

How to debug Email-to-Case running as System user

(When the Automated Process User is "System", it is not possible to turn on debug logging. Hence the steps below.
Same applies to Salesforce-to-Salesforce users.)

Query the System user id (in the Developer Console or Workbench)

```
SELECT Id FROM User WHERE Name = 'System'
```

(Tooling API must be checked)

Query the DebugLevel id

```
SELECT Id, DeveloperName FROM DebugLevel
```

(Tooling API must be checked)

Log into [Workbench](#), go to Utilities, open the REST Explorer

Issue a POST to the Tooling API to turn on debug log for System

```
/services/data/v35.0/tooling/subjects/TraceFlag/
```

```
{
  "TracedEntityId" : "*** your System user id ***",
  "StartDate" : "2024-08-19T00:00:00.000+0000",
  "ExpirationDate" : "2024-08-19T23:59:59.000+0000",
  "DebugLevelId" : "*** your debug level id ***",
  "LogType" : "USER_DEBUG"
}
```

(change the dates appropriately)