not yet be on the record.

Auto-approval property

```
wait-for-auto-approval="true"
```

Add this property to the widget code in the body in your HTML.

Example

```
<veeva-network-profile-widget
    widget-name="ProfileWidget"
    auth-domain="my.veevanetwork.com"
    widget-id="MTAwMDI7OztwcmVmaWxld2lkZ2V0X19j"
    closeable="true"
    hold-initialization="true"
    identifier="Network:HCP:214066274852930560"
    show-in-dialog="true"
    wait-for-auto-approval="true"
    demo-mode="true"
    username="john.smith@my.veevanetwork.com"
    password="12345">
</veeva-network-profile-widget>
```

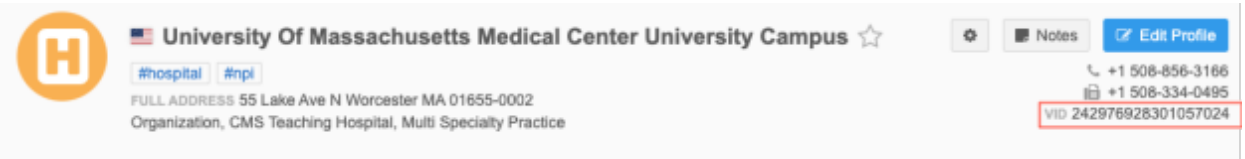
This enhancement is not enabled by default. Developers must add the property to the widget code. It applies only when DCRs are set to be auto- approved.

Profiles

VIDs

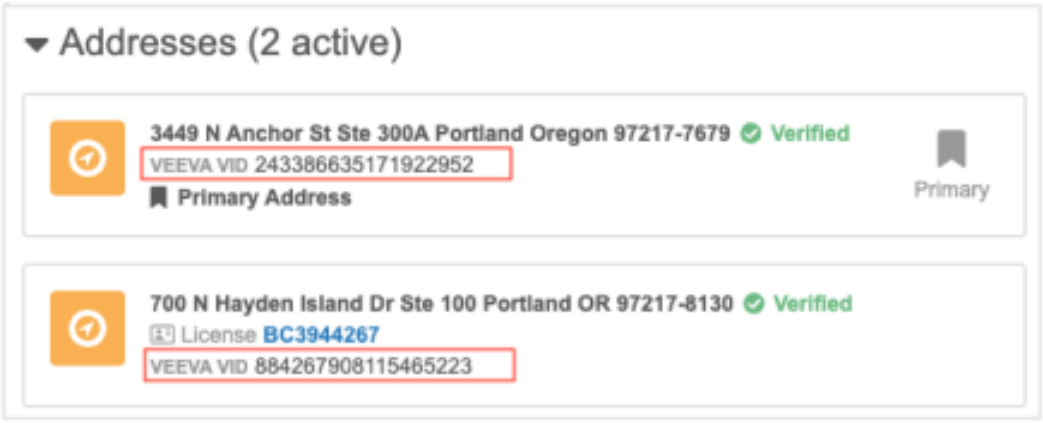
24R2.1

The VID for the record now displays in the collapsed summary header as you scroll through the profile.



Sub-object cards

The VID displays on the summary card for each sub-object. This is helpful when you want to search (CTRL + F) for a specific object.



Enable this enhancement

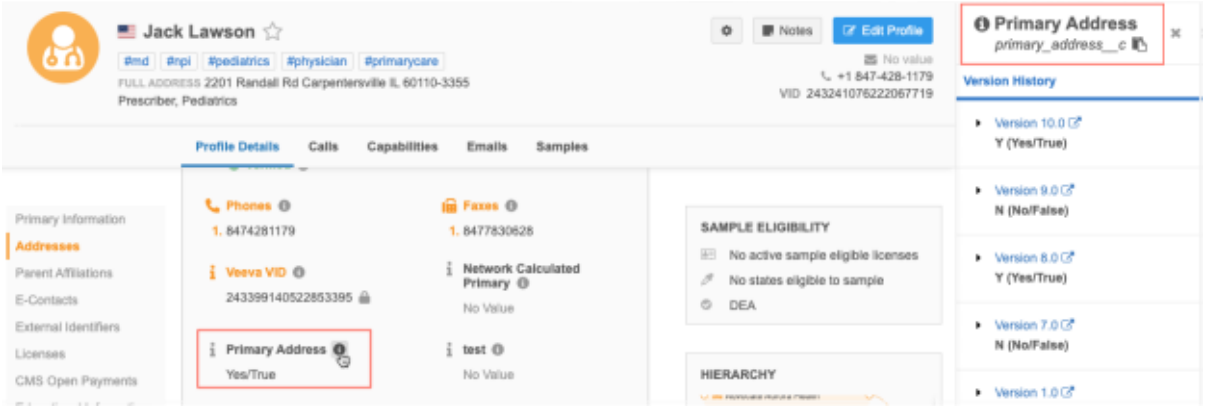
- **Standard profile layouts** - The VID displays by default on summary headers and sub-object cards.
- **Custom profile layouts** - Administrators or Data Managers must add the VID fields to the summary header and each sub-object section on the layout.

FIELD NAMES

24R2.1

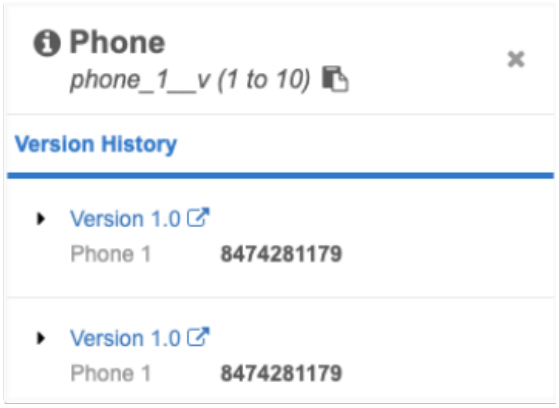
The field name now displays in the field **Help** pane. Administrators can use this information to identify a specific field when fields have similar labels.

To view the field name, click the **Info** icon beside the field label. The field name displays below the field label, for example, `primary_address__c`.



For field sets (for example, phones, faxes, and so on), the name of the first field in the set displays with the set number in parentheses.

Example: `phone_1__v (1 to 10)`



Copy the name

Click the **Copy** icon to copy the field name so you can easily search for it in the Network data model.

This enhancement is enabled by default in your Network instance.

Search

SUPPORT FOR REFERENCE VALUES

24R3

Users can now search for reference values that contain multiple words. The reference value must be enclosed in double quotes (").

Example

To search for a specific HCP that specializes in family medicine, use the following search term in the Network search bar:

```
John Smith "Family Medicine"
```

This enhancement is enabled by default in your Network instance.

Data components

NETWORK WIDGET SUPPORT FOR VAULT DATA COMPONENTS

24R2.1

Vault data components are now supported for Network widgets. The data from Vault is dynamically retrieved and displayed for the account that you are viewing in the Network widget.

Adding Vault data components to widgets enables business users who do not have access to Network or Vault to view this external data.

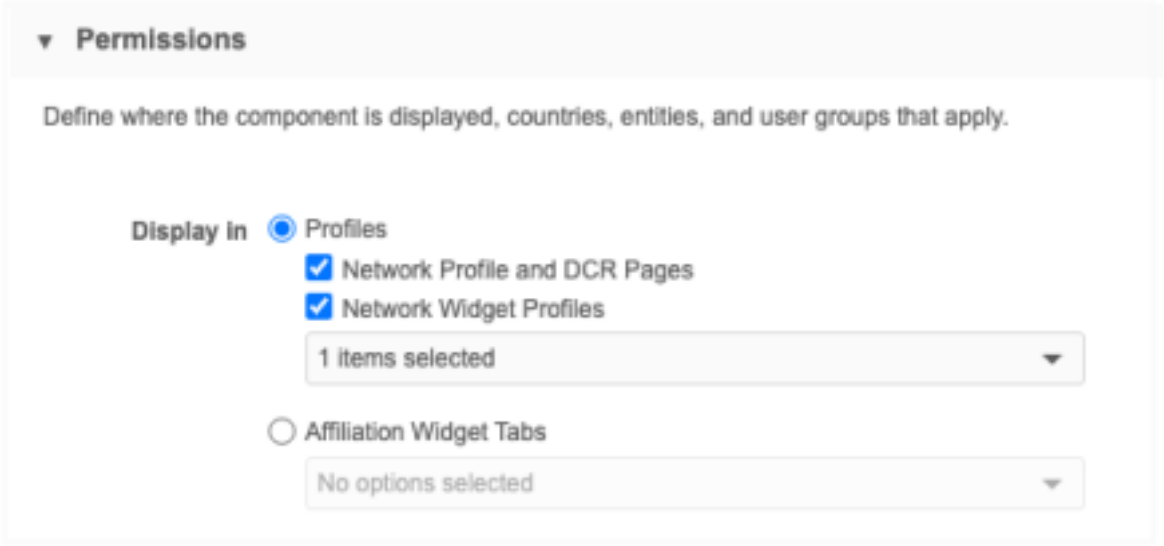
This enhancement is available by default in your Network instance.

Enable Vault data components on widgets

Administrators and Data Managers can update the Vault data component configuration so they display in specific Network widgets.

Supported widgets

- Search widget
- Profile/DCR widget
- Affiliation widget



To update a Vault data component:

1. In the Admin console, click **Widgets & Portal > Data Components**.
2. Open a data component that you have created to display Vault data.
3. In the **Permissions > Display in** section, specify where the components display.
    - **Profiles** - (Default) - Choose to display data components in the Network UI and/or on Network widget profiles.
        - **Network Profile and DCR pages** - The component will display in the Network UI on record profiles, on DCRs, and in search results (**View data** menu).
        - **Network Widget Profiles** - Display data components for HCP and HCO data on widgets.

          In the list, select the widgets that the data component should be applied to. The widgets are grouped by widget type.

          Widgets that are not enabled are dimmed in the list.
    - **Affiliation Widget Tabs** - Display on the tabs in the Affiliation widget. Choose this option if you want to display data for multiple accounts.
      If this option is selected, at least one widget must be selected.
4. Save your changes.

For more details, see Creating Vault data components in the *Veeva Network Online Help*.

Viewing Vault data components on widgets

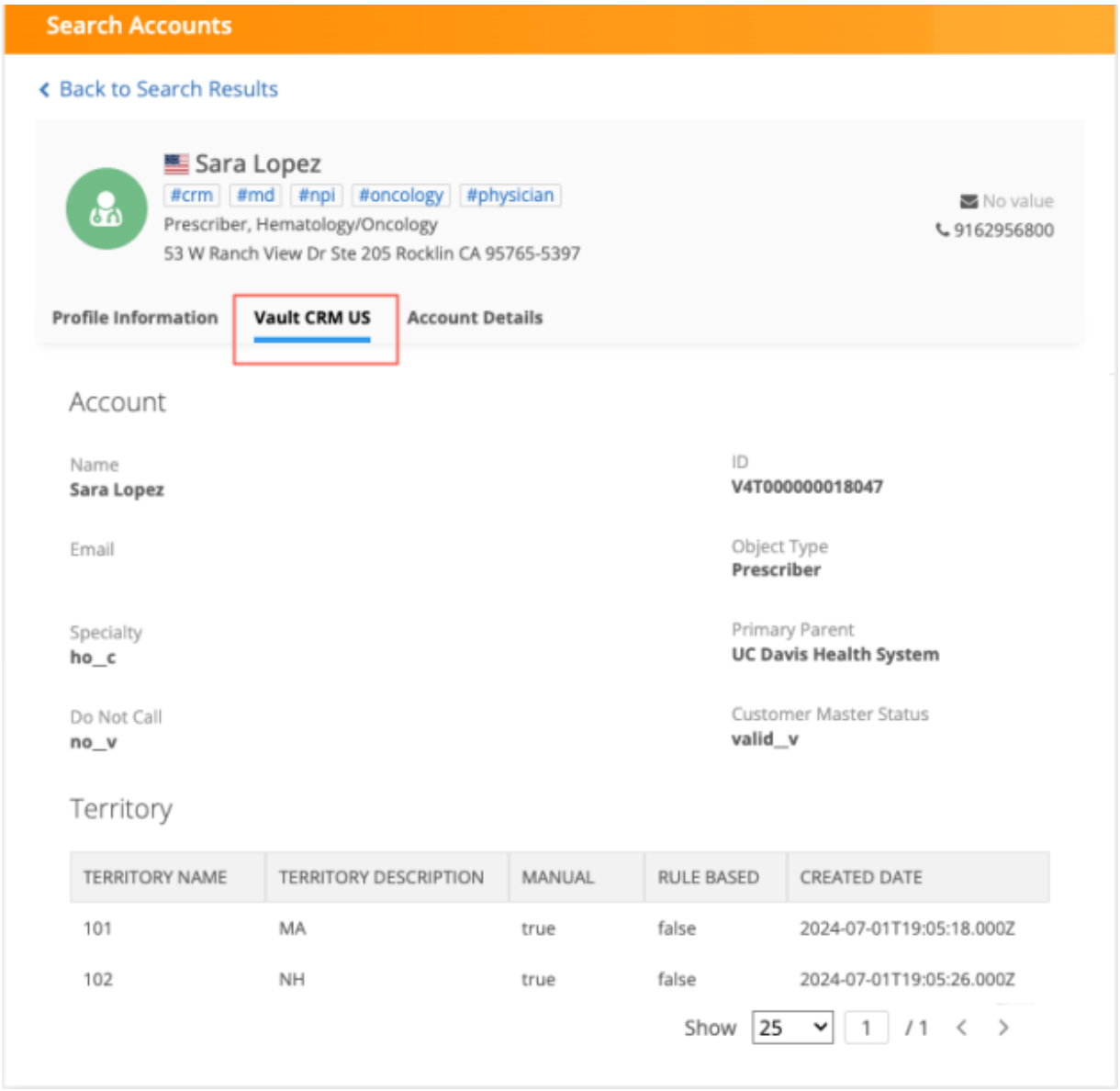
Search widget and Profile widget

Data components display in tabs at the top of record profiles. They are listed alphabetically after the **Profile Information** tab. The order cannot be changed.

The tabs display only if data components have been applied to this widget and they apply to the profile. For example, if a data component applies to HCPs only, it does not display on HCO accounts.

In the Search widget, data components display when users view a record profile from the search results.

Example - Search widget



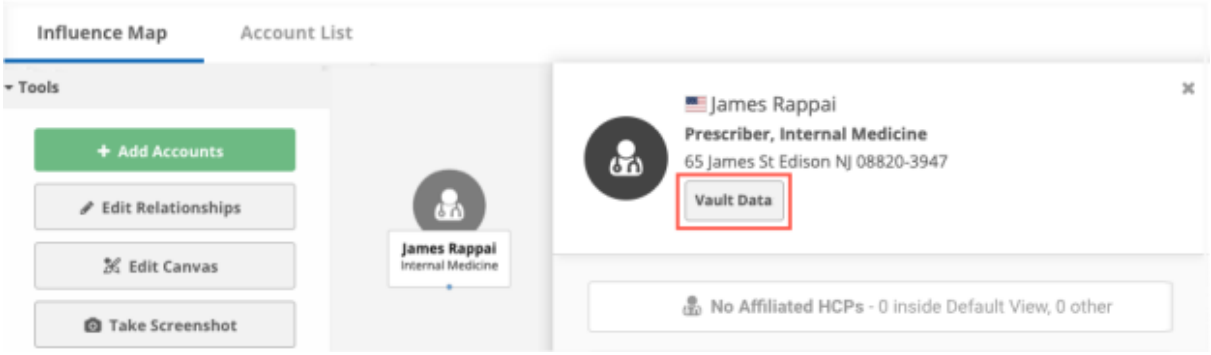
Affiliation widget

In the Affiliation widget, data components can display for a single record or for multiple records.

Single records

The **Data Components** button displays on the profile when you view an account. Administrators can customize the button name on the Data Component Settings page; for example, it might be called **Vault Data**.

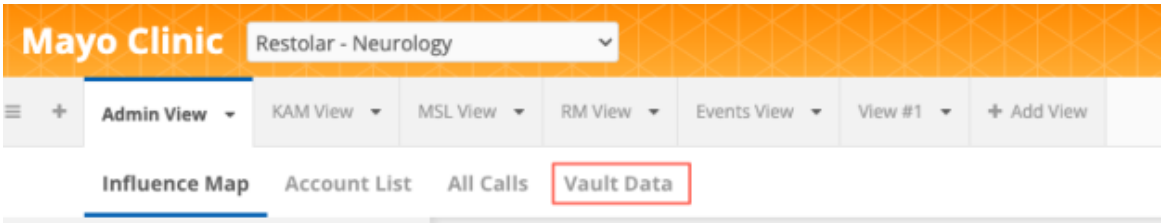
The button does not display if data components are not defined for the widget or do not apply to the profile.



Click the button to display the data component dialog.

Multiple records

Using tabs on the Influence Map, you can see the Vault data for all accounts that display on the view. For example, click the Vault data component to display recent calls for all HCPs.



SET VARIABLES

24R2.1

Administrators and Data Managers can use a variable in the VQL query to define a set of VIDs to query for a data component. Use variables for components that will display on Affiliation widget views.

The data component will display all of the values from the set on the page it was opened on.

Set syntax

```
:qset(<Network field name>)
```

or

```
:set(<Network field name>)
```

Example VQL query

```
SELECT call_date__v, address__v, ship_to_address_text__v, call_type__v
 FROM call2__v
 WHERE account__vr.veeva_network_id__v CONTAINS :set(vid__v)
 ORDER BY call_date__v DESC
```

Set limits

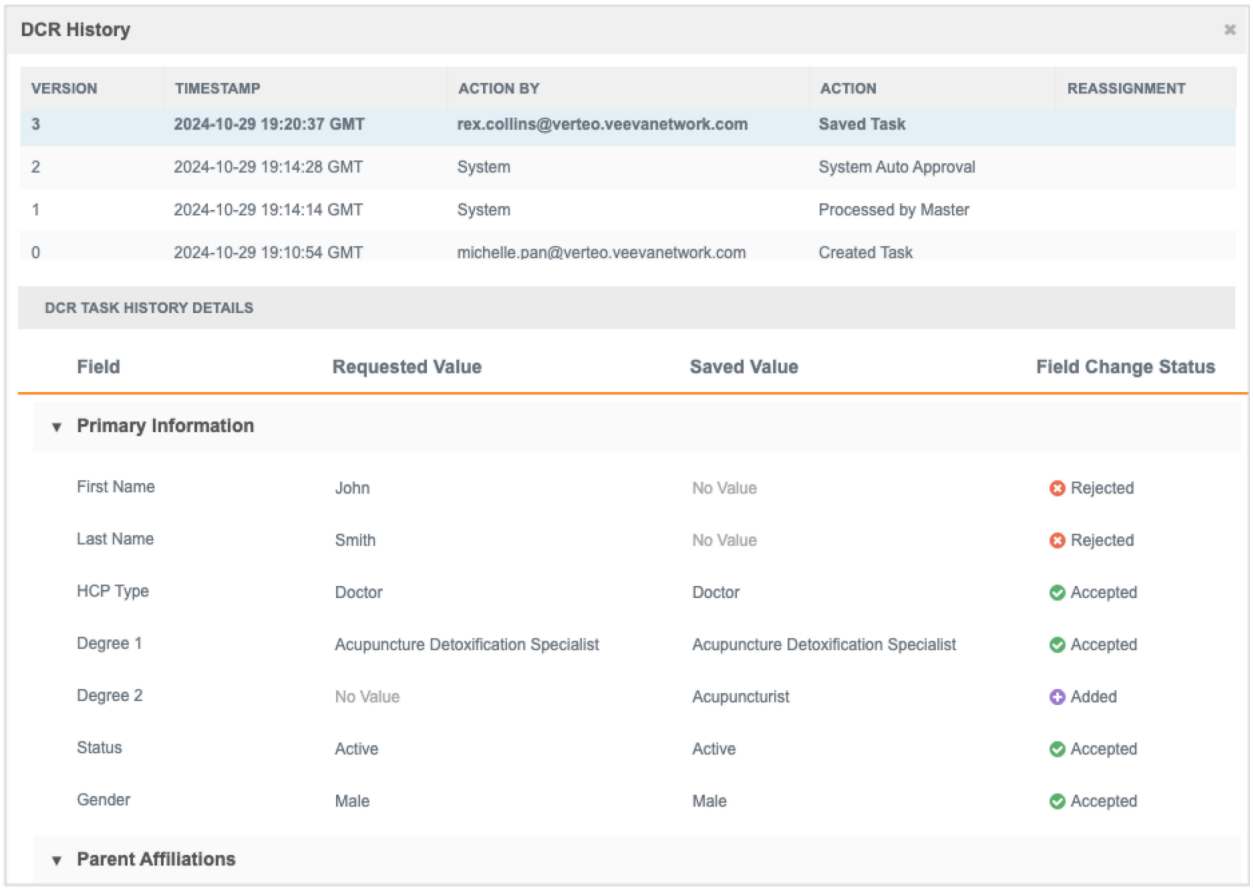
A maximum of 150 VIDs can be returned for a set.

Inbox

DCR HISTORY

24R3

Data Stewards and Data Managers can see the entire history of actions for each task. Previously, you could only see the changes that the last user made to a processed (completed) task. Now, you have a complete view of the changes that occur on DCRs from the time they are created until they are completed.



This enhancement is enabled by default in your Network instance.

Supported tasks

The DCR history will be available for all tasks created after Network 24R3.0 is released. All actions are tracked from task creation to task completion.

Tasks that were created and are pending when 24R3.0 is released will contain some details, but not the entire history.

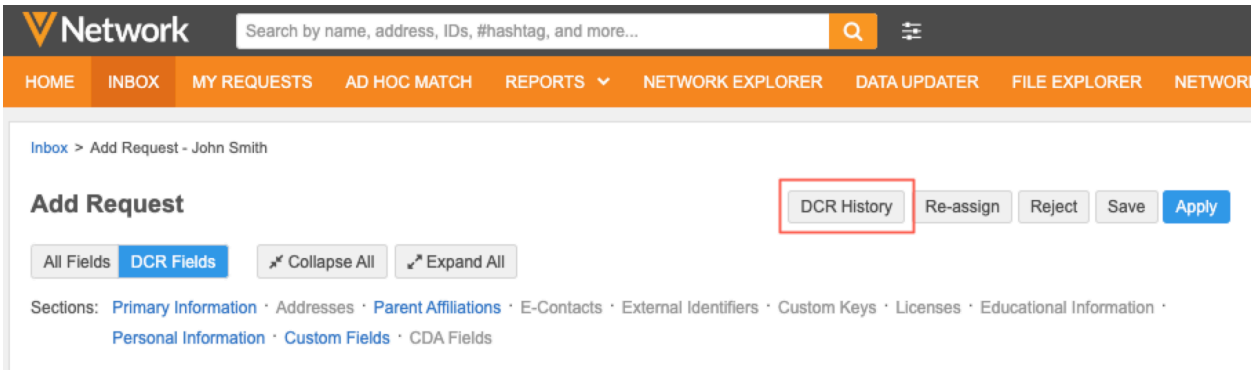
Tasks not supported

Tasks that were processed before 24R3.0 are not back-filled with historical data.

View DCR history

To view all actions that occurred on a task:

1. Open a DCR and click the **DCR History** button.



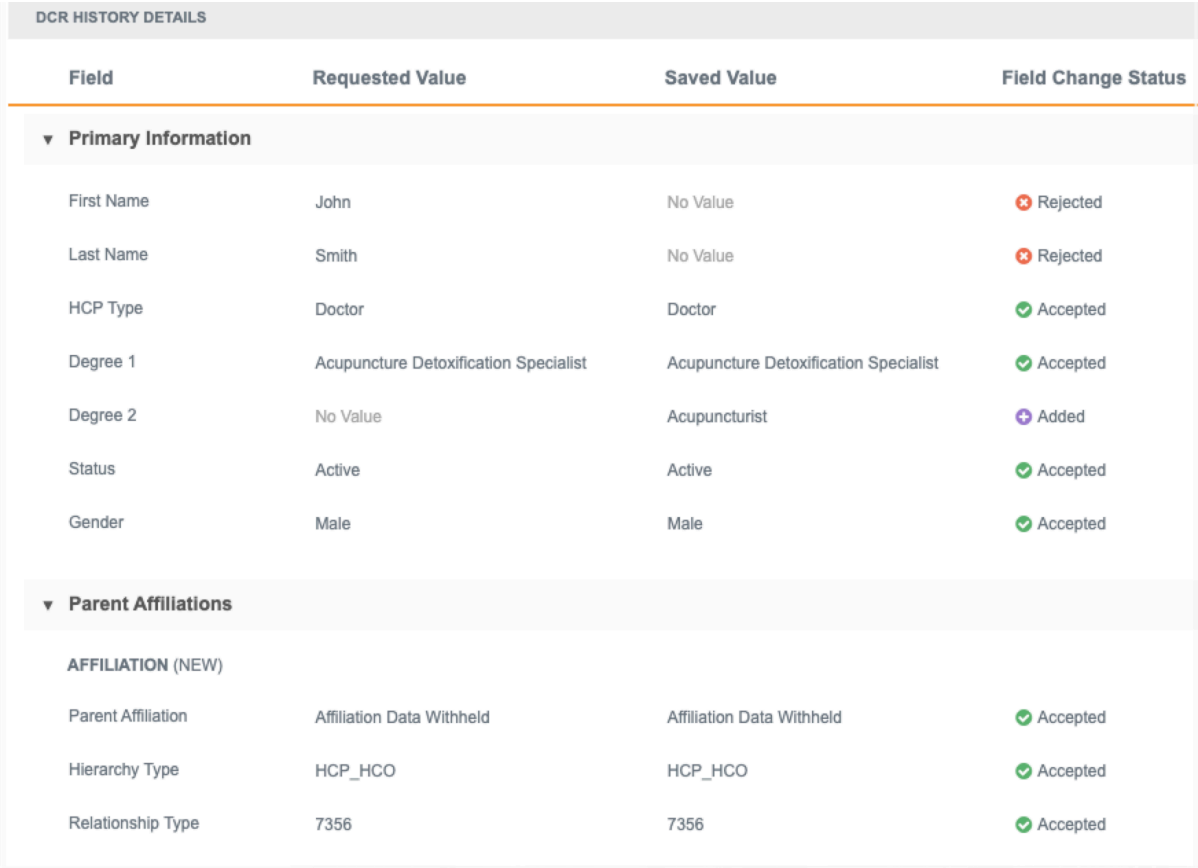
   The **DCR History Details** dialog displays.

2. On the **DCR History Details** dialog, each change to the task displays the following information:
   - **Version** - The version assigned to each change. The versions display in reverse chronological order (latest change to first change).
   - **Timestamp** - The time that the change was made.
   - **Action By** - The user that made the change.
   - **Action** - The updates applied to the task.

     For a list of the actions, see *DCR history actions* below.
   - **Reassignment** - The task was assigned to a user.

3. Click a version to review the field changes in the **DCR History Details** section.

   By default, the latest version of the changes display.



The field details display any changes that occurred.

- **Field** - The field label.
- **Previous Value** - The field value in the previous, or original, version of the task history.
- **Requested Value** - The requested change to the field value.
- **Saved Value** - The value saved in this revision.
- **Field Change Status** - The status of the field for the revision.

  The following statuses are supported:

  - **Accepted** - The value was accepted in this revision.
  - **Added** - The value was added in this revision.
  - **Auto Applied** - The value was automatically accepted in this revision.
  - **Modified** - The field value was changed.
  - **Pending Review** - The value has not been accepted or rejected.
  - **Rejected** - The value was not accepted.

Reassignments

If the action was a task assignment, for example, the task was claimed by a Data Steward, the **DCR History Details** section displays only the following message: *Task reassignment: No field updates*.

4. Click the **x** icon to close the **DCR History** dialog.

DCR history actions

The following actions are tracked for each DCR.

Action	
Approved DCR Processing Error	Task was not processed successfully because of validation or system errors.
Claimed Task	Task is assigned to a Data Steward.
Created Task	Task submitted.
Converted to Change Request - ACT Match	Add Request task automatically matched to an existing record so the task was converted to a Change Request task.
Converted to Change Request - ASK Match	Add Request task was automatically created as a Suspect Match task and a Data Steward approved the match.
Converted to Change Request - Manual Match	Data Steward manually clicked the Match button on the DCR.
Converted to Change Request - Pending Local Stewards Processing	Add request was converted to a change request by OpenData. Local Data Stewards need to process changes to local fields.
Processed by Master - Approved	Task was approved and closed by Veeva OpenData.
Processed by Master - Partially Approved	Task was partially approved by Veeva OpenData.
Processed by Master - Rejected	Task was rejected by Veeva OpenData.
Processed Task	Task is completed and closed.
Reassigned Task	Task was reassigned to another user.
Released Task	Data Steward assigned the task back to the Inbox Task Group.
Saved Task	A Data Steward saved the task.
Submitted to be Processed	Task was submitted and data validation rules will be applied.
System Auto Approval	Custom fields were auto-approved according to the workflow settings.
System Auto Rejection	Task was rejected according to the workflow settings.

TASK SOURCE

24R2.1

The source system that generated the task now displays in the **Associated Tasks** dialog. Data Stewards can use the details in the **Source System** column to prioritize tasks submitted by different sources.

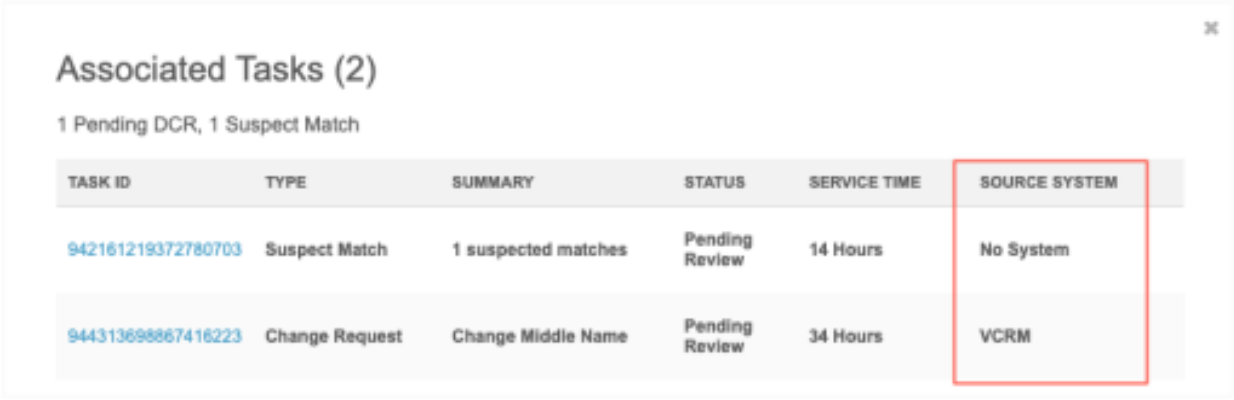
The **Associated Tasks** dialog is available on data change requests and record profiles.

Supported tasks

Source data is added for suspect match tasks, add requests, and change requests.

Example systems

- VCRM - The task was submitted from a downstream system associated to Veeva CRM.
- No System - The source that created the task did not have a defined system, or the DCR was created locally through the Network UI.



This enhancement is enabled by default in your Network instance.

Suspect match

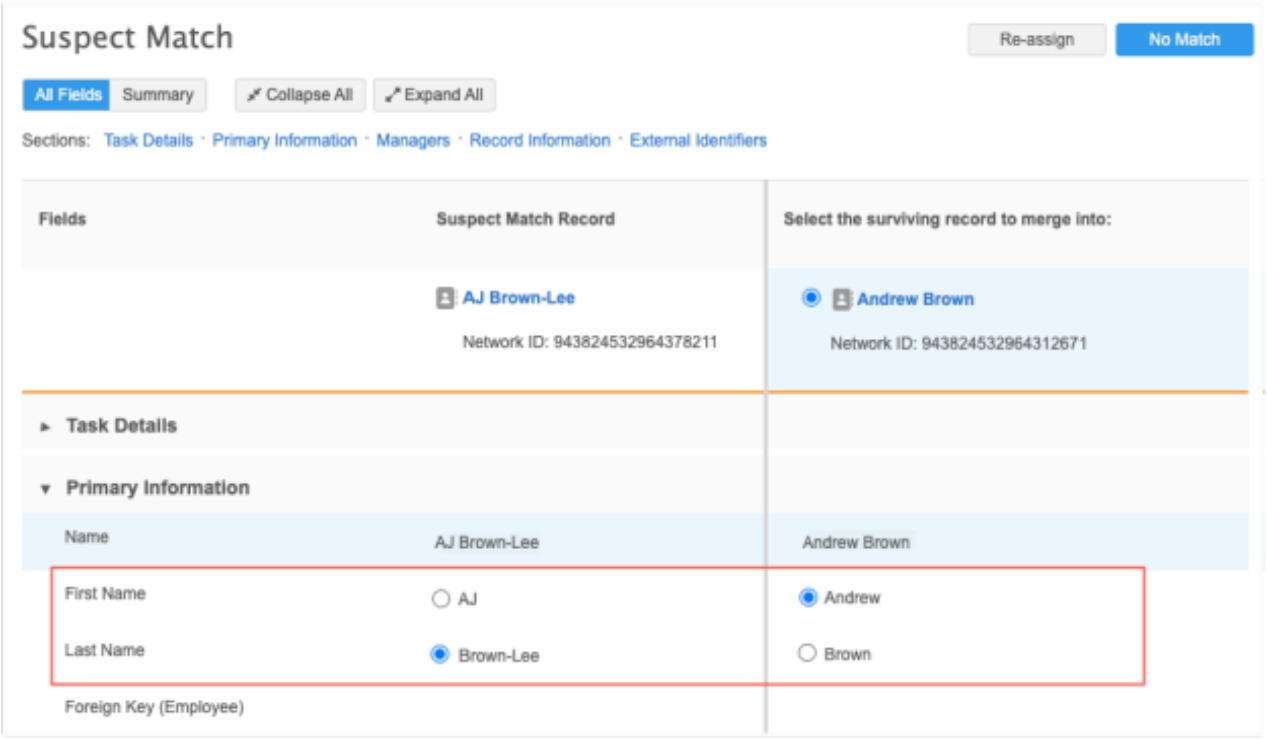
CUSTOM OBJECTS

24R2.1

Data Stewards can now select the field values that will survive on the winning record. Previously, when Data Stewards processed a suspect match, they could select the winning record only.

Example - Merging two Employee records

Field values can be selected on each record considered for the suspect match.



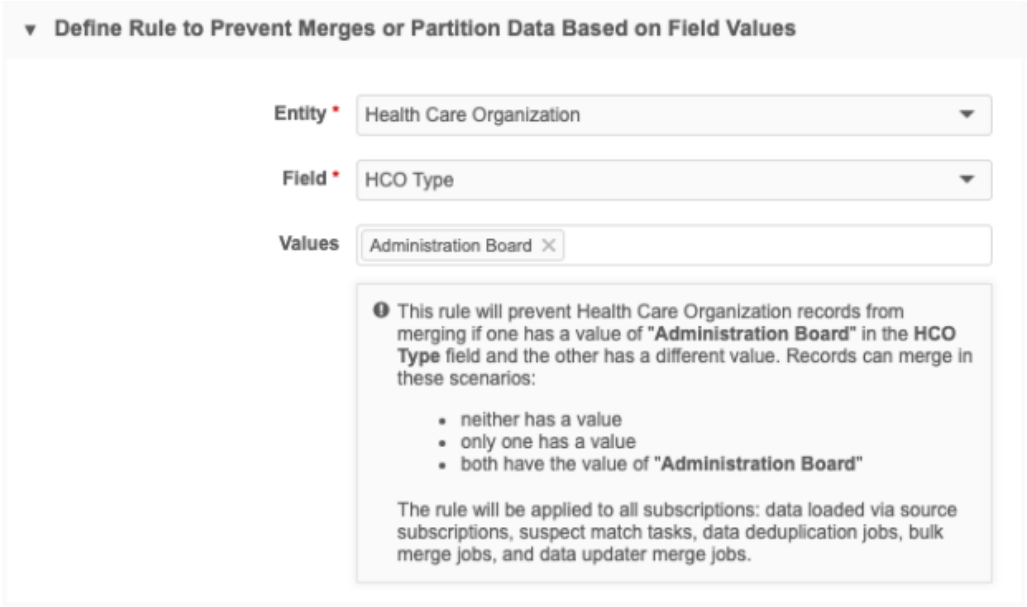
This enhancement is enabled by default in your Network instance.

MERGE PREVENTION RULES

24R2.1

Suspect match tasks now consider the field values defined in merge prevention rules. Previously, reference values could be defined, but the specific values were ignored; merges were prevented if the field on both records had *any* value and the values were different (even if those different values are allowed in the merge prevention rule).

A message displays below each rule to explain the merge prevention behavior.



For details, see Merge prevention and data partitioning in the *Veeva Network Online Help*.

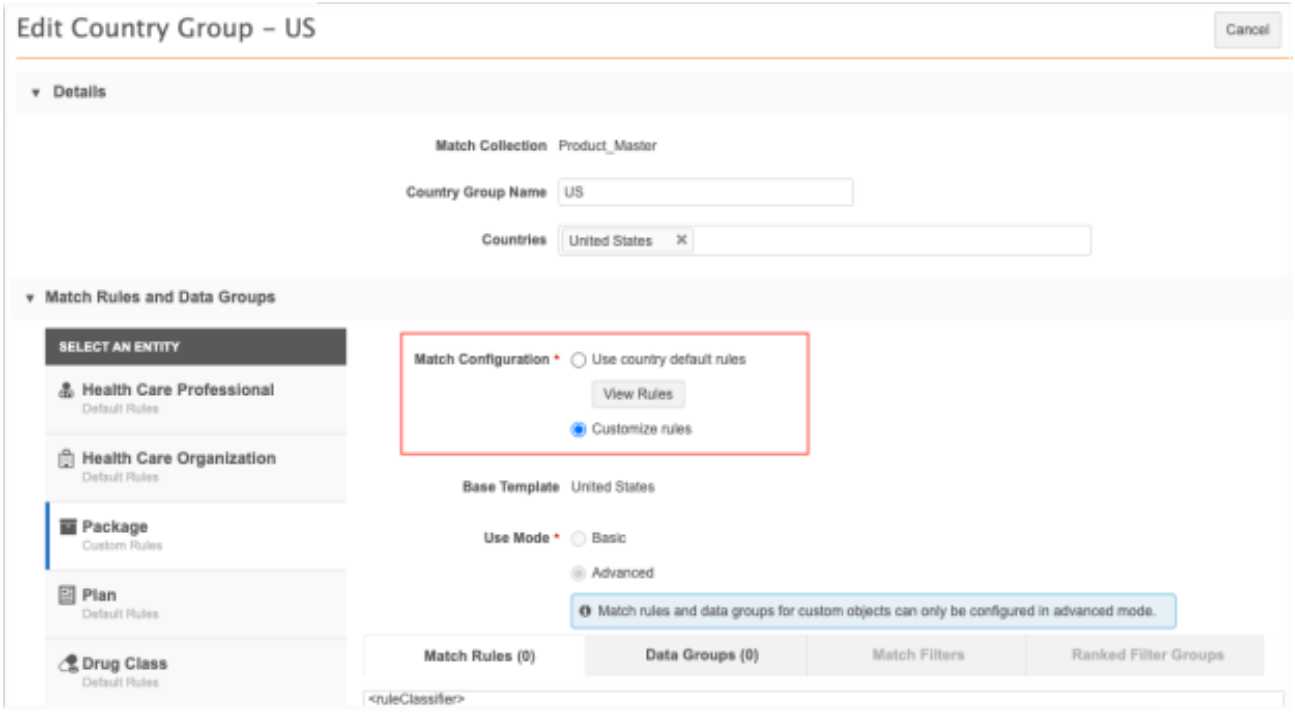
Match rule collections

DISCARDING CUSTOM RULES

24R3

Administrators and Data Managers can now discard customized match rules and revert back to the default country match rules for an entity.

Previously, after custom rules were saved for an entity in a match rule collection it was not possible to switch back to the default match rules; the **Use country default rules** option was dimmed.



This enhancement is enabled by default in your Network instance.

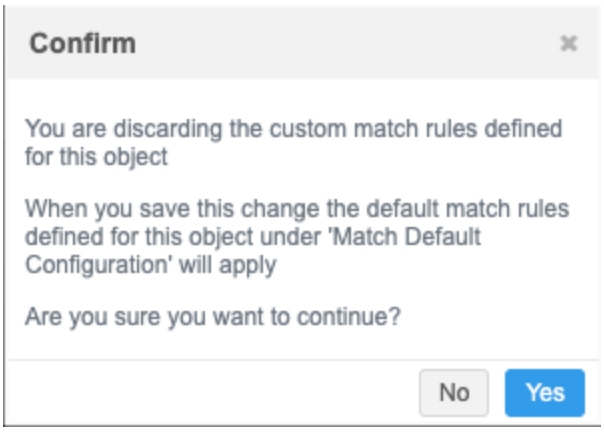
Discard custom rules

When customized rules are removed, the entity uses the default match rules that are defined for the country in the **Match Default Configuration** (**System Interfaces**).

To revert back to using the default rules:

1. Select a match rule collection and open a country group (**System Interfaces > Match Rule Collections**).
2. Select the entity that uses custom rules.
3. Beside the **Match Configuration** heading, choose **Use country default rules**.

   To review the default rules, click **View Rules**.
4. A confirmation pop-up displays to advise that you are reverting back to default rules. Click **Yes**.



The match configuration section will be removed from the country group page.

5. **Save** your changes.

Choosing custom rules again

If you decide to use custom rules again, the last known version of any previously created custom rules will display so you can continue to use or update them.

Data model

FORMATTED NAME

24R2.1

A custom calculation has been added for the `formatted_name__v` field for Canada. The formatted name uses values from several name fields to display a complete name for an HCP.

This enhancement is enabled by default in your Network instance.

Name calculation

HCP names for Canada are calculated using these Veeva fields in the following order:

```
<first_name__v> <middle _name__v> <last_name__v>
```

Previously, Canadian HCP names were formatted using the default logic:

```
<first_name__v> <last_name__v>
```

The formatted name displays on the profile page.

Data privacy

THIRD PARTY AGREEMENTS

24R2.1

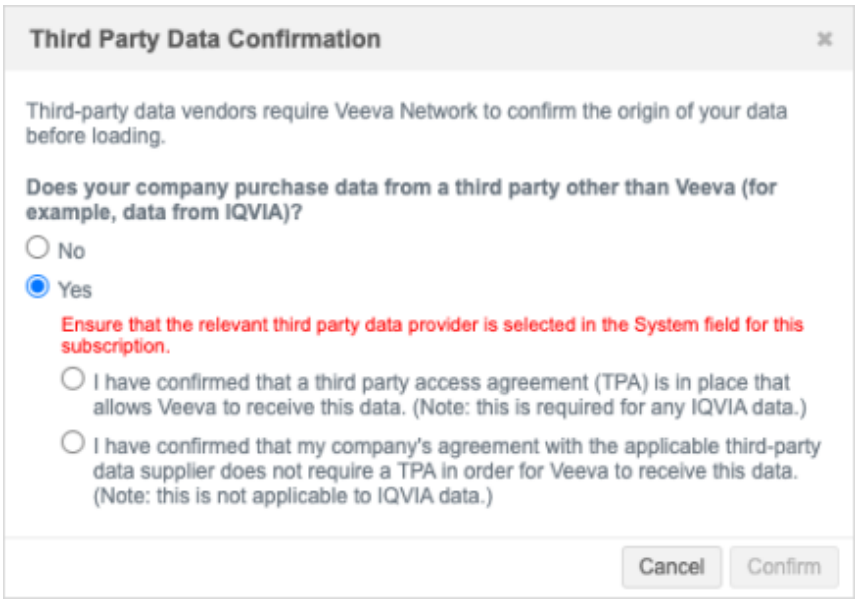
Before third party data can be loaded, you must confirm that you are permitted to load the data into Network. A third party agreement (TPA) might be required.

The existing TPA confirmation is updated to include two options when you note that third party data is being loaded.

Important: The TPA response is logged for audit purposes. For subscriptions, ensure that the correct third party system is selected in the System field.

Select the appropriate response:

- I have confirmed that a third party access agreement (TPA) is in place that allows Veeva to receive this data. (Note: this is required for any IQVIA data.)
- I have confirmed that my company's agreement with the applicable third-party data supplier does not require a TPA in order for Veeva to receive this data. (Note: this is not applicable to IQVIA data.)



The Third Party Data Confirmation displays when you load data into Network using the following features:

- Source subscriptions
- Data updater (Update job)
- Custom tables
- Lookup tables (Network Reports)
- File Explorer

This enhancement is enabled by default in your Network instance.

Audit logs

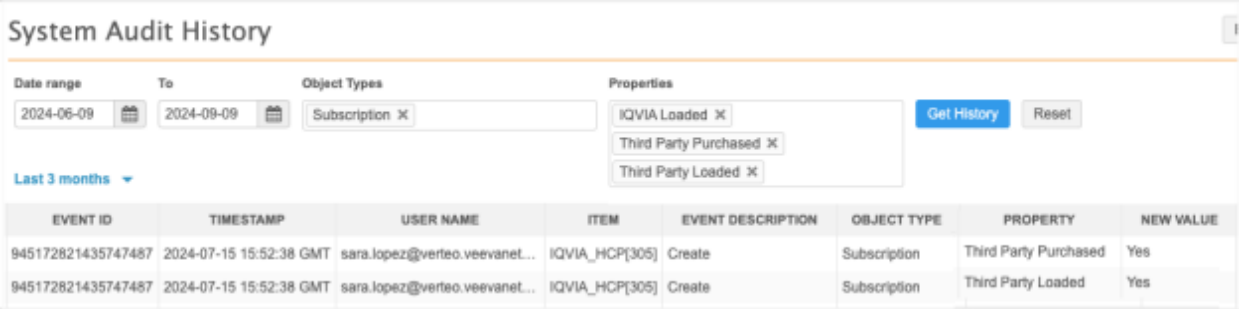
The TPA confirmation response is logged in the System Audit History (**Logs**).

Subscription logs

To quickly find the related log entries, filter the log using these settings:

- **Object Type**: Subscription
- **Property**:
  - Third Party Purchased
  - IQVIA Loaded
  - Third Party Loaded

Example



Logged responses

When users confirm that third party data is being loaded, the **Third Party Purchased** property is always logged with either the **IQVIA Loaded** or **Third Party Loaded** property. If the TPA question is not selected when data is loaded, the property value is *No*.

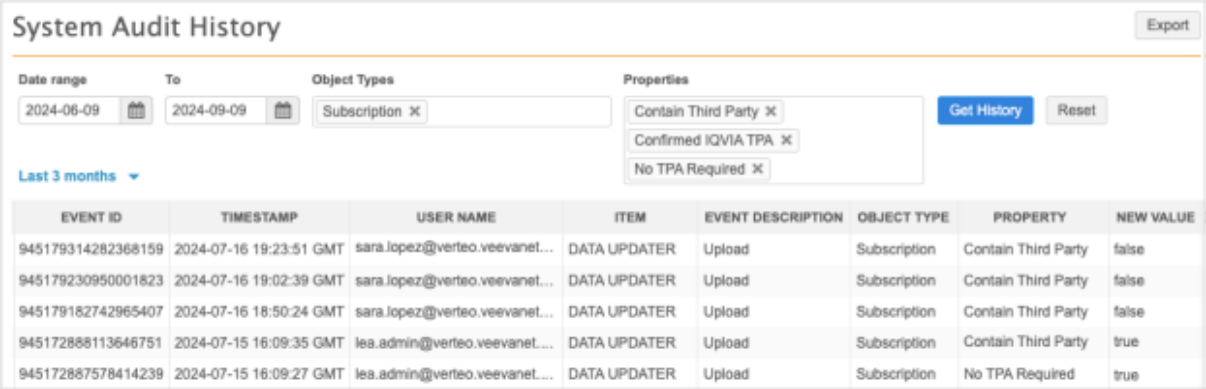
Audit Properties	**TPA Confirmation Questions**		
	Does your company purchase data from a third party other than Veeva (for example, data from IQVIA)?	I have confirmed that a third party access agreement (TPA) is in place that allows Veeva to receive this data. (Note: this is required for any IQVIA data.)	I have confirmed that my company's agreement with the applicable third-party data supplier does not require a TPA in order for Veeva to receive this data. (Note: this is not applicable to IQVIA data.)
Third Party Purchased	Yes		
IQVIA Loaded	Yes	Yes	
Third Party Loaded	Yes		Yes

Data updater, custom table, and lookup table logs

To quickly find the related log entries, filter the log using these settings:

- **Object Type**: Subscription
- **Property**:
  - Contain Third Party
  - Confirmed IQVIA TPA
  - No TPA Required

Example



Logged responses

When users confirm that third party data is being loaded, the **Contain Third Party** property is always logged with either the **Confirmed IQVIA TPA** or **No TPA Required** property. If the TPA question is not selected when data is loaded, the property value is *No*.

Audit Properties	**TPA Confirmation Questions**		
	Does your company purchase data from a third party other than Veeva (for example, data from IQVIA)?	I have confirmed that a third party access agreement (TPA) is in place that allows Veeva to receive this data. (Note: this is required for any IQVIA data.)	I have confirmed that my company's agreement with the applicable third-party data supplier does not require a TPA in order for Veeva to receive this data. (Note: this is not applicable to IQVIA data.)
Contain Third Party	Yes		
Confirmed IQVIA TPA	Yes	Yes	
No TPA Required	Yes		Yes

File Explorer logs

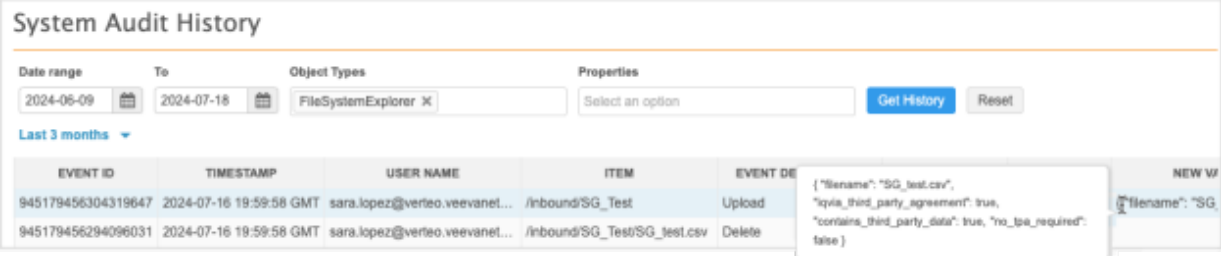
To quickly find the related log entries, filter the log using this setting:

- **Object Type**: FileSystemExplorer

Hover over the entry in the **New Value** column to view the following responses:

- **Contains Third Party Data**
- **IQVIA Third Party Agreement**
- **No TPA Required**

Example



Logged responses

When users confirm that third party data is being loaded, the **Contain Third Party** property is always logged with either the **Confirmed IQVIA TPA** or **No TPA Required** property.

If the TPA question is not selected when data is loaded, the property value is *false*.

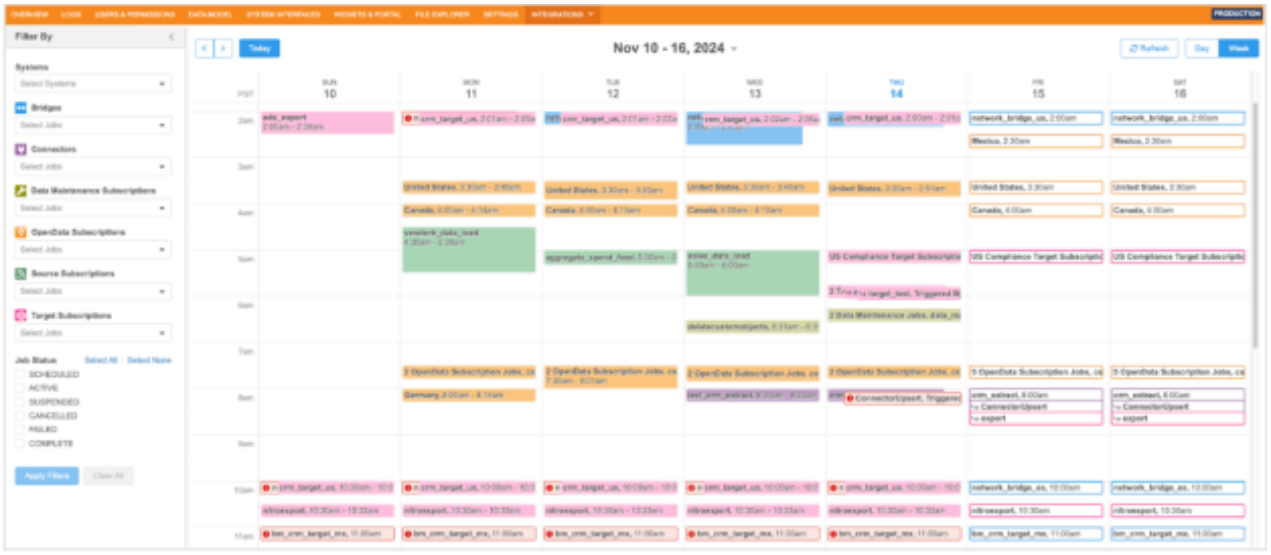
Audit Properties	**Selected TPA Confirmation Questions**		
	Does your company purchase data from a third party other than Veeva (for example, data from IQVIA)?	I have confirmed that a third party access agreement (TPA) is in place that allows Veeva to receive this data. (Note: this is required for any IQVIA data.)	I have confirmed that my company's agreement with the applicable third-party data supplier does not require a TPA in order for Veeva to receive this data. (Note: this is not applicable to IQVIA data.)
Contain Third Party	true		
Confirmed IQVIA TPA	true	true	
No TPA Required	true		true

Subscriptions

JOB CALENDAR

24R3

Administrators and Data Managers can now monitor all Network integration jobs in a single location. Use the job calendar to understand when data is being added, changed, or exported from Network.



This feature is enabled by default in your Network instance.

Key highlights

- Displays scheduled or triggered jobs that have run in the past, are currently running, or will run in the future.
- Identifies jobs that you expected to run but didn't.
- Identifies the current status of each job.
- Filter the calendar by System, job type, or status.
- View the calendar by day or week.

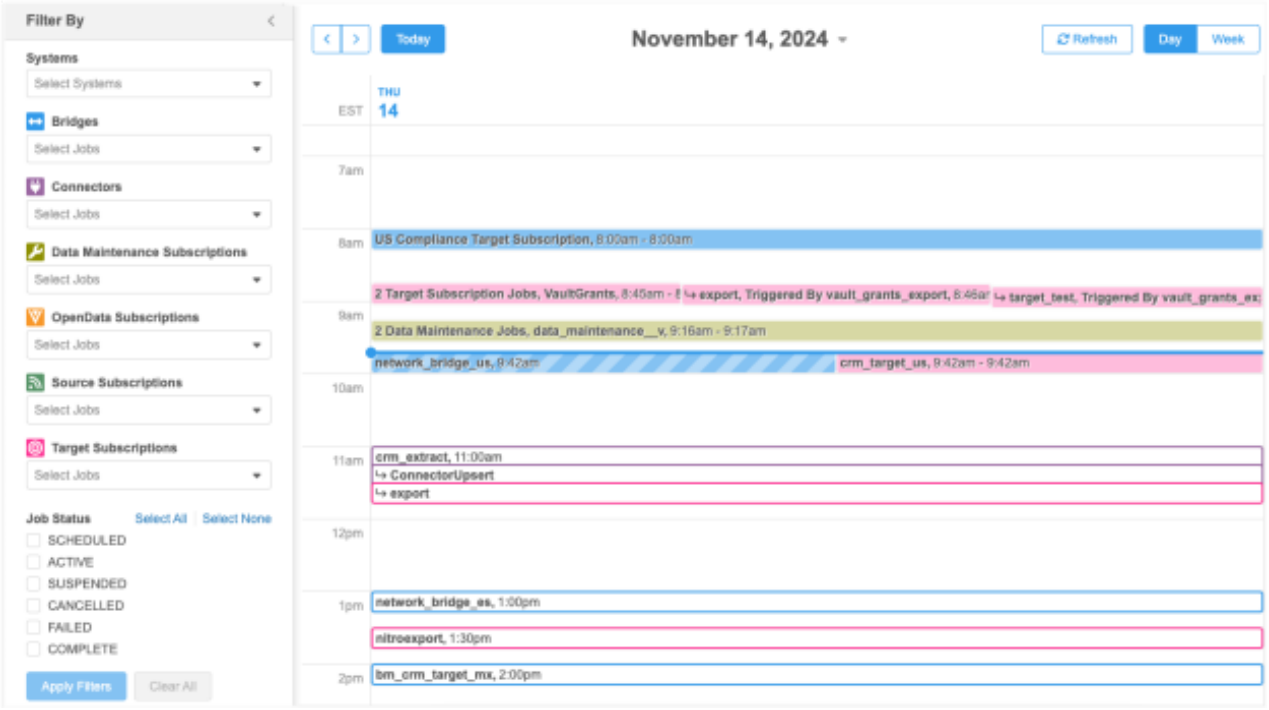
Open the Job Calendar

In the Admin console, click **Integrations > Job Calendar**.

Calendar view

By default, the Job Calendar displays jobs for the current week (Sunday to Saturday).

Click **Day**, to view the jobs for a specific day. Use the **Day** view to easily see the jobs that are running concurrently.



When a job is indented, it means that another job is running at the same time or started after it.

Actions

- **Arrow** icons - Use to scroll through the calendar by day or week.
- **Today** - Click to focus the calendar on today's date.
- **Refresh** - Click to update the calendar.
- **Day/Week** - Click to view the calendar in a weekly or daily view.

Job times

The jobs display on the calendar in the user's timezone. This is the timezone that is defined on the My Profile page.

Job types

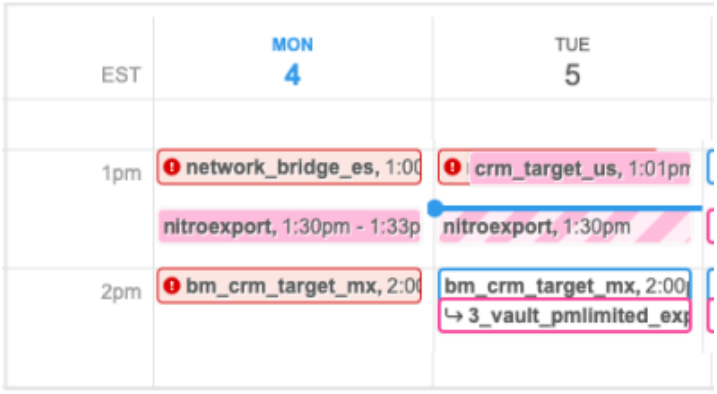
The following types of jobs display on the calendar. Each job type is assigned a color so you can quickly identify the jobs on the calendar.

Job Type	Highlighting
Network Bridge	Blue
Veeva Connectors	Purple
OpenData Subscriptions	Orange
Source Subscriptions	Green
Target Subscriptions (including US Compliance subscription)	Pink
Data Maintenance jobs	Olive

Job status

The calendar entry for each job is styled to identity its status.

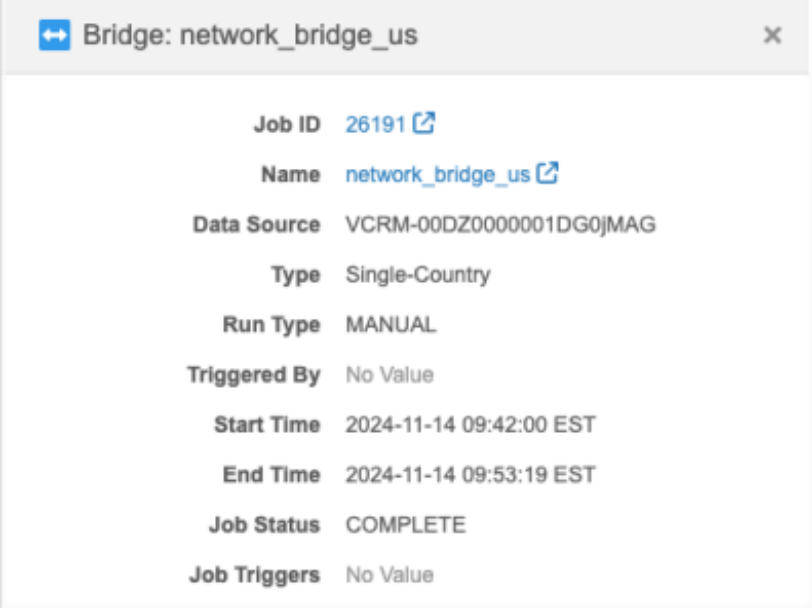
- **Active** - If the job is running, the calendar entry has diagonal shading.
- **Cancelled** - The calendar entry is filled with the job color and displays a **Cancelled** icon.
- **Complete** - The calendar entry is filled in with the job color.
- **Failed** - All failed job types are filled with the same color with a red border. They also display an **Alert** icon.
- **Suspended** - The calendar entry has diagonal shading and displays a **Pause** icon.
- **Scheduled** - Jobs that are scheduled to run are highlighted in the job color.



Job details

Click a job on the calendar to view details about the job.

Example - Completed Network Bridge job



The job pop-up displays information about the job:

- **Job ID** - Displays for completed jobs only. Click the link to open the job details page.
- **Name** - The subscription name. Click the link to open the subscription configuration page.
- **Data Source** - The source system assigned to the subscription.
- **Type** - The type of subscription. For example, Single-Country (Bridge),
- **Schedule** - Identifies if the job is scheduled or is set to run manually.
- **Triggered By** - The parent job that triggered this job to start.
- **Start Time** - The time the job started or will start.
- **End Time**: The time the job ended. *No Value* displays if the job is Scheduled.
- **Job Status**: The status of the job, for example, Active, Scheduled, Failed.
- **Job Triggers** - Jobs that are triggered to start when this job completes. Click the name to open the triggered job's subscription configuration page.

Job triggers

Jobs that will be started by another job are identified on the Job Calendar.

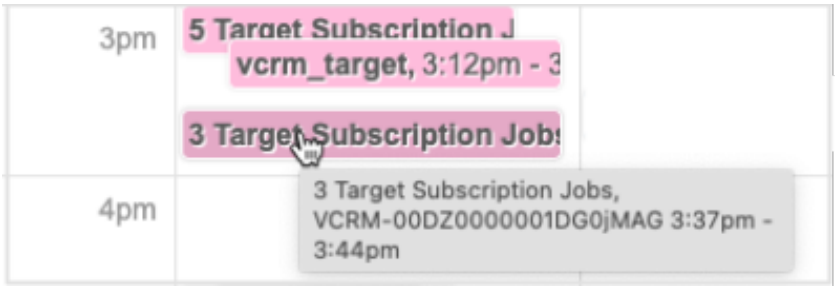
- **Scheduled jobs** - An arrow displays before the triggered job's name.

Note: Future jobs display on the calendar in fifteen minute blocks by default.

- **Completed jobs** - An arrow displays before the triggered job's name. The name is followed by `Triggered_By_<`*parent_job_name*`>` and then the job's runtime.

Consolidated jobs

Completed jobs are consolidated on the calendar if they are the same type, use the system, and they ran close together. For example, if three target subscriptions jobs ran at the same time, they display as a consolidated job.



The start time of the job block is the earliest time of the first job and the end time is when the last job completed, for example `3:37pm – 3:44pm`.

Requirements

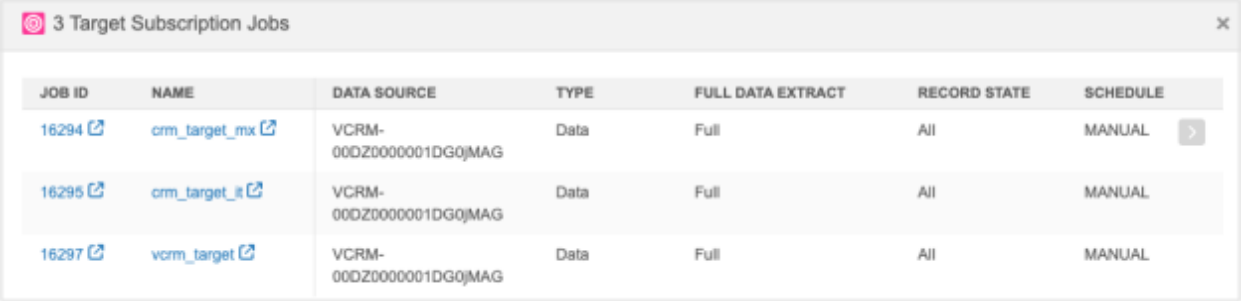
Jobs are consolidated if the following details are the same:

- job status
- source system
- job type
- parent job ID (for triggered jobs)

Consolidated job details

Click a consolidated job to view a summary of each job. Use the **Arrow** icon on the top row to scroll through the additional columns.

Example - Consolidated target subscription jobs



- **Job ID** - Displays if the job has completed. Click the ID to open the job details page.
- **Name** - The subscription name. Click the link to open the subscription configuration page.
- **Data Source** - The source system assigned to the subscription.
- **Type** - The type of job configuration. For example, target subscriptions types are `DCR` or `Data`. Network Bridge types can be `Single-Country` or `Multi-Country`.
- **Full Data Extract** - (Target subscriptions only) - Identifies if the subscription is set to export a full or delta extract.
- **Record State** - (Target subscriptions only) - Identifies if the **Record State** setting in the target subscription configuration is set to export `All` records or just `Valid & Under Review` records.
- **Schedule** - Identifies if the job is scheduled or run manually.
- **Triggered By** - The parent job that triggered this job to start.
- **Start Time** - The time the job started or will start.
- **End Time**: The time the job ended. *No Value* displays if the job is Scheduled.
- **Job Status**: The status of the job, for example, Active, Scheduled, Failed.
- **Job Triggers** - Jobs that are triggered to start when this job completes. Click the name to open the triggered job's subscription configuration page.

Filter the calendar

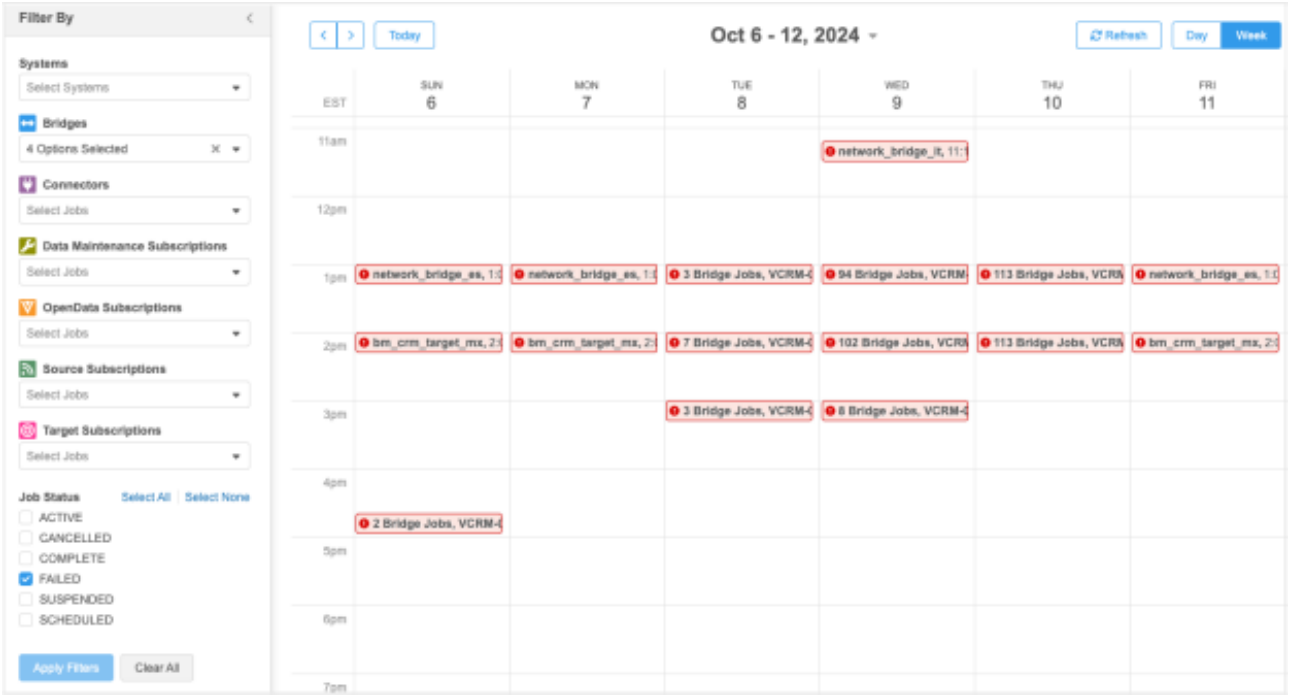
Use the right pane to filter the calendar by **System**, job type, or **Job Status**.

The **System** and job type filter lists are organized alphabetically by name. The OpenData Subscriptions filter is organized alphabetically by country.

Example

To see all jobs that failed, click **Failed** in the **Job Status** filter.

To narrow the results and view Network Bridge jobs that have failed, expand the **Bridges** filter and select all of specific Network Bridge jobs.



- Click **Apply Filters** to update the calendar.
- Click **Clear All** to reset the calendar to its default state (display all jobs).

OpenData subscriptions

HCO EMAILS (US ONLY)

24R3

Veeva OpenData no longer manages email fields for HCOs on US records.

This change will be enabled by default in your Network instance for the 24R3.0.1 Production release on December 13, 2025.

Impact

The Email field-level subscription is a separate subscription for US OpenData.

You do not have an Email subscription

If you do not subscribe to Emails as part of your US OpenData country subscription, there is no change. All email fields remain locally managed in your Network instance.

You have an Email subscription

The email fields that are used for HCOs on US records will change from Veeva-managed to locally managed:

- `email_1__v`
- `email_2__v`

There is no data currently in those fields, so no email data will be lost.

Changes to the US Email subscriptions

After Network version 24R3.0, if you subscribe and enable the Emails subscription, only the HCP email fields will become managed by Veeva OpenData in the US. There are 11 fields in the HCP email subscription (`email_1__v` to `email_10__v` and `email_cda__v`).

SYMPHONY HEALTH (SHA) ID

24R3

Symphony Health (SHA) IDs will no longer be included in US OpenData updates.

In this release, the `sha_id__v` field will change from being managed by US OpenData to being managed by customers.

This change will be enabled by default in your Network instance during the 24R3.0.1 Production release on December 13, 2025.

Existing SHA ID data

The existing data from OpenData will remain in the field so you can manage it locally.

Details from Veeva OpenData

More information is available in the *Veeva Connect* post: Upcoming SHA ID Changes in OpenData.

Veeva CRM integration

MASSACHUSETTS CONTROLLED SUBSTANCES REGISTRATION (MCSR) LICENSES

24R3

MCSR licenses are now mapped between Network fields and Veeva CRM fields for the Network Bridge. When Veeva CRM users download records, the MCSR license details will be included on MA addresses for accounts.

This enhancement is available by default in your Network instance. There are configuration steps for Veeva CRM and Network.

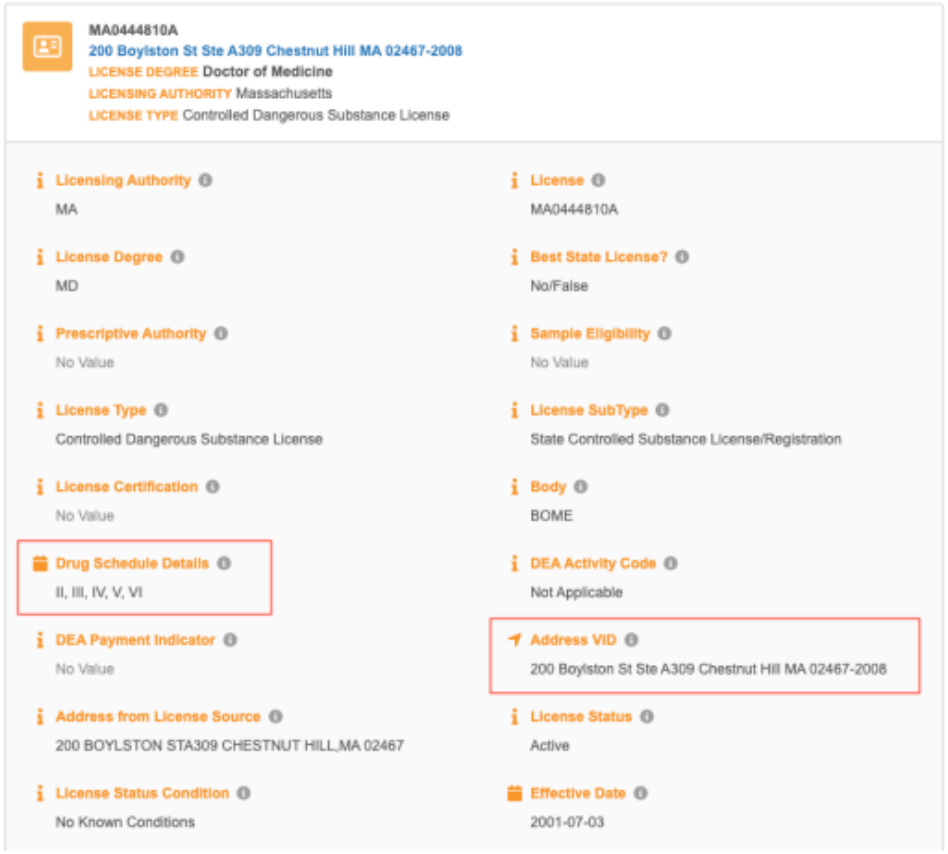
About MCSR licenses

Massachusetts has new requirements for Controlled Substance Registrations (MCSR) for HCPs.

To support this, Veeva OpenData has added specific address information and drug schedule information for each MA CDS license.

- **Address VID** (address_vid__v)
- **Drug Schedule** (drug_schedule__v)

Example



When the Network Bridge runs, the drug schedule information will be populated only on the specified address for the MA CDS license.

Enabling MCSR licenses in Veeva CRM

Veeva CRM

The MCSR data is stored on the CDS fields on the Address object.

In Veeva CRM, grant the Network integration user edit permission to the CDS fields on the Address object (including the new CDS Schedule field).

For additional information, see the following *Veeva Connect* post: Massachusetts Controlled Substance Registration - 24R3.0 Veeva CRM Enhancement.

Network

To update all the existing Massachusetts addresses in Veeva CRM, push the records through the Network Bridge.

To do this:

1. Run a query to identify the HCPs in Massachusetts (**Reports > SQL Query Editor**).

   Example query

```
SELECT
          DISTINCT hcp.vid__v
     FROM
          hcp INNER JOIN license
              ON (
              entity_vid__v = hcp.vid__v
              AND type_value__v = 'MA'
              AND type__v = 'CDS'
              AND license_status__v = 'A'
              AND license.record_state__v = 'VALID'
          ) INNER JOIN customkey
              ON (
              hcp.vid__v = custom_key_entity_id__v
              AND custom_key_status__v = 'A'
              AND custom_key_source_type__v LIKE '%CRM%'
          )
```

   Note: Change the last line of the query if your Veeva CRM system name in Network doesn't include "CRM".

2. Add the HCP VIDs to the Export by VID functionality in the Veeva CRM target subscription that is used by the bridge.

The addresses will be pushed to Veeva CRM the next time the Network Bridge runs. The MCSR data will be included on records when users download HCPs using Network Account Search.

Note: The license mapping is not yet supported for the Network-Vault CRM integration.

License mapping

Network (License object)		Veeva CRM (Address_vod__c object)	
Field Name	**Label**	**API Name**	**Label**
expiration_date__v	Expiration Date	CDS_Expiration_Date_vod__c	CDS Expiration Date
license_number__v	License	CDS_vod__c	CDS #
license_status__v	License Status	CDS_Status_vod__c	CDS Status
vid__v	Network Entity ID	Network_CDS_Entity_ID_vod__c	Network CDS Enity ID
drug_schedule__v	Drug Schedule	CDS_Schedule_vod	CDS Drug Schedule

Vault CRM integration

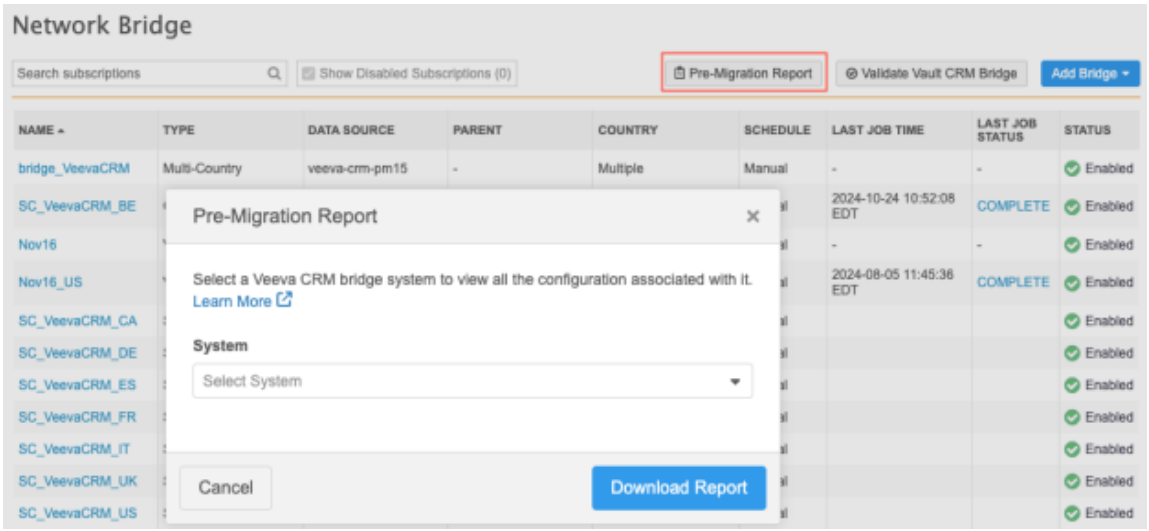
The following enhancements for the Network-Vault CRM integration have been added in this release.

VAULT CRM PRE-MIGRATION REPORT

24R3

When you migrate from Veeva CRM to Vault CRM, your existing Network configurations must be updated. As part of the migration, you will create a new system for Vault CRM in your Network instance. To help with the move to this new system, Administrators can run a report to see where a Veeva CRM system is used in their Network instance. Use this information to know where to replace the Veeva CRM system with the new Vault CRM system.

For example, a target subscription might include a filter to send all HCPs with the Veeva CRM source system to a downstream system. The report will identify that target subscription so you will know to update it to include all HCPs with the new Vault CRM source system as well.



This feature is enabled by default if you have a Veeva CRM Bridge enabled in your Network instance.

Download the report

1. In the Admin console, click **System Interfaces > Network Bridge**.
2. On the Network Bridge page, click the **Pre-Migration Report** button.

   The button displays if there are active Veeva CRM bridges in your Network instance.
3. On the **Pre-Migration Report** popup, select a Veeva CRM system.
4. Click **Download Report**.

   A Microsoft Excel file is saved to your local computer with the following naming convention: `pre-migration_report_<Veeva CRM system name>_<download date>`.

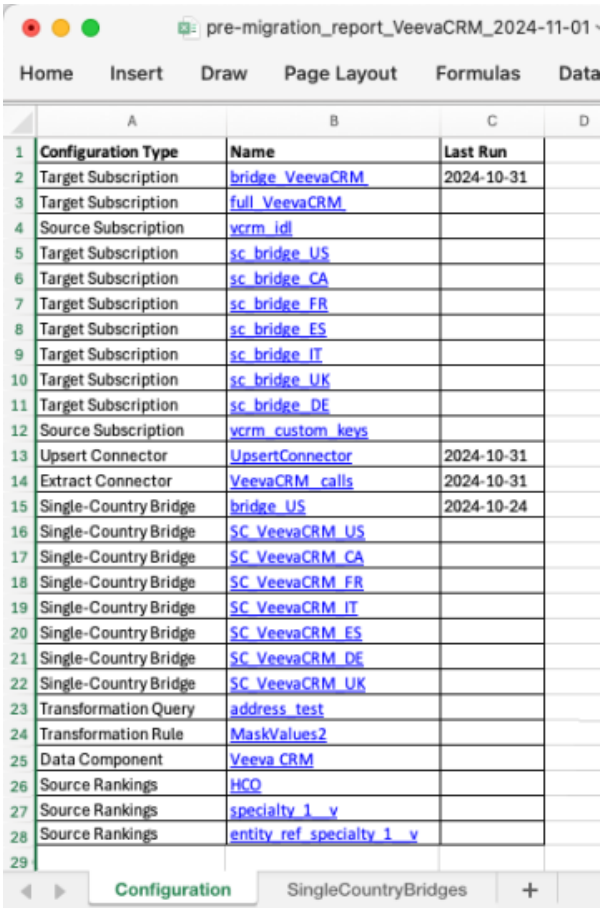
Pre-migration report

The downloaded report contains two tabs:

- Configuration
- SingleCountryBridges

Configuration tab

This tab identifies the features that use the defined Veeva CRM system. Create a new version of these configurations so they apply to Vault CRM.



	A	B	C	D
1	**Configuration Type**	**Name**	**Last Run**	
2	Target Subscription	bridge_VeevaCRM_	2024-10-31	
3	Target Subscription	full_VeevaCRM_		
4	Source Subscription	vcrm_idl		
5	Target Subscription	sc_bridge_US		
6	Target Subscription	sc_bridge_CA		
7	Target Subscription	sc_bridge_FR		
8	Target Subscription	sc_bridge_ES		
9	Target Subscription	sc_bridge_IT		
10	Target Subscription	sc_bridge_UK		
11	Target Subscription	sc_bridge_DE		
12	Source Subscription	vcrm_custom_keys		
13	Upsert Connector	UpsertConnector	2024-10-31	
14	Extract Connector	VeevaCRM_calls	2024-10-31	
15	Single-Country Bridge	bridge_US	2024-10-24	
16	Single-Country Bridge	SC_VeevaCRM_US		
17	Single-Country Bridge	SC_VeevaCRM_CA		
18	Single-Country Bridge	SC_VeevaCRM_FR		
19	Single-Country Bridge	SC_VeevaCRM_IT		
20	Single-Country Bridge	SC_VeevaCRM_ES		
21	Single-Country Bridge	SC_VeevaCRM_DE		
22	Single-Country Bridge	SC_VeevaCRM_UK		
23	Transformation Query	address_test		
24	Transformation Rule	MaskValues2		
25	Data Component	Veeva CRM		
26	Source Rankings	HCO		
27	Source Rankings	specialty_1__v		
28	Source Rankings	entity_ref_specialty_1__v		
29				

It contains three headings:

- **Configuration Type** -The following features are checked to look for the Veeva CRM system. Only enabled configurations are included. If there are multiple configurations of the same type, a row displays for each configuration.

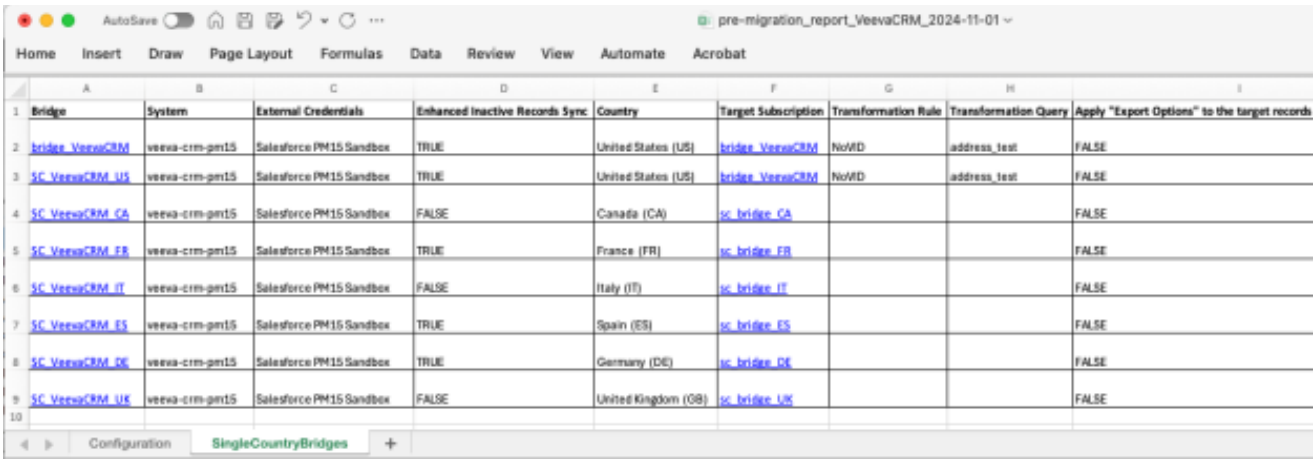
Configuration Type	Details
Source subscriptions	Checks for source subscriptions that use the system.
Single-Country Bridges	Checks for any bridge configurations that use the system.
Multi-Country Bridges	Checks for any bridge configurations that use the system.
Transformation Rules	Checks for rules that use the system.
Source Rankings	Checks for any object or field where the system is ranked.
Connectors (Upsert and Extract)	Checks any enabled connectors that use the system.
Saved Reports	Checks for a reference to the system with the SQL query.
Transformation Queries	Checks for references to the system within the query itself or if the query is applied to a target subscription that uses the system.
Target Subscriptions	Checks if the export is assigned to the system or if the system is referenced in the filters.
Data Components	Checks the query of any Network reporting data components that reference the system.

- **Name** - The name of each related configuration. Click the link to open the configuration page in a new browser tab.
- **Last Run** - The last time the configuration job ran (if applicable).

SingleCountryBridge tab

If you are currently using single country bridges for your Veeva CRM integration, you should consolidate the bridges into one or more multi-country bridges for Vault CRM.

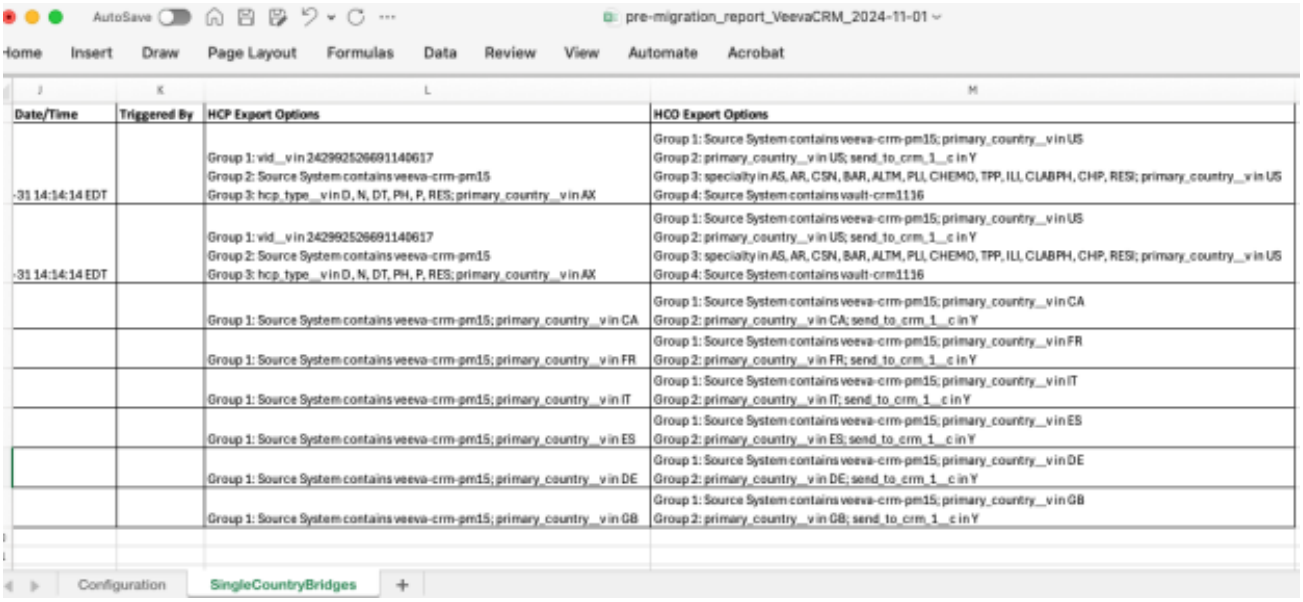
This tab lists each single country bridge and its related target subscription to help you understand their similarities and differences. For example, you might group bridges together if the target subscriptions for the single bridges are the same except for the defined country.



Bridge	System	External Credentials	Enhanced Inactive Records Sync	Country	Target Subscription	Transformation Rule	Transformation Query	Apply "Export Options" to the target records
bridge_VeevaCRM	veeva-crm-pm15	Salesforce PM15 Sandbox	TRUE	United States (US)	bridge_VeevaCRM	NoVID	address_test	FALSE
SC_VeevaCRM_US	veeva-crm-pm15	Salesforce PM15 Sandbox	TRUE	United States (US)	bridge_VeevaCRM	NoVID	address_test	FALSE
SC_VeevaCRM_CA	veeva-crm-pm15	Salesforce PM15 Sandbox	FALSE	Canada (CA)	sc_bridge_CA			FALSE
SC_VeevaCRM_FR	veeva-crm-pm15	Salesforce PM15 Sandbox	TRUE	France (FR)	sc_bridge_FR			FALSE
SC_VeevaCRM_IT	veeva-crm-pm15	Salesforce PM15 Sandbox	FALSE	Italy (IT)	sc_bridge_IT			FALSE
SC_VeevaCRM_ES	veeva-crm-pm15	Salesforce PM15 Sandbox	TRUE	Spain (ES)	sc_bridge_ES			FALSE
SC_VeevaCRM_DE	veeva-crm-pm15	Salesforce PM15 Sandbox	TRUE	Germany (DE)	sc_bridge_DE			FALSE
SC_VeevaCRM_UK	veeva-crm-pm15	Salesforce PM15 Sandbox	FALSE	United Kingdom (GB)	sc_bridge_UK			FALSE

This tab contains the following headings:

Heading	Details
Bridge	The name of each single country bridge. Click the name to open the bridge configuration in a new browser tab.
System	The Veeva CRM system assigned to the bridge configuration. This is the system that you selected for the pre-migration assessment report.
External Credentials	The Salesforce credentials assigned to the single country bridge.
Enhanced Inactive Records Sync	A setting that controls how inactive records are updated in Vault CRM. Displays TRUE (setting is on) or FALSE (setting is off).
Country	The country assigned to the bridge.
Target Subscription	The target subscription assigned to the bridge. Click the name to open the target subscription configuration in a new browser tab.
Transformation Rule	The rule, if any, that is applied to the bridge.
Transformation Query	The query applied to the bridge.
Apply "Export Options" to the target records related entities	The setting on the target subscription that controls whether related entities are filtered based on the export options. Displays TRUE (setting is on) or FALSE (setting is off).
Last Job Date/Time	The last time that the bridge job ran.
HCP Export Options	The export options listed for HCPs in the target subscription.
HCO Export Options	The export options listed for HCOs in the target subscription.



pre-migration_report_VeevaCRM_2024-11-01

Date/Time	Triggered By	HCP Export Options	HCO Export Options
-31 14:14:14 EDT		Group 1: vid__v in 242992526691140617 Group 2: Source System contains veeva-crm-pm15 Group 3: hcp_type__v in D, N, DT, PH, P, RES; primary_country__v in AX	Group 1: Source System contains veeva-crm-pm15; primary_country__v in US Group 2: primary_country__v in US; send_to_crm_1__c in Y Group 3: speciality in AS, AR, CSN, BAR, ALTM, PLI, CHEMO, TPP, ILI, CLABPH, CHP, RESI; primary_country__v in US Group 4: Source System contains vault-crm1136
-31 14:14:14 EDT		Group 1: vid__v in 242992526691140617 Group 2: Source System contains veeva-crm-pm15 Group 3: hcp_type__v in D, N, DT, PH, P, RES; primary_country__v in AX	Group 1: Source System contains veeva-crm-pm15; primary_country__v in US Group 2: primary_country__v in US; send_to_crm_1__c in Y Group 3: speciality in AS, AR, CSN, BAR, ALTM, PLI, CHEMO, TPP, ILI, CLABPH, CHP, RESI; primary_country__v in US Group 4: Source System contains vault-crm1136
		Group 1: Source System contains veeva-crm-pm15; primary_country__v in CA	Group 1: Source System contains veeva-crm-pm15; primary_country__v in CA Group 2: primary_country__v in CA; send_to_crm_1__c in Y
		Group 1: Source System contains veeva-crm-pm15; primary_country__v in FR	Group 1: Source System contains veeva-crm-pm15; primary_country__v in FR Group 2: primary_country__v in FR; send_to_crm_1__c in Y
		Group 1: Source System contains veeva-crm-pm15; primary_country__v in IT	Group 1: Source System contains veeva-crm-pm15; primary_country__v in IT Group 2: primary_country__v in IT; send_to_crm_1__c in Y
		Group 1: Source System contains veeva-crm-pm15; primary_country__v in ES	Group 1: Source System contains veeva-crm-pm15; primary_country__v in ES Group 2: primary_country__v in ES; send_to_crm_1__c in Y
		Group 1: Source System contains veeva-crm-pm15; primary_country__v in DE	Group 1: Source System contains veeva-crm-pm15; primary_country__v in DE Group 2: primary_country__v in DE; send_to_crm_1__c in Y
		Group 1: Source System contains veeva-crm-pm15; primary_country__v in GB	Group 1: Source System contains veeva-crm-pm15; primary_country__v in GB Group 2: primary_country__v in GB; send_to_crm_1__c in Y

Configuration | SingleCountryBridges

CREATE UNVERIFIED ACCOUNTS

24R2.1

When users submit an add request, the record can be immediately created as an unverified account in Vault CRM so users can quickly interact with and update the account while the DCR is sent to Network for processing.

Administrators must configure Vault CRM and Network to support unverified records.

Requirements

Settings must be enabled in Vault CRM and in Network to create unverified accounts.

Vault CRM

The following setting must be configured:

- **Data Change Request Mode** custom setting must be set to **2**.

  For details, see Creating Unverified Records in the *Vault CRM Online Help*.

Network setting

- Enable the **Create Unverified** setting (**Settings > Workflow Settings**).

About the process

When the settings are configured, an add account request can immediately create records, including an unverified VID. The record is set to under_review__v state. When the record has been processed and approved in Network, the record state is updated.

This setting must be enabled for users to make changes to unverified records; otherwise, change requests are automatically rejected.

Supported objects

Unverified records can be created for all Vault CRM accounts:

- HCPs
- HCOs
- Addresses
- Child Accounts

Match and merge considerations

An unverified account can match to an existing account in Network and result in a merge (add request becomes a change request).

- If the winning account does not exist in Vault CRM, the losing account ID is updated to the winning account ID.
- If the winning account is in Vault CRM, the losing account will be merged to the winner in Vault.

Rejected add requests

If the add request is rejected, the unverified account is deactivated and removed from the territory in Vault CRM.

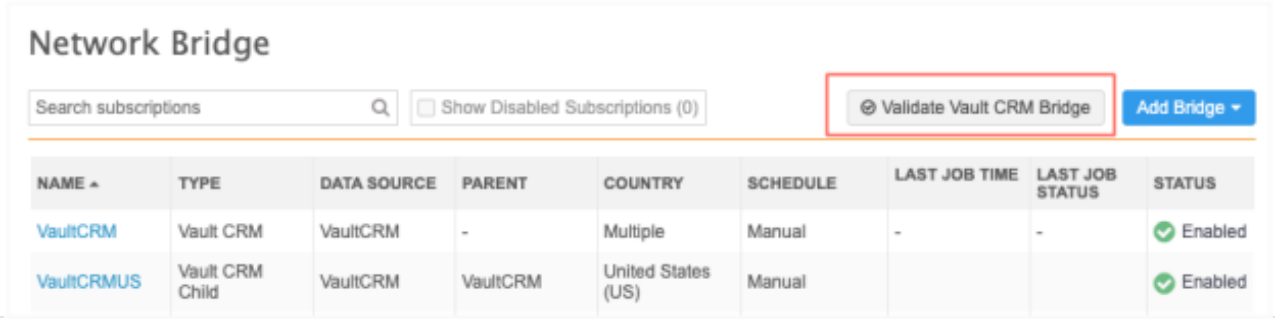
VALIDATE THE VAULT CRM BRIDGE

24R2.1

Administrators and Data Managers can validate the Vault CRM bridge to ensure that it is properly configured with the required mappings.

The integration between Vault CRM and Network relies on mappings that are managed in CRM. If the mappings are not configured properly, there can be errors when the bridge attempts to upsert data to CRM and when processing data change requests. The validation helps to identify issues in your existing mappings and find any possible missing mappings.

The **Validate Vault CRM Bridge** feature creates a report that contains the configuration details and the mappings between Veeva Vault and Network. Use the report to identify and create any missing mappings. If issues are found, fix them and load the mappings into Vault CRM. Run the validation again to ensure that the bridge has no issues.



This enhancement is enabled by default in your Network instance.

About Vault CRM and Network mappings

Mappings are created in Vault CRM. There are four types of mappings that are required between Vault CRM and Network.

- **Network Mapping** - Maps the countries to the Network integration user.
- **Network Object Mapping** - Maps the Vault CRM Object API Name to the Network Object API Name
- **Network Field Mapping** - Maps the Vault CRM Field API Name to Network API Name
- **Network Reference Mapping** - Maps Network reference codes to Vault CRM picklist values.

For more information, see the Network Mapping Overview topic in the *Vault CRM Online Help*.

About the Bridge validation

During the bridge validation, the configuration and data is extracted from Vault CRM. The extracted data is compared to the Network configuration and identifies any invalid object, field, and reference mappings.

This validation includes what is currently done in Veeva CRM. This features enhances the validation by also identifying missing reference mappings. Missing reference mappings can cause records to fail to be upserted to Vault CRM.

All issues are noted in the file that is generated by the validation job. The **Validation Status** and **Validation Notes** fields on the mapping objects in Vault CRM will also be updated with the results of the validation (just as they are when using the Veeva CRM validation).

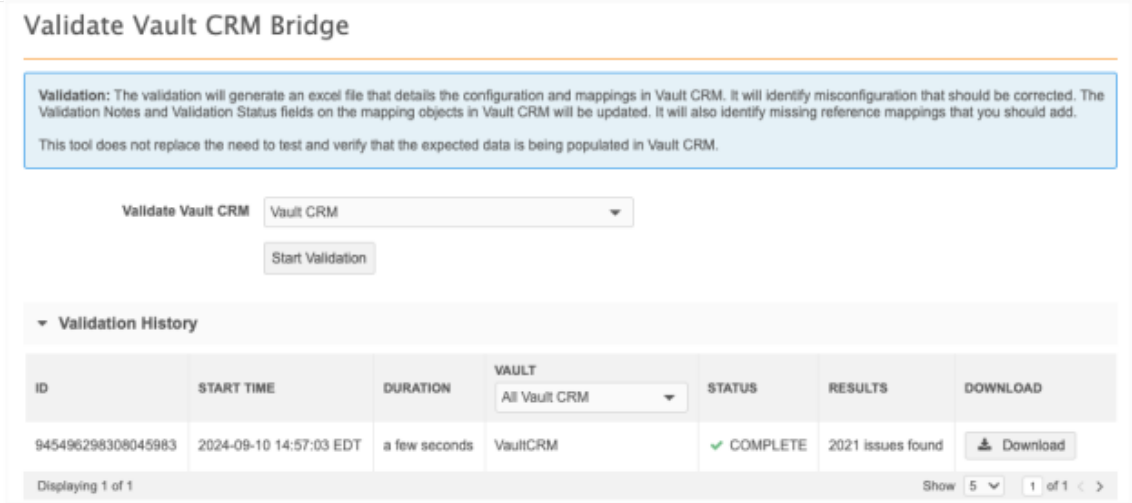
For details, see the *Review the validation file* section below.

Validate the Vault CRM bridge

To run the Vault CRM bridge validation:

1. On the Network Bridge page, click **Validate Vault CRM Bridge**.

   The button displays only if you have a Vault CRM Bridge configured in your Network instance.
2. Beside **Validate Vault CRM**, expand the list and select the external credential for the vault that you want to validate.
3. Click **Start Validation**.



4. If issues are found, a count displays in the **Results** column.
5. Click the **Download** button to download and view the .xlsx file that is created.

   A Microsoft Excel file is downloaded to your local computer with the following naming convention: bridge-validation_<*Vault_name*>_<*date*>_<*job ID*>

   For example: `bridge-validation_VaultCRM_2024-09-06_945473961016495263`
6. Review the file to see the issues.

Review the validation file

Use the Microsoft Excel® to view any issues and recommendations. You can add or correct any reference mappings and then upload the updates to Vault CRM.

The file contains up to six sheets:

- Summary
- Network Mapping
- Network Object Mapping
- Network Field Mapping
- Network Reference Mapping
- Missing Network Ref. Mapping (included only if there are missing reference mappings)

Details about each sheet are in the sections below.

Summary

This sheet provides an overview of the Vault CRM validation details.

Example

	A	B	C
1	Validation Date/Time	Tue, 10 Sep 2024 12:49:27 -0400	
2	Vault Name	VaultCRM	
3	Vault ID	155127	
4	Domain	dbvaultcrm	
5	Username	sara.lopez@verteo.veevanetwork.com	
6			
7	Object	Valid	Invalid
8	Network Mapping	0	2
9	Network Object Mapping	6	6
10	Network Field Mapping	55	27
11	Network Reference Mapping	1103	9
12			
13	Missing Reference Mappings	Counts	
14	Missing Network Codes	1977	
15	- Possible Matching Values	865	
16	- No Matching Value Found	1112	
17			
18			

Summary | Network Mapping | Network Object Mapping

The sheet contains the following details.

Header	Details
Validation Date/Time	The time that the Bridge validation occurred. The time displays in the user's timezone (My Profile).
Vault Name	The name of the Vault mapped to this Vault CRM bridge.
Vault ID	The ID of the Vault mapped to this Vault CRM bridge.
Domain	The domain name of the Vault
Username	The name of the Vault integration user.

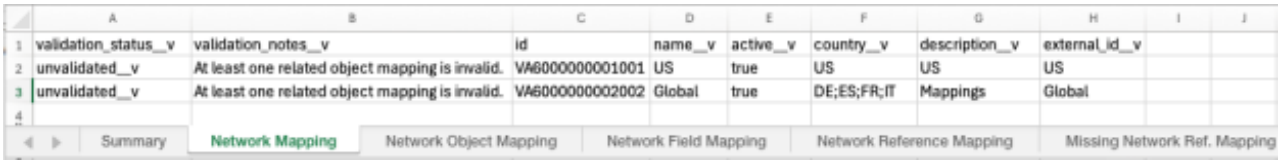
Object	Valid / Invalid (Count of mapping records that are Valid or Invalid)
Network Mapping (summary of data from the network_mapping__v object)	
Network Object Mapping (summary of data from the network__object_mapping__v object)	
Network Field Mapping (summary of data from the network__field_mapping__v object)	
Network Reference Mapping (summary of data from the network__reference_mapping__v object)	

Missing Reference Mapping	Counts (Network codes missing from the Network Reference Mappings)
Missing Network Codes (Total count of the missing Network codes)	
- Possible Matching Values (Missing Network codes with possible matching values)	
- No Matching Value Found (Missing Network codes with no matching value)	

Network mapping

This sheet contains the extracted data from the Vault CRM **network_mapping__v** object. For more information about the fields and data, see Network Mapping in the *Vault CRM Online Help*.

The job checks that the Network integration user has access to the countries that are mapped to Vault CRM. Use the **validation_status__v** and **validation_notes__v** columns to see the issues.



	A	B	C	D	E	F	G	H	I	J
1	validation_status__v	validation_notes__v	id	name__v	active__v	country__v	description__v	external_id__v		
2	unvalidated__v	At least one related object mapping is invalid.	VA6000000001001	US	true	US	US	US		
3	unvalidated__v	At least one related object mapping is invalid.	VA6000000002002	Global	true	DE;ES;FR;IT	Mappings	Global		
4										

Summary | Network Mapping | Network Object Mapping | Network Field Mapping | Network Reference Mapping | Missing Network Ref. Mapping

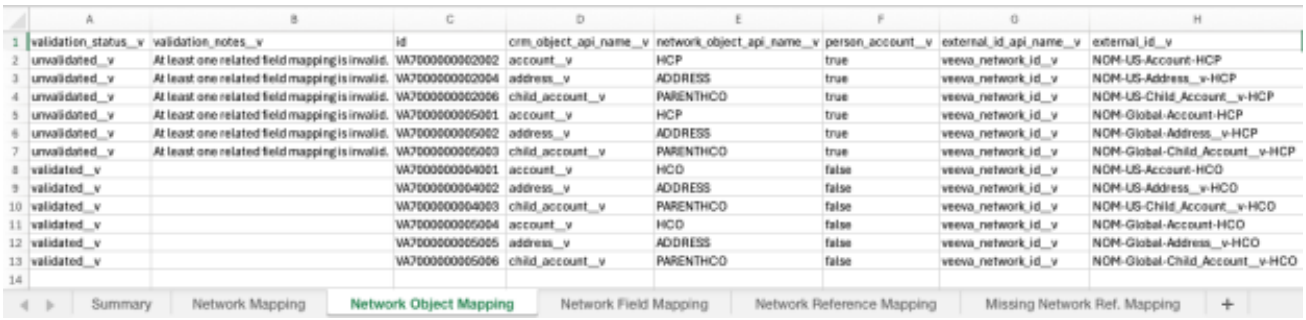
Example issues:

Issue	Details
At least one related object mapping is invalid	One of the related network object mapping records for this mapping is not valid.
Missing data visibility profiles	The Network Integration user does not have a Data Visibility Profile assigned for at least one of the countries specified in this mapping.

Network object mapping

This sheet contains data extracted from the Vault CRM **network_object_mapping__v** object. For details, see Network Object Mapping in the *Vault CRM Online Help*.

The job validates that CRM Object API Name and Network Object API Name fields have the correct objects and that they are properly mapped.



	A	B	C	D	E	F	G	H
1	validation_status__v	validation_notes__v	id	crm_object_api_name__v	network_object_api_name__v	person_account__v	external_id_api_name__v	external_id__v
2	unvalidated__v	At least one related field mapping is invalid.	VA7000000002002	account__v	HCP	true	veeva_network_id__v	NOM-US-Account-HCP
3	unvalidated__v	At least one related field mapping is invalid.	VA7000000002004	address__v	ADDRESS	true	veeva_network_id__v	NOM-US-Address__v-HCP
4	unvalidated__v	At least one related field mapping is invalid.	VA7000000002006	child_account__v	PARENTHCO	true	veeva_network_id__v	NOM-US-Child_Account__v-HCP
5	unvalidated__v	At least one related field mapping is invalid.	VA7000000005001	account__v	HCP	true	veeva_network_id__v	NOM-Global-Account-HCP
6	unvalidated__v	At least one related field mapping is invalid.	VA7000000005002	address__v	ADDRESS	true	veeva_network_id__v	NOM-Global-Address__v-HCP
7	unvalidated__v	At least one related field mapping is invalid.	VA7000000005003	child_account__v	PARENTHCO	true	veeva_network_id__v	NOM-Global-Child_Account__v-HCP
8	validated__v		VA7000000004001	account__v	HCO	false	veeva_network_id__v	NOM-US-Account-HCO
9	validated__v		VA7000000004002	address__v	ADDRESS	false	veeva_network_id__v	NOM-US-Address__v-HCO
10	validated__v		VA7000000004003	child_account__v	PARENTHCO	false	veeva_network_id__v	NOM-US-Child_Account__v-HCO
11	validated__v		VA7000000005004	account__v	HCO	false	veeva_network_id__v	NOM-Global-Account-HCO
12	validated__v		VA7000000005005	address__v	ADDRESS	false	veeva_network_id__v	NOM-Global-Address__v-HCO
13	validated__v		VA7000000005006	child_account__v	PARENTHCO	false	veeva_network_id__v	NOM-Global-Child_Account__v-HCO
14								

Summary | Network Mapping | Network Object Mapping | Network Field Mapping | Network Reference Mapping | Missing Network Ref. Mapping

Example issues:

Issue	Details
At least one related field mapping is invalid	One of the related Network field mapping records for this mapping is not valid.
Network object <network_object_api_name__v> does not exist or is not supported	The network_object_api_name__v field is not populated with any of the following values: HCP, HCO, Address, or ParentHCO.
Network object <network_object_api_name__v> does not exist or is not supported	The `network_object_api_name__v` field is not populated with any of the following values: HCP, HCO, Address, or ParentHCO.
CRM object <crm_object_api_name__v> does not exist or is not supported	The `crm_object_api_name__v` field is not populated with any of the following values: account__v, address__v, or child_account__v.
External ID field {crm_field_api_name__v} does not exist on CRM object	The `external_id_api_name__v` field is not populated with a field that exists on the CRM object specified in `crm_object_api_name__v`.

Network Field Mapping

This sheet contains data extracted from the Vault CRM **network_field_mapping__v** object. For details, see Network Field Mapping in the *Vault CRM Online Help*.

It displays the fields that are mapped from the Vault CRM objects (account__v, address__v, or child_account__v) to fields on Network objects (HCP, HCO, ADDRESS, PARENTHCO).

validation_status__v	validation_notes__v	id	object_type__v.api_name__v	crm_field_api_name__v	network_field_api_name__v
unvalidated__v	At least one missing reference mapping.	VA5000000001014	picklist__v	country__v	country__v
unvalidated__v	At least one missing reference mapping.	VA5000000001034	picklist__v	credentials__v	medical_degree_1__v
unvalidated__v	At least one missing reference mapping.	VA5000000001035	picklist__v	vpro_medical_degree_2__c	medical_degree_2__v
unvalidated__v	At least one missing reference mapping.	VA500000000F029	picklist__v	specialty_2__v	specialty_2__v
unvalidated__v	At least one related reference mapping is invalid.	VA5000000001006	picklist__v	vpro_address_status__c	address_status__v
unvalidated__v	At least one related reference mapping is invalid.	VA5000000001024	picklist__v	vpro_hcp_status__c	hcp_status__v
unvalidated__v	At least one related reference mapping is invalid.	VA5000000001040	picklist__v	vpro_relationship_status__c	parent_hco_status__v
unvalidated__v	Field latitude_cda__v2 does not exist on CRM object	VA5000000001028	name__v	latitude_cda__v2	latitude__v
unvalidated__v	Field latitude_cda__v2 does not exist on CRM object	VA500000000F013	name__v	latitude_cda__v2	latitude__v
unvalidated__v	Field npi_num__v does not exist on Network object	VA500000000F019	name__v	npi__v	npi_num__v
unvalidated__v	Field z_Primary_Address_UniqueCheckbox_1__c does not exist on Network object	VA5000000001050	boolean__v	primary_cda__v	z_Primary_Address_UniqueC
unvalidated__v	Field z_Primary_Affiliation_UniqueCheckbox__c does not exist on Network object	VA500000000F026	boolean__v	network_primary__v	z_Primary_Affiliation_Unique
unvalidated__v	Incorrect field mapping type (picklist__v) for combination of Network field of type (STRING) and CRM field of type (String).	VA500000000F001	picklist__v	fax_cda__v	fax_1__v
unvalidated__v	Incorrect field mapping type (picklist__v) for combination of Network field of type (STRING) and CRM field of type (String).	VA500000000F043	picklist__v	fax_cda__v	fax_1__v

Summary | Network Mapping | Network Object Mapping | **Network Field Mapping** | Network Reference Mapping | Missing Network Ref. Mapping

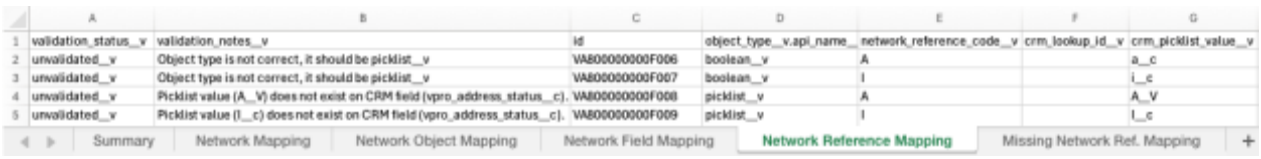
Example issues:

Issue	Details
Field <*network_field_api_name__v*> does not exist on Network object	The field in the **network_field_api_name__v** column does not exist or is not active for at least one of the countries in the mapping.
Field <*crm_field_api_name__v*> does not exist on CRM object	The field in the **crm_field_api_name__v** column does not exist in Vault CRM.
Incorrect field mapping type (<*0*>) for combination of Network field of type (<*1*>) and CRM field of type (<*2*>)	The data types of the Vault CRM and Network fields are incompatible.
At least one missing reference mapping	An active Network reference code is not properly mapped.
At least one related reference mapping is invalid	An active Network reference code is not properly mapped.

Network Reference Mapping

This sheet contains data extracted from the Vault CRM **network_reference_mapping__v** object. For details about the data, see Network Reference Mapping in the *Vault CRM Online Help*.

The validation job ensures that the Network reference codes are correctly mapped to Vault CRM picklist values and also checks for missing mappings.



	A	B	C	D	E	F	G
1	validation_status__v	validation_notes__v	id	object_type__v.api_name__	network_reference_code__v	crm_lookup_id__v	crm_picklist_value__v
2	unvalidated__v	Object type is not correct, it should be picklist__v	VA800000000F006	boolean__v	A		a__c
3	unvalidated__v	Object type is not correct, it should be picklist__v	VA800000000F007	boolean__v	I		i__c
4	unvalidated__v	Picklist value (A__V) does not exist on CRM field (vpro_address_status__c).	VA800000000F008	picklist__v	A		A__V
5	unvalidated__v	Picklist value (I__c) does not exist on CRM field (vpro_address_status__c).	VA800000000F009	picklist__v	I		I__c

Summary | Network Mapping | Network Object Mapping | Network Field Mapping | **Network Reference Mapping** | Missing Network Ref. Mapping

Example issues:

Issue	Details
Object type is not correct, it should be *<correct object type>*	The object type listed in the **object_type__v.api_name__v** column is incorrect.
Picklist value (*<0>*) does not exist on CRM field (*<1>*)	The value in the **crm_picklist_value__v** column is incorrect or is not active value.
Lookup value (*<0>*) does not exist in field (*<1>*) on CRM object (*<2>*)	The value in the **crm_lookup_id__v** column does not a valid record ID.
Reference code (*<0>*) does not exist on Network field (*<1>*)	The **network_reference_code__v** column does not have an active Network code for the Network field for at least one of the mapped countries.

Missing Network Ref. Mapping

This sheet identifies all the missing reference mappings between Network and Vault CRM.

All active Network Codes for the mapped countries should have a reference mapping. If there is no mapping for the code, the record will fail when Network upserts the data through the bridge or DCR.

For picklist fields, the validation job does a direct comparison of the Network codes and labels to CRM picklists and labels to find a suggested picklist value in Vault CRM to map to.

Key columns

- **Match Notes** -Identifies if potential matches are found between Network codes and labels and CRM picklists and labels.
- **crm_picklist value** - The suggested picklist value.
- **CRM Picklist Label** - The suggested picklist label.

The sheet contains the following columns and values.

Header	Details	Example value
Country	The `country__v` field value from the network_mapping__v record.	US;CA
CRM Object	The `crm_object_api_name__v` field from the network_object_mapping__v record.	account__v
Person Account	The `person_account__v` field from the network_object_mapping__v record.	true
Network Field API Name	The `network_field_api_name__v` from the network_field_mapping__v record.	speciality_1__v
CRM Field API Name	The `crm_field_api_name__v` from the network_field_mapping__v record.	speciality_1__v

Header	Details	Example value
Vault Picklist	The name of the picklist associated with the CRM field.	account_speciality_1__v
network_reference_code__v	The missing reference code	O
Network English Label	Network's English label for the code.	Other
Match Notes	Advises of any possible matches to CRM picklists.	Found matching picklist value name in Vault.
crm_picklist_value__v	Possible matching CRM picklist value.	o__c
CRM Picklist Label	CRM's English picklist label.	Other
crm_lookup_id__v	Vault CRM lookup ID	
crm_record_type_name__v	Vault CRM object type name	
direction__v	Supported mapping direction	bidirectional__v
object_type__v.api_name__v	The API name of the object type the reference mapping should have.	picklist__v
external_id__v	Customer defined unique identifier for the mapping. Helpful for loading mappings to different vaults.	NFM-US-Account_HCP-credentials__v-o__c-Other
network_field_mapping__v	ID of the network_field_mapping__v record.	VA5000000001012
network_field_mapping__v.external_id__v	external_id__v value from the network_field_mapping__v record	NFM-US-Account-HCP-credentials__v
network_field_mapping__v.legacy_crm_id__v	legacy_crm_id__v value from the network_field_mapping__v record	a2436000000AQI0AAO

Example sheet

Country	CRM Object	Person Account	Network Field API Name	CRM Field API Name	Vault Picklist	network_reference_code__v	Network English Label	Match Notes	crm_picklist_value__v	CRM Picklist Label
DE;ES;FR;IT	address__v	true	country__v	country__v	country_codes__v	DE	Germany	Found matching picklist value name in Vault.	de__v	DE
DE;ES;FR;IT	address__v	true	country__v	country__v	country_codes__v	ES	Spain	Found matching picklist value name in Vault.	es__v	ES
DE;ES;FR;IT	address__v	true	country__v	country__v	country_codes__v	FR	France	Found matching picklist value name in Vault.	fr__v	FR
DE;ES;FR;IT	address__v	true	country__v	country__v	country_codes__v	IT	Italy	Found matching picklist value name in Vault.	it__v	IT
US	address__v	true	country__v	country__v	country_codes__v	US	United States	Found matching picklist value name in Vault.	us__v	US
DE;ES;FR;IT	account__v	true	hcp_status__v	vpro_hcp_status__c	hcp_status__c	A	Active	No match found.		
DE;ES;FR;IT	account__v	true	hcp_status__v	vpro_hcp_status__c	hcp_status__c	D	Dead	No match found.		
DE;ES;FR;IT	account__v	true	hcp_status__v	vpro_hcp_status__c	hcp_status__c	I	Inactive	No match found.		
DE;ES;FR;IT	account__v	true	hcp_status__v	vpro_hcp_status__c	hcp_status__c	R	Retired	No match found.		
DE;ES;FR;IT	account__v	true	hcp_status__v	vpro_hcp_status__c	hcp_status__c	U	Undetermined	No match found.		
DE;ES;FR;IT	account__v	true	hcp_type__v	vpro_hcp_type__c	vpro_hcp_type__c	A	Animal Health	Found matching picklist value name in Vault.	a__c	Animal Health
DE;ES;FR;IT	account__v	true	hcp_type__v	vpro_hcp_type__c	vpro_hcp_type__c	D	Doctor	No match found.		
DE;ES;FR;IT	account__v	true	hcp_type__v	vpro_hcp_type__c	vpro_hcp_type__c	DT	Dentist	No match found.		
DE;ES;FR;IT	account__v	true	hcp_type__v	vpro_hcp_type__c	vpro_hcp_type__c	N	Non-Prescribing Health Care Prof	Found matching picklist value name in Vault.	n__c	Non-Prescribing Health Care Professional
DE;ES;FR;IT	account__v	true	hcp_type__v	vpro_hcp_type__c	vpro_hcp_type__c	NU	Nurse	No match found.		

Summary | Network Mapping | Network Object Mapping | Network Field Mapping | Network Reference Mapping | Missing Network Ref. Mapping

Matching missing reference values

When missing reference values are found, the validation job compares the extracted Vault CRM data to try to find a recommended mapping.

Network to CRM data comparison

network_reference_code__v	crm_picklist_value__v
Network English Label	CRM Picklist Label

The logic to match the data is prioritized to find the best mapping. Network codes that are matched to CRM Picklist names are considered the best match.

Example

Order	Network Code	Network Label (EN)	CRM Picklist Name	CRM Picklist Label	Logic
1	MD	Doctor of Medicine	md__c	Dr of Med	Network Code == CRM Picklist Name minus suffix (__v, __c, __cda, _cda)
2	MD	Doctor of Medicine	abc__c	MD	Network Code == CRM Picklist Label
3	MD	Doctor of Medicine	abc__c	Doctor of Medicine	Network English Label == CRM Picklist Label
4	MD	Doctor of Medicine	doctor_of_medicine__c	Dr of Medicine	Network English Label == CRM Picklist Name minus suffix (__v, __c, __cda, _cda), replace underscores with spaces

Resolve the issues

You can change any configuration issues or mappings directly in the file and then upload the updates to Vault CRM.

Note: If your mapping has an incorrect object_type__v, you cannot update the mapping through data loader. You can delete and then recreate the mapping with the correct object type.

1. Update the validation file to correct the issues.
2. Save the file as .csv.
3. Load the .csv file into Vault CRM (**Vault Loader**) to update the mappings.
4. In Network, click **Validate Vault CRM Bridge** again to ensure that all mapped data is validated.

Continue these steps until there are no issues found.

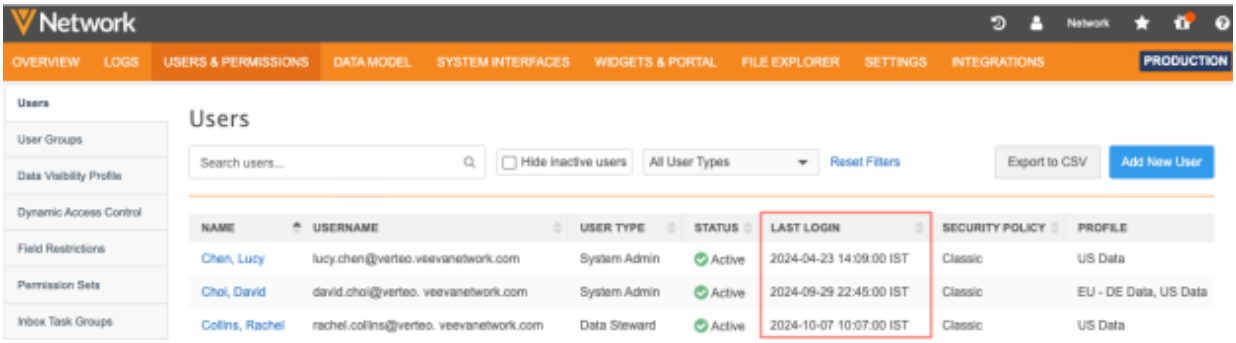
Users

LAST LOGIN TIME

24R2.1

The Users page now includes the last time each user accessed the Network instance. The **Last Login** column is added to the Users table.

Previously, the last login time was available only if you exported the Users page details (**Export to CSV**).



Login time

On the Users page, the **Last Login** timestamp displays in the timezone defined for the Network instance (**Settings > General Settings**).

If you download the log by clicking **Export to CSV**, the timestamp displays for the timezone that you have set in your user profile (My Profile).

This enhancement is enabled by default in your Network instance.

Security

SSL CERTIFICATE UPDATE

24R3

These are the current SSL certificates that are required for `veevanetwork.com`.

Note: Only customers who explicitly download and install certificates on any site caches or proxy servers must update their certificates.

veevanetwork.com certificate

Installing this certificate covers all Sandbox and Production Network instances and `login.veevanetwork.com`.

```
-----BEGIN CERTIFICATE-----
 MIIG9zCCBd+gAwIBAgIQCBxLzBG4hQjVv24haGBI2zANBgkqhkiG9w0BAQsFADBZ
 MQswCQYDVQQGEwJVUzEVMBMGA1UEChMMRGlnaUNlcnQgSW5jMTMwMQYDVQQDEypE
 aWdpQ2VydCBHbG9iYWwgRzIgVExTIFJTQSBTSEEyNTYgMjAyMCBDQTEwHhcNMjQw
 OTA0MDAwMDAwWhcNMjUxMDA1MjM1OTU5WjBxMQswCQYDVQQGEwJVUzETMBEGA1UE
 CBMKQ2FsaWZvcm5pYTETMBEGA1UEBxMKUGxlYXNhbnRvbjEbMBkGA1UEChMSVmVl
 dmEgU3lzdGVtcyBJbmMuMRswGQYDVQQDDBIqLnZlZXZhbmV0d29yay5jb20wggEi
 MA0GCSqGSIb3DQEBAQUAA4IBDwAwggEKAoIBAQC/VoegpRrAFZcnm6YxgdTEepV7
 F7MFGgUpIpxvlOkGyClfrmyWoMBmUrH1OhElWB57PgUQH3k3Mv8QY/y53iS93xkz
 zYlaLf3nIs351vy4lo+wAVg46iwJ2SIhwDlb/d7xq4ul9u39sSbsz2ekIUF8xDTh
 AgKsxrQRFacg0vGksC3j/xXX6JRjOtReCTd/KCJ5O1MtkPYkdLZ36labuBX/zwph
 rlz4sx20C+PqT9OOScpmeQpyDQnFyM0WomjJ+hHrtQLg7jQOSs2R7XgyVelBSps8
 lH7FQx2B6VuLLHKZHcxUNMbQw22Nt5DYn6yI2gS3/eRl5FaSHdlpw1ZMEvVPAgMB
 AAGjggOhMIIDnTAfBgNVHSMEGDAWgBR0hYDAZsffN97PvSk3qgMdvu3NFzAdBgNV
 HQ4EFgQUgfsu9ub1F/Zydp6d2p0wx6RdfQgwLwYDVR0RBCgwJoISKi52ZWV2YW5l
 dHdvcmsuY29tghB2ZWV2YW5ldHdvcmsuY29tMD4GA1UdIAQ3MDUwMwYGZ4EMAQIC
 MCkwJwYIKwYBBQUHAgEWG2h0dHA6Ly93d3cuZGlnaWNlcnQuY29tL0NQUzAOBgNV
 HQ8BAf8EBAMCBaAwHQYDVR0lBBYwFAYIKwYBBQUHAwEGCCsGAQUFBwMCMIGfBgNV
 HR8EgZcwgZQwSKBGoESGQmh0dHA6Ly9jcmwzLmRpZ2ljZXJ0LmNvbS9EaWdpQ2Vy
 dEdsb2JhbEcyVExTUlNBU0hBMjU2MjAyMENBMS0xLmNybDBIoEagRIZCaHR0cDov
 L2NybDQuZGlnaWNlcnQuY29tL0RpZ2lDZXJ0R2xvYmFsRzJUTFNSU0FTSEEyNTYy
 MDIwQ0ExLTEuY3JsMIGHBggrBgEFBQcBAQR7MHkwJAYIKwYBBQUHMAGGGGh0dHA6
 Ly9vY3NwLmRpZ2ljZXJ0LmNvbTBRBggrBgEFBQcwAoZFaHR0cDovL2NhY2VydHMu
 ZGlnaWNlcnQuY29tL0RpZ2lDZXJ0R2xvYmFsRzJUTFNSU0FTSEEyNTYyMDIwQ0Ex
 LTEuY3J0MAwGA1UdEwEB/wQCMAAwggF/BgorBgEEAdZ5AgQCBIIBbwSCAWsBaQB2
 ABLxTjS9U3JMhAYZw48/ehP457Vih4icbTAFhOvlhiY6AAABkb6lGJkAAAQDAEcw
 RQIgUlsSfz/qpMpLBsEdUeeZYca0itWQy82dJ72DztHn9ioCIQCTJwAsRhKxJyep
 b+zb4tFvpg1RUa1g6UP4Kd9Ak1paTgB3AH1ZHhLheCp7HGFnfF79+NCHXBSgTpWe
 uQMv2Q6MLnm4AAABkb6lGBIAAAQDAEgwRgIhAJSjuJE4cAwyQ8U7lR8n/zIa+VOL
 /ChtramKBXDdWoFdAiEAigr8zXUIobKwPqKIOzJC8LvvicVrBGie9RLSpfPOYYIA
 dgDm0jFjQHeMwRBBBtdxuc7B0kD2loSG+7qHMh39HjeOUAAAAZG+pRgrAAAEAwBH
 MEUCIQDkF2fBJzfgvomObewJmFlB7zzFapybXD+6WgFVMVJ79QIgTlPMgFVaduBE
 Cocbx84/yz0EH+hcRTb0bZ2lzHm9zDkwDQYJKoZIhvcNAQELBQADggEBAHQ2JZAs
 aIcrFCZ3aJKzU/q4NtVQPi4VGUcZt+yWXRnPeNlQ7Rf7Mvm3zl0T6xBO/CzzysQl
 jqHIe3mR8vyALyplh3DMt8Go1AOg9IZmcnxhEJ0BfIPln1jWR1gAab3iw1MSwoGL
 RhznkNvXke5B/15ZVRRe3Aj21gUopflRJPYqhoeIa8Vf3FwGC9x+zuhmJIUmcm7G
 AVDCP28c/wlxnKXvGJXKphfOFzbDQzNCA8sti+ilFmO321Ts7zYmtJ8NuUtpPNGu
 ukO28S6lldz0skwNT2TuP+TUrlGKYo3TrIr5/zJ0amsARSfMQY8n7Fks8ZE1EVV4
 xmY8YV3Y+evsupE=
 -----END CERTIFICATE-----
```

Intermediate CA certificate

Install this (DigiCertCA) CA certificate to ensure that the SSL certificate is fully trusted by the supported browsers and client computers.

```
-----BEGIN CERTIFICATE-----
  MIIEyDCCA7CgAwIBAgIQDPW9BitWAvR6uFAsI8zwZjANBgkqhkiG9w0BAQsFADBh
  MQswCQYDVQQGEwJVUzEVMBMGA1UEChMMRGlnaUNlcnQgSW5jMRkwFwYDVQQLExB3
  d3cuZGlnaWNlcnQuY29tMSAwHgYDVQQDExdEaWdpQ2VydCBHbG9iYWwgUm9vdCBH
  MjAeFw0yMTAzMzAwMDAwMDBaFw0zMTAzMjkyMzU5NTlaMFkxCzAJBgNVBAYTAlVT
  MRUwEwYDVQQKEwxEaWdpQ2VydCBJbmMxMzAxBgNVBAMTKkRpZ2lDZXJ0IEdsb2Jh
  bCBHMiBUTFMgUlNBIFNIQTI1NiAyMDIwIENBMTCCASIwDQYJKoZIhvcNAQEBBQAD
  ggEPADCCAQoCggEBAMz3EGJPprtjb+2QUlbFbSd7ehJWivH0+dbn4Y+9lavyYEEV
  cNsSAPonCrVXOFt9slGTcZUOakGUWzUb+nv6u8W+JDD+Vu/E832X4xT1FE3LpxDy
  FuqrIvAxIhFhaZAmunjZlx/jfWardUSVc8is/+9dCopZQ+GssjoP80j812s3wWPc
  3kbW20X+fSP9kOhRBx5Ro1/tSUZUfyyIxfQTnJcVPAPooTncaQwywa8WV0yUR0J8
  osicfebUTVSvQpmowQTCd5zWSOTOEeAqgJnwQ3DPP3Zr0UxJqyRewg2C/Uaoq2yT
  zGJSQnWS+Jr6Xl6ysGHlHx+5fwmY6D36g39HaaECAwEAAaOCAYIwggF+MBIGA1Ud
  EwEB/wQIMAYBAf8CAQAwHQYDVR0OBBYEFHSFgMBmx9833s+9KTeqAx2+7c0XMB8G
  A1UdIwQYMBaAFE4iVCAYlebjbuYP+vq5Eu0GF485MA4GA1UdDwEB/wQEAwIBhjAd
  BgNVHSUEFjAUBggrBgEFBQcDAQYIKwYBBQUHAwIwdgYIKwYBBQUHAQEEajBoMCQG
  CCsGAQUFBzABhhhodHRwOi8vb2NzcC5kaWdpY2VydC5jb20wQAYIKwYBBQUHMAKG
  NGh0dHA6Ly9jYWNlcnRzLmRpZ2ljZXJ0LmNvbS9EaWdpQ2VydEdsb2JhbFJvb3RH
  Mi5jcnQwQgYDVR0fBDswOTA3oDWgM4YxaHR0cDovL2NybDMuZGlnaWNlcnQuY29t
  L0RpZ2lDZXJ0R2xvYmFsUm9vdEcyLmNybDA9BgNVHSAENjA0MAsGCWCGSAGG/WwC
  ATAHBgVngQwBATAIBgZngQwBAgEwCAYGZ4EMAQICMAgGBmeBDAECAzANBgkqhkiG
  9w0BAQsFAAOCAQEAkPFwyyiXaZd8dP3A+iZ7U6utzWX9upwGnIrXWkOH7U1MVl+t
  wcW1BSAuWdH/SvWgKtiwla3JLko716f2b4gp/DA/JIS7w7d7kwcsr4drdjPtAFVS
  slme5LnQ89/nD/7d+MS5EHKBCQRfz5eeLjJ1js+aWNJXMX43AYGyZm0pGrFmCW3R
  bpD0ufovARTFXFZkAdl9h6g4U5+LXUZtXMYnhIHUfoyMo5tS58aI7Dd8KvvwVVo4
  chDYABPPTHPbqjc1qCmBaZx2vN4Ye5DUys/vZwP9BFohFrH/6j/f3IL16/RZkiMN
  JCqVJUzKoZHm1Lesh3Sz8W2jmdv51b2EQJ8HmA==
  -----END CERTIFICATE-----
```

Expiry

These certificates are valid until October 5, 2025.

View updated certificates

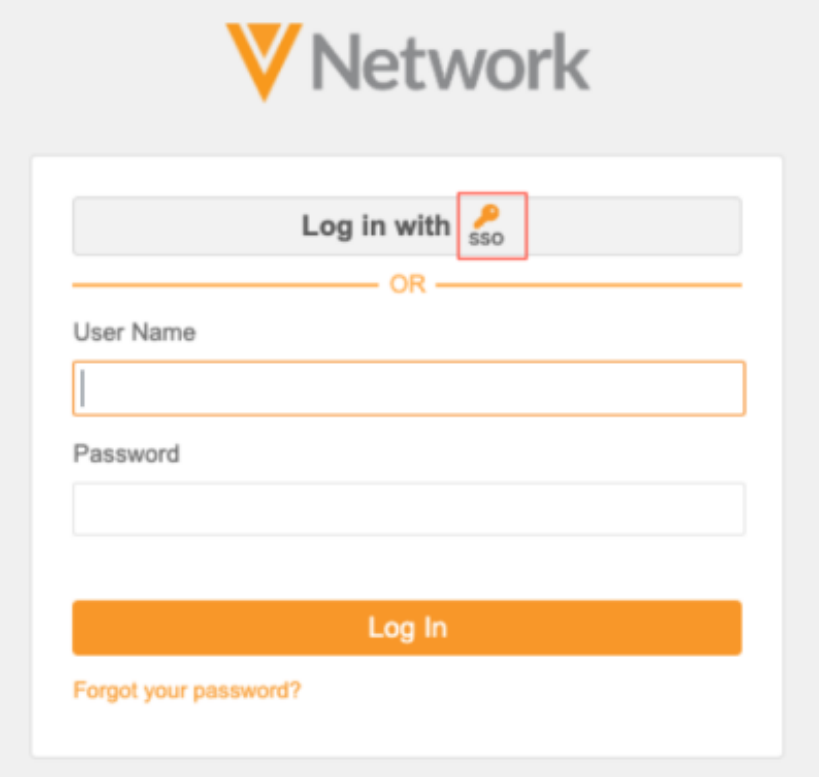
After the certificates are updated, they can be viewed or downloaded by running:

```
openssl s_client -connect login.veevanetwork.com:443 -showcerts
```

SINGLE SIGN-ON ICON

24R2.1

The default single sign-on (SSO) icon is changed. If you are using a custom image/icon, this change will not impact your login page.



This enhancement is enabled by default in your Network instance.

API

VERSION UPDATE

24R3

The Network API is updated to v34.0.

The Network API version is updated for every major release. Any additional changes are documented in this section of the Release Notes.

As with all version updates, Integration Users should continue to use v33.0 until there is a change for v34.0 that they want to apply.

For more information about the Network API, see the *Veeva Network API Reference* at http://developer.veevanetwork.com.