

Salesforce Limits

User Guide, Spring '16





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SALESFORCE LIMITS

Salesforce Limits Overview

Salesforce Limits is a reference guide that covers a variety of limits associated with Salesforce features and products. However, Salesforce Limits doesn't cover all limits and some limits may not apply to your organization.

Keep in mind that stated limits aren't a guarantee that the specified resource is available at its limit in all circumstances. For example, some limits depend on load, performance, and other system issues. In addition, *Salesforce Limits* doesn't include limits of:

- User interface elements in the Salesforce application
- Field lengths of Salesforce objects
- Desktop integration clients

All limits are subject to change at any time. Contact Salesforce for more information.

For limits related to developing applications with Apex, SOAP, REST, or another API, see Salesforce Developer Limits Quick Reference.

SEE ALSO:

General Salesforce Limits

Administration and Support Limits

Feature Limits

Collaboration Limits

Communities Limits

General Salesforce Limits

IN THIS SECTION:

Salesforce Features and Edition Limits

Limits for Salesforce features by edition.

Increased App Limits with Expansion Pack and Unlimited Apps Pack

Increase app-related limits in your organization with Expansion Pack or Unlimited Apps Pack.

Accessibility Limits

General accessibility limits, and limits for keyboards and screen readers.

Salesforce Reports and Dashboards Limits Per Edition

Differences between editions for reports, snapshots, dashboards, and filtering.

Search Limits

Search limits for file extensions and sizes, synonym groups, and picklists.

Standard Object Limits

Standard object limits include usage details for object customizations, such as the custom fields you've added or sharing rules you've applied to an object.

Salesforce Features and Edition Limits

Limits for Salesforce features by edition.

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Action Plans: Maximum Number of Tasks	N/A	N/A	N/A	N/A	75	75	75
Active Lookup Filters	5 per object	5 per object	5 per object	5 per object	5 per object	5 per object	5 per object
Active Validation Rules	N/A	20 per object	20 per object	20 per object	100 per object	500 per object	100 per object
Attachments: Maximum Size of Attachment in the Notes & Attachments Related List 1	N/A	attachments. 2 GB for feed	2 GB for feed	25 MB for file attachments. 2 GB for feed attachments.	attachments. 2 GB for feed	attachments. 2 GB for feed	2 GB for feed
Categories: Maximum Default Number of Categories and Hierarchy Levels	N/A	N/A	N/A	N/A	100 categories in a data category group and 5 levels in a data category group hierarchy	100 categories in a data category group and 5 levels in a data category group hierarchy	100 categories in a data category group and 5 levels in a data category group hierarchy
Category Groups: Maximum Default Number of Category Groups	N/A	N/A	N/A	N/A	5 category groups and 3 active category groups	5 category groups and 3 active category groups	5 category groups and 3 active category groups
Certificates: Maximum Number of Certificates	N/A	N/A	N/A	N/A	50	50	50
Content Deliveries: Default Delivery Bandwidth per Rolling 24-hour Window	10 GB	10 GB	10 GB	10 GB	10 GB	10 GB	10 GB
Content Deliveries: Default Delivery View Counts per Rolling 24-hour Window	20,000	20,000	20,000	20,000	20,000	20,000	20,000
Content Deliveries: Maximum File Size for Online Viewing	25 MB	25 MB	25 MB	25 MB	25 MB	25 MB	25 MB

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Content: Maximum File Size	2 GB (incl38 MB wh10 MB for		when uploade ia SOAP API	ed via Chatter R ed via REST API	EST API		
Content: Maximum Number of Libraries	2,000	2,000	2,000	2,000	2,000	2,000	2,000
Content: Maximum Number of Content Documents	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000
Content: Maximum Number of Content Documents and Versions in a 24–hour Period (Adjustable)	36,000	36,000	36,000	36,000	36,000	36,000	2,500
Content Packs: Maximum Number of Files	N/A	50	50	50	50	50	50
Custom Apps (The custom apps contained in a managed package publicly posted on the AppExchange don't count against the limits for your Salesforce Edition.)	N/A	1	1	5	10	Unlimited	10
Custom Fields (Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields.)	5 per object	25 per object	100 per object	100 per object	500 per object	800 per object	500 per object
Custom Labels	N/A	N/A	N/A	5,000	5,000	5,000	5,000
Custom Links: Maximum Length of Link Label	1,024 characters	1,024 characters	1,024 characters	1,024 characters	1,024 characters	1,024 characters	1,024 characters
Custom Links: Maximum Length of Link URL	3,000 bytes ²	3,000 bytes ²	3,000 bytes ²	3,000 bytes ²	3,000 bytes ²	3,000 bytes ²	3,000 bytes ²
Custom Objects	N/A	5	50	50	200	2,000	400

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
		don't count a	gainst the limit	d in a managed p s for your Salest m objects, regal	force Edition. A	t the same time	e, an org can't
				and their data e custom object			recommend
Custom Objects: Maximum Number of Master-Detail Relationships	N/A	2 ³	2 ³	2 ³	2 ³	2 ³	2 ³
Custom Objects: Deletion of Parent Records in a Many-to-Many Relationship	N/A	junction obje	ct records are a	hip, a user can't ssociated with o the other pare	it <i>and</i> if the jun		
Custom Permissions	N/A	N/A	N/A	N/A	1,000	1,000	1,000
Custom Profiles: Maximum Number of Custom Profiles Per User License Type	N/A	N/A	N/A	N/A	1,500	1,500	1,500
Custom Settings: Cached Data Limit	The lesser of 10 MB or 1 MB multiplied by the number of full-featured user licenses in your organization	N/A	The lesser of 10 MB or 1 MB multiplied by the number of full-featured user licenses in your organization	N/A	The lesser of 10 MB or 1 MB multiplied by the number of full-featured user licenses in your organization	The lesser of 10 MB or 1 MB multiplied by the number of full-featured user licenses in your organization	The lesser of 10 MB or 1 MB multiplied by the number of full-featured user licenses in your organization
Custom Settings: Maximum Number of Fields Per Custom Setting	5	N/A	100	N/A	300	300	300
Divisions: Maximum Number of Divisions	N/A	N/A	N/A	100	100	100	N/A
Documents: Maximum Size of Custom App Logo	20 KB	20 KB	20 KB	20 KB	20 KB	20 KB	20 KB
Documents: Maximum Size of Document to Upload	5 MB	5 MB	5 MB	5 MB	5 MB	5 MB	5 MB
Documents: Maximum File Name Size (Including File Extension Name)	255 characters	255 characters	255 characters	255 characters	255 characters	255 characters	255 characters

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Entitlement Processes and Milestones	N/A	N/A	N/A	N/A	Developer ed to 1,000 entit	Unlimited, Perfition orgs, you of lement processes per process.	can create up
					its maximum	s created befor number of enti y be lower, but increase it.	tlement
External Objects ⁴	N/A	N/A	N/A	N/A	100	100	100
Field History Tracking: Maximum Number of Standard or Custom Fields Tracked for Standard or Custom Objects	N/A	20	20	20	20	20	20
Files: Maximum File Size in Chatter and on the Files Tab	2 GB	2 GB	2 GB	2 GB	2 GB	2 GB	2 GB
Fiscal Years: Maximum Number of Custom Fiscal Years	250	250	250	250	250	250	250
Lightning Pages: Maximum number of components in a single region	25	25	25	25	25	25	25
Formulas: Maximum Number of Characters	3,900 characters	3,900 characters	3,900 characters	3,900 characters	3,900 characters	3,900 characters	3,900 characters
Formulas: Maximum Number of Displayed Characters After an Evaluation of a Formula Expression	1,300 characters	1,300 characters	1,300 characters	1,300 characters	1,300 characters	1,300 characters	1,300 characters
Formulas: Maximum Formula Size (in Bytes) When Saved	4,000 bytes	4,000 bytes	4,000 bytes	4,000 bytes	4,000 bytes	4,000 bytes	4,000 bytes
Formulas: Maximum Formula Size (in Bytes) When Compiled	5,000 bytes	5,000 bytes	5,000 bytes	5,000 bytes	5,000 bytes	5,000 bytes	5,000 bytes
Formulas: Number of Unique Relationships Per Object	10	10	10	10	10	10	10

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Formulas: VLOOKUP Functions	10 per object	10 per object	10 per object	10 per object	10 per object	10 per object	10 per object
Ideas: Maximum Size of HTML Idea Description	N/A	N/A	N/A	32 KB	32 KB	32 KB	32 KB
Ideas: Maximum Size of HTML Idea Comment	N/A	N/A	N/A	4 KB	4 KB	4 KB	4 KB
Master-Detail Relationship: Maximum Number of Child Records	10,000 ⁵	10,000 ⁵	10,000 ⁵	10,000 ⁵	10,000 ⁵	10,000 ⁵	10,000 ⁵
Objects: Maximum Number of Deleting Combined Objects and Child Records	100,000	100,000	100,000	100,000	100,000	100,000	100,000
Omni-Channel: Maximum Queued Work Items per Hour ⁶	N/A	N/A	N/A	1,000	1,000	1,000	1,000
Omni-Channel: Maximum Pending Routing Requests ⁷	N/A	N/A	N/A	2,000	2,000	2,000	2,000
Opportunities: Maximum Number of Opportunity Team Members	N/A	N/A	N/A	N/A	30	30	30
Permission sets: Maximum Number of Created Permission Sets	N/A	1	1	1	1,000	1,000	1,000
Permission Sets: Maximum Number of Permissions Sets (Including Created and Added as Part of an Installed Managed AppExchange Package)	N/A	N/A	1,500	1,500	1,500	1,500	1,500
Question: Maximum Number of Characters	N/A	N/A	N/A	N/A	1,000	1,000	N/A
Question: Maximum Number of Characters (with Chatter Answers Optimize Question Flow enabled)	N/A	N/A	N/A	N/A	32,000	32,000	N/A
Quote PDF: Maximum Logo Size	N/A	N/A	N/A	5 MB	5 MB	5 MB	5 MB

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Quote PDF: Maximum Logo Height	N/A	N/A	N/A	150 pixels	150 pixels	150 pixels	150 pixels
Recycle Bin: Maximum Number of Records	25 times your storage capacity in MBs	25 times your storage capacity in MBs	25 times your storage capacity in MBs	25 times your storage capacity in MBs	25 times your storage capacity in MBs	25 times your storage capacity in MBs	25 times your storage capacity in MBs
Reply: Maximum Number of Characters	N/A	N/A	N/A	N/A	1,000	1,000	N/A
Reply (Private): Maximum Number of Characters (with Chatter Answers Optimize Question Flow enabled)	N/A	N/A	N/A	N/A	4,000	4,000	N/A
Replies (Public): Maximum Number of Characters (with Chatter Answers Optimize Question Flow enabled)	N/A	N/A	N/A	N/A	32,000	32,000	N/A
Shared Activities	to non-recurr	,	oup tasks, and		•	relate as many ign one primary	
Sharing Rules	N/A	N/A	N/A	Developer Edi	itions, administ	Unlimited, Perforators can created uding up to 50	e up to 300
Static Resources	N/A	A single static resource can be up to 5 MB in size.	A single static resource can be up to 5 MB in size.	A single static resource can be up to 5 MB in size.	A single static resource can be up to 5 MB in size.	A single static resource can be up to 5 MB in size.	A single static resource can be up to 5 MB in size.
		An organization can have up to 250 MB of static resources, total.	An organization can have up to 250 MB of static resources, total.	An organization can have up to 250 MB of static resources, total.	An organization can have up to 250 MB of static resources, total.	An organization can have up to 250 MB of static resources, total.	An organization can have up to 250 MB of static resources, total.
Tabs	N/A	3	5	10	25	Unlimited	100

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
(The custom tabs contained in a managed package publicly posted on the AppExchange don't count against the limits for your Salesforce Edition.)							
Lightning Experience Custom Navigation Menus	N/A	NA	NA	5	10	10	10
Tags	500 uniqu5,000 instAcross all use1,000 uni50,000 inst	es, a user is limit ue personal tag cances of person rs, your organiz que public tags stances of publ d instances of pe	s nal tags applied ation can have ; ic tags applied	d to records a maximum of to records			
Territories: Maximum Number of Account Assignment Rules	N/A	N/A	N/A	N/A	15	15	15
Users: Maximum Number of Users Created	1	5 5000 Chatter Free	10 5000 Chatter Free	Unlimited 5000 Chatter Free	Unlimited 5000 Chatter Free	Unlimited 5000 Chatter Free	2 5000 Chatter Free
Visual Workflow	N/A	N/A	N/A	N/A	Developer Ed to:	s ation can have u e flows	w can have up up to: s at a given essed per hour larm events

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Web-to-Case: Maximum Number of New Cases Generated in a 24–hour Period	N/A	N/A	N/A	5,000 ⁸	5,000 ⁸	5,000 ⁸	5,000 ⁸
Web-to-Lead: Maximum Number of New Leads Generated in a 24—hour Period	N/A	N/A	N/A	500 ⁸	500 ⁸	500 ⁸	500 ⁸

¹ You can add an attachment to the Attachments related list of a case, solution, campaign, task, or event, or to the Notes and Attachments related list of an account, contact, lead, opportunity, or custom object. If you don't see the related list on task or event page layouts, you may need to ask your administrator to add it. All file types are supported, including everything from Microsoft® PowerPoint presentations and Excel spreadsheets, to Adobe® PDFs, image files, audio files, and video files.

Increased App Limits with Expansion Pack and Unlimited Apps Pack

Increase app-related limits in your organization with Expansion Pack or Unlimited Apps Pack.

Expansion Pack for Professional Edition

For Professional Edition, you can purchase Expansion Pack units to increase app, tab, and object limits. Each Expansion Pack unit corresponds to a user license in your organization.

The following table shows the limits that are upgraded by Expansion Pack.

Feature	Professional Edition	Professional Edition + Expansion Pack
Custom Apps	5	15
Custom Tabs	10	25
Custom Objects	50	200

² When data is substituted for the tokens in the URL, the link may exceed 3,000 bytes. Your browser may enforce additional limits for the maximum URL length.

³ Each relationship is included in the maximum number of custom fields allowed.

⁴ The limit of 100 external objects applies regardless of how many Lightning Connect add-ons you purchase for your org.

⁵ As a best practice, don't exceed 10,000 child records for a master-detail relationship.

⁶ Maximum number of records that can be queued per hour in an org, across all Omni-Channel-enabled queues. Each time an item is assigned to an Omni-Channel queue, the platform checks how many items were queued in the preceding hour. If the limit has been reached, the item isn't assigned to the queue.

Salesforce Limits Accessibility Limits

Unlimited Apps Pack for Enterprise Edition

For Enterprise Edition, you can purchase Unlimited Apps Pack units to increase app, tab, and object limits, as well as the maximum number of API calls and data storage capacity. Each Unlimited Apps Pack unit corresponds to a user license in your organization.

The following table shows the limits that are upgraded by Unlimited Apps Pack.

Feature	Enterprise Edition	Enterprise Edition + Unlimited Apps Pack
Custom Apps	10	Unlimited (9,999)
Custom Tabs	25	Unlimited (9,999)
Custom Objects	200	2,000
API Calls	Depends on the license type.	Current limit + 4,000 calls
Data Storage	20 MB per user or 1 GB per organization, whichever is greater	120 MB per user or 1 GB per organization, whichever is greater

Adding Pack Units

Expansion pack and Unlimited Apps Pack units are available for Sales Cloud, Service Cloud, Force.com, and Site.com-Only users. An organization can be upgraded only once with Expansion Pack or Unlimited Apps Pack. If your organization needs higher app limits than what the pack provides, we recommend upgrading your organization's edition. To add Expansion Pack or Unlimited Apps Pack units, contact your Salesforce representative.

Accessibility Limits

General accessibility limits, and limits for keyboards and screen readers.

General Accessibility Limits

Accessibility features haven't been incorporated into Chatter or the Salesforce console.

Salesforce Features Not Optimized for Sighted Keyboard Users

The following functionality and features aren't fully accessible for sighted keyboard users, either due to their third-party ownership, lack of adequate current support for accessibility solutions, or limitations imposed by our development environments:

- A visual focus indicator hasn't been implemented.
- Some content is displayed in overlay boxes without implementing corresponding keyboard focus and order control. These are found in Chatter and training videos.
- Some of the rich interactive interfaces, such as drag-and-drop interfaces, aren't keyboard-accessible. These may have an alternative provided or may not be available in Accessibility Mode.

Salesforce Features Not Optimized for Screen Reader Users

The following functionality and features aren't fully accessible for screen reader users, either due to their third-party ownership, lack of adequate current support for accessibility solutions, or limitations imposed by our development environments:

- Some of the rich interactive interfaces, such as drag and drop interfaces, are not accessible. These may have an alternative provided or may not be available in Accessibility Mode.
- PDF files have not been marked up for accessibility and do not have an alternative provided.
- Training videos don't provide audio description (including extended audio description).
- Some content is displayed in overlay boxes that aren't recognized as modal by screen readers, allowing the user to interact with other content without dismissing the overlay. These are found in Chatter and training videos.
- The session timeout warning may not provide sufficient time for a user response if a slow reading rate is used.

Accessibility features haven't been incorporated into Chatter or the Salesforce console.

Salesforce Reports and Dashboards Limits Per Edition

Differences between editions for reports, snapshots, dashboards, and filtering.

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Field Filters per Report ¹	20	20	20	20	20	20	20
Formulas per Report	5	5	5	5	5	5	5
Scheduled Reports (Emailed reports can be up to 10 MB.)	N/A	N/A	N/A	One per hour ² (off-peak hours only ³)	One per hour ²	Two per hour ²	One per hour ² (off-peak hours only ³)
				(Limited to three preferred start times, which can't be changed)			(Limited to three preferred start times, which can't be changed)
Dashboard Filters	N/A	N/A	N/A	3 per dashboard	3 per dashboard	3 per dashboard	3 per dashboard
Dynamic Dashboards	N/A	N/A	N/A	N/A	Up to five per organization	Up to 10 per organization	Up to three per organization
Scheduled Dashboard Refreshes	N/A	N/A	N/A	N/A	One per hour ²	Two per hour ²	N/A
Custom Report Types (Limits apply to all custom report types regardless of development status.)	N/A	N/A	N/A	50	200	2,000	400

Salesforce Limits Search Limits

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Reporting Snapshots	N/A	N/A	N/A	One per hour ² (off-peak hours only ³)	One per hour ²	Two per hour ²	One per hour ² (off-peak hours only ³)
				(Limited to one preferred start time per day, which can't be changed)			(Limited to one preferred start time per day, which can't be changed)

¹ These limits apply to the report builder. If you're using the report wizard, the limit is 10.

Search Limits

Search limits for file extensions and sizes, synonym groups, and picklists.

IN THIS SECTION:

Search Limits for Documents

Search limits by file type and file size for documents.

Search Limits for Synonyms

With synonym groups, sets of words or phrases are treated equally in searches. A search for a term in a synonym group returns results for all terms in the group. An org can create up to 10,000 synonym groups.

Search Limits for Picklists

When sorting search results for a particular object, you can't click on column headings for multi-select picklist fields because you can't sort the multi-select picklist field type.

Search Limits for Documents

Search limits by file type and file size for documents.

Searching document content supports multiple file types and has file size limits. The contents of documents that exceed the maximum sizes are not searched; however, the document fields are still searched. Only the first 1,000,000 characters of text are searched. Text beyond this limit is not included in the search.

File Type	File Extensions	Maximum Size
HTML (only the text within a <body> tag</body>	.htm,.html,.xhtml	5 MB

² Up to a possible maximum of 200, total.

³ Off-peak hours are between 6 PM and 3 AM local time.

Salesforce Limits Standard Object Limits

File Type	File Extensions	Maximum Size
PDF	.pdf	25 MB
PPT	.pot, .pps, .ppt	25 MB
RTF	.rtf	5 MB
Text	.c, .cpp, .css.csv, .ini, .java, .log, .sql, .txt	5 MB
Word	.doc, .dot	25 MB
XLS	.xls, .xlt	5 MB, or a maximum cell limit of 100,000 cells
XML	.xml	5 MB

SEE ALSO:

Search Limits for Files in Chatter Salesforce CRM Content Limits

Search Limits for Synonyms

With synonym groups, sets of words or phrases are treated equally in searches. A search for a term in a synonym group returns results for all terms in the group. An org can create up to 10,000 synonym groups.

Search Limits for Picklists

When sorting search results for a particular object, you can't click on column headings for multi-select picklist fields because you can't sort the multi-select picklist field type.

Standard Object Limits

Standard object limits include usage details for object customizations, such as the custom fields you've added or sharing rules you've applied to an object.

The list varies depending on the object. When a customization exceeds the allowed limit for the object, or reaches 75% of the limit, a tip displays that suggests what you can do next.

Refer to the standard object limits page when you're planning to customize a particular standard object or to monitor the usage and limits of customizations on that object.

From the management settings for the appropriate object, go to Limits.



Note: The object limit percentages are truncated, not rounded. For example, if your organization uses 95.55% of the limit for a particular customization, the object limit displays 95%.

EDITIONS

Available in: both Salesforce Classic and Lightning Experience

Available in: **All** Editions except **Database.com**

Administration and Support Limits

IN THIS SECTION:

Assignment, Auto-Response, and Escalation Rules Limits

Limits for automating lead generation, email responses, and escalations per edition.

Chatter Answers Limits

Limits for guestions and Customer Portal customizations.

Field, Picklist, and Data Setting Limits

Limits for custom fields, picklists, custom picklists, and custom data settings.

Customer Portal Limits

Limits for custom objects in Customer Portal and portal user limits.

Data Import Limits

Limits for importing data with Data Loader.

External Data Integration Limits

Lightning Connect limits for accessing data that's stored outside your Salesforce organization.

External Identity User Limits

Limits depending upon External Identity user licenses.

Email Limits

Limits for email, mass email, and workflow emails.

Salesforce Knowledge Limits

Limits for Salesforce Knowledge per edition.

Field Limits

Limits for encrypted, merge, and formula fields.

File and Storage Limits

Limits for Salesforce Files, CRM Content, Chatter, and storage allocation.

Force.com Sites Page View Limits

Limits for requests that count as page views.

Force.com Site Billing Limits

Terminology for limits and billing associated with Force.com sites.

General Sandbox and Sandbox Storage Limits

Limits for sandbox environments.

Partner Portal Limits

Limits for partner portals.

Password Policy Limits

Limits for the number and use of user passwords.

Salesforce Console Limits

General limits for using a Salesforce console.

Site Edition Limits

Limits for the number of sites, bandwidth, service request time, and maximum page views per edition.

Site.com Import Limits

Limits for importing sites and files.

Web Request Limits

Limits for concurrent usage on web requests.

Assignment, Auto-Response, and Escalation Rules Limits

Limits for automating lead generation, email responses, and escalations per edition.

Assignment rules automate lead generation and support processes for an organization. Auto-response rules specify conditions for sending automatic email responses to lead or case submissions. Escalation rules escalate cases automatically, if they are not resolved in a certain period of time.

Different types of rules can have restrictions, depending on your Salesforce edition. The following table shows the restrictions for each edition.

Restrictions	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Developer Edition	Unlimited and Performance Editions	
Active Rules (Limits apply to any combination of active processes and workflow, assignment, auto-response, and escalation rules.)	N/A	N/A	N/A	50 per object	50 per object	50 per object	50 per object	
Total Rules Allowed (Limits apply to any combination of workflow, assignment, auto-response, and escalation rules, both active and inactive.)	N/A	N/A	N/A	500 per object 2,000 per organization	500 per object 2,000 per organization	500 per object 2,000 per organization	500 per object 2,000 per organization	
Assignment, Auto-response, and Escalation Rules	N/A	N/A	N/A	 Each assignment, auto-response, and escalation rule can have: 3,000 rule entries 300 formula criteria rule entries 				

Salesforce Limits Chatter Answers Limits

Restrictions	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Developer Edition	Unlimited and Performance Editions
				• 25 filter crit	teria per rule enti	У	
Total Actions Allowed Per Rule	N/A	N/A	N/A	200	200	200	200

Chatter Answers Limits

Limits for questions and Customer Portal customizations.

 $Chatter\ Answers\ integrates\ Cases,\ Answers,\ Force.com\ Sites,\ Customer\ Portal,\ and\ Sales force\ Knowledge\ into\ a\ Web\ community.$

The following limits apply to Chatter Answers.

- A question in Chatter Answers can receive up to 500 replies.
- When customizing Customer Portal, Answers supports all tab styles and only the following page styles:
 - Page Background
 - Text
 - Link
 - Link Hover

Field, Picklist, and Data Setting Limits

Limits for custom fields, picklists, custom picklists, and custom data settings.

IN THIS SECTION:

Custom Fields Allowed Per Object

Limits for the number of custom fields by edition.

Custom Picklist Limits

Limits for customized selection lists that let users pick values from a predefined list of entries.

Custom Settings Limits

Limits for the amount of cached data allowed for custom settings.

Standard Picklist Limits

Limits for the number of entries in standard picklists.

Custom Fields Allowed Per Object

Limits for the number of custom fields by edition.

The number of custom fields allowed per object varies according to your Salesforce Edition. The maximum number of activities, long text area fields, rich text area fields, relationship fields, and roll-up summary fields varies as well. The following table shows the maximum limits for each custom field type and edition.

Custom Field Limits	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Developer Edition	Unlimited and Performance Edition
Activities	No additional limit	No additional limit	No additional limit	20	100	100	100
Long Text Area Fields	•			ch text area and l an object, regard	•	• ,	
Rich Text Area Fields	text area field, y character limit	ou set a characte for long text area	er limit for the field a and rich text are		length of the te characters (32 Kl	xt that can be ent B). The maximum	
	The maximum	size of an image	that can be uplo	aded in a rich tex	t area field is 1 M	1B.	
Relationship Fields	No additional limit	40	40	40	40	40	40
Roll-up Summary Fields	No additional limit	25	25	25	25	25	25

Custom Picklist Limits

Limits for customized selection lists that let users pick values from a predefined list of entries.

Within the 15,000 total character limit, custom picklists can have:

- Up to 1,000 entries
- Up to 255 characters per entry

Custom multi-select picklists can have up to 500 values. Users can select up to 100 values at a time on a record.

Custom Settings Limits

Limits for the amount of cached data allowed for custom settings.

You can access custom settings from formula fields, validation rules, Apex, and the SOAP API.

The following limits apply to the cached data amount and custom settings.

- The total amount of cached data allowed for your organization is the **lesser** of these two values:
 - 10 MB
 - 1 MB multiplied by the number of full-featured user licenses in your organization

For example, if your organization has three full licenses, you have 3 MB of custom setting storage. If your organization has 20 full licenses, you have 10 MB of storage.

• Each certified managed package gets a separate limit in addition to your organization limit. For example, let's say your organization has two certified managed packages installed and your organization has three full licenses. Each certified managed package can have 3 MB of custom setting storage in addition to your organization's 3-MB custom setting storage limit.

Salesforce Limits Customer Portal Limits

• You can add up to 300 fields per custom setting, unless your field limit for custom objects is lower than 300. If your custom objects field limit is lower than 300, your field limit for custom settings is equal to your custom objects field limit.

Standard Picklist Limits

Limits for the number of entries in standard picklists.

Picklists are customized selection lists that let users pick values from a predefined list of entries.

The maximum number of entries you can have in a picklist is determined by the total number of characters allowed in the picklist, which is 15,000 characters. Note that each entry includes a line break and a return character that are not visible. These two additional characters per entry are counted as part of the 15,000 character limit.

For standard picklists, entries can be up to 40 characters, not including line breaks and returns. For standard multi-select picklists, the total number of characters for all entries cannot exceed 255.

For standard picklists in organizations that use record types or the Translation Workbench, you can have an unlimited number of entries with the following exceptions for special picklists.

Picklist Field	Maximum Number of Entries
Lead Status	100
Task Status	100
Task Priority	50
Case Status	100
Case Priority	50
Opportunity Stage	100

Customer Portal Limits

Limits for custom objects in Customer Portal and portal user limits.

Contact Salesforce for information about the number of Customer Portals and Customer Portal user licenses you can activate.

Custom Object Limits in Customer Portals

The following limits apply to custom objects in Customer Portals.

- The maximum number of custom objects you can include in a Customer Portal is determined by the total number of custom objects your Edition allows.
- Also, user licenses control the number of custom objects a portal user can see in a Customer Portal. For information, contact Salesforce.

Person Account Limits

A Salesforce user can be the owner of up to 1000 person account portal users. This includes person account users with Customer Community Plus, Customer Portal, and other role-based portal licenses. Person account users with high volume portal licenses such as High Volume Customer Portal or Customer Community don't count against this limit. Users with partner portal or Partner Community licenses can't be person accounts users, so this limit doesn't apply.

Salesforce Limits Data Import Limits

Portal Roles Limit

The maximum number of portal roles for an organization is 5000. This limit includes portal roles associated with all of the organization's customer portals, partner portals, or communities. To prevent unnecessary growth of this number, we recommend reviewing and reducing the number of roles for each of your portals and communities. Additionally, delete any unused portal roles. If you still require more portal roles, please contact Salesforce Customer Support.

Data Import Limits

Limits for importing data with Data Loader.

The following limits apply to data imported using Data Loader.

Only dates within a certain range are valid. The earliest valid date is 1700-01-01T00:00:00Z GMT, or just after midnight on January 1, 1700. The latest valid date is 4000-12-31T00:00:00Z GMT, or just after midnight on December 31, 4000. These values are offset by your time zone. For example, in the Pacific time zone, the earliest valid date is 1699-12-31T16:00:00, or 4:00 PM on December 31, 1699.

When using Data Loader version 28.0 and later, the maximum field size for imported CSV files is 32,000 characters.

External Data Integration Limits

Lightning Connect limits for accessing data that's stored outside your Salesforce organization.

General Lightning Connect Limits

For each user, the maximum number of external objects to which you can grant object permissions is equal to the maximum number of custom objects that the user is allowed to access. This limit is determined by the user license that's assigned to the user.

Maximum external objects per org 1	100
Maximum joins per query across external objects and other types of objects	4
Maximum length of the OAuth token that's issued by the external system	4000 characters

EDITIONS

Available in: both Salesforce Classic and Lightning Experience

Available in: **Developer** Edition

Available for an extra cost in: **Enterprise**, **Performance**, and **Unlimited** Editions

¹ The limit of 100 external objects applies regardless of how many Lightning Connect add-ons you purchase for your org. The following limits apply only to the OData 2.0 and 4.0 adapters for Lightning Connect.

Maximum HTTP request size for OData	8 MB
Maximum HTTP response size for OData	8 MB
Maximum result set size for an OData query	16 MB
Maximum result set size for an OData subquery	1,000 rows
Maximum new rows retrieved per hour per external data source	50,000
(This limit doesn't apply to high-data-volume external data sources or to rows that have previously been retrieved.)	

Salesforce Limits External Identity User Limits

An org is limited to:

10,000 OData queries per hour for Enterprise, Performance, and Unlimited Editions. Higher limits are available on request.

1,000 OData queries per hour for Developer Edition.

External Identity User Limits

Limits depending upon External Identity user licenses.

We recommend that the number of External Identity license users in your community not exceed five million unique users per month. If you require additional user licenses beyond this limit, contact your Salesforce account executive. Exceeding this limit may result in an extra charge and decrease expected functionality.

Email Limits

Limits for email, mass email, and workflow emails.

IN THIS SECTION:

General Email Limits

Limits for email and email templates per edition.

Daily Limits for Workflow Emails

Limits for workflow and approval-related email alerts.

Mass Email Limits

Limits for sending mass emails per edition.

General Email Limits

Limits for email and email templates per edition.

There's no limit on sending individual emails to contacts, leads, person accounts, and users in your organization directly from account, contact, lead, opportunity, case, campaign, or custom object pages.

Using the API or Apex, you can send single emails to a maximum of 1,000 external email addresses per day based on Greenwich Mean Time (GMT). Single emails sent using the Salesforce application don't count toward this limit. There's no limit on sending individual emails to contacts, leads, person accounts, and users in your organization directly from account, contact, lead, opportunity, case, campaign, or custom object pages.

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition	
Email Templates: Maximum Size	384 KB for text email templates		r text, HTML, Visualforce te	and custom HTM mplates	L templates			
Inbound Email Sent to Salesforce	• Email boo	For all editions: Email body truncation size: 32 KB Maximum number of email activities created for each email received: 50						

Salesforce Limits Email Limits

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
		n size of a singl					
	• Iotal max	dimum size of fi	ie attachments	5: 25 IVIB			
Email Services: Maximum Number of Email Messages Processed by Salesforce per Day	N/A	N/A	N/A	Number of user licenses multiplied by 1,000, up to a daily maximum of 1,000,000	. ,	Number of user licenses multiplied by 1,000, up to a daily maximum of 1,000,000	Number of user licenses multiplied by 1,000, up to a daily maximum of 1,000,000
Email Services: Maximum Size of Email Message (includes email headers, body, attachments, and encoding)	N/A	N/A	N/A	25 MB ¹	25 MB ¹	25 MB ¹	25 MB ¹
Email-to-Case: Maximum Number of Emails Converted into Cases per Day	N/A	N/A	N/A	2,500	2,500	2,500	2,500
Extended Mail Merge: Maximum Number of Records	1,000	1,000	1,000	1,000	1,000	1,000	1,000
Extended Mail Merge: Maximum Total Size of Selected Templates	1 MB	1 MB	1 MB	1 MB	1 MB	1 MB	1 MB
Merge Field: Case.Email_Thread	N/A	N/A	For Group, Pro Editions:	ofessional, Enter	prise, Unlimited	l, Performance, a	and Developer
			 Maximun 	n number of em	nails: 200		
			• Email boo	dy truncation siz	ze: 32 KB		
On-Demand Email-to-Case: Maximum Email Size (includes email headers, body, attachments, and encoding)	N/A	N/A	N/A	25 MB ¹	25 MB ¹	25 MB ¹	25 MB ¹
On-Demand Email-to-Case: Maximum Number of Email Messages Processed by Salesforce per Day (Counts toward limit for Email Services)	N/A	N/A	N/A	Number of user licenses multiplied by	Number of user licenses multiplied by	Number of user licenses multiplied by	Number of user licenses multiplied by 1,000, up to a daily

Salesforce Limits Email Limits

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
				daily	1,000, up to a daily maximum of 1,000,000	1,000, up to a daily maximum of 1,000,000	maximum of 1,000,000

¹ The maximum size of email messages for Email Services varies depending on language and character set. The size of an email message includes the email headers, body, attachments, and encoding. As a result, an email with a 25 MB attachment would likely exceed the 25 MB total size limit for an email message, after accounting for the size of headers, body, and encoding.

SEE ALSO:

Mass Email Limits
Daily Limits for Workflow Emails

Daily Limits for Workflow Emails

Limits for workflow and approval-related email alerts.

The daily limit for emails sent through email alerts is 1,000 per standard Salesforce license per organization—except for free Developer Edition and trial organizations, where the daily workflow email limit is 15 per standard Salesforce license. The overall organization limit is 2,000,000. This limit applies to emails sent through email alerts in workflow rules, approval processes, flows or the REST API.

The limit restriction is based on activity in the 24-hour period starting and ending at midnight GMT. Adding or removing a user license immediately adjusts the limit's total. If you send an email alert to a group, every recipient in that group counts against your daily workflow email limit.

After your organization has reached its daily workflow email limit:

- Any emails in the workflow queue left over and not sent that day are discarded. Salesforce doesn't try to resend them later.
- If a workflow rule with an action and an email alert is triggered, only the email action is blocked.
- Final approval, final rejection, approval, rejection, and recall email actions are blocked.
- An error message is added to the debug log.

The following items don't count against the workflow email limit:

- Approval notification emails
- Task assignment notifications
- Lead assignment rules notifications
- Case assignment rules notifications
- Case escalation rules notifications
- Force.com sites usage alerts

When workflow email alerts approach or exceed certain limits, Salesforce sends a warning email to the default workflow user or—if the default workflow user isn't set—to an active system administrator.

Salesforce Limits Email Limits

When	Salesforce Sends	Warning Email Includes
An email alert isn't sent because the number of recipients exceeds the limit for a single email	A warning email for each unsent email alert	The unsent email alert's content and recipients
The organization reaches 90% of the limit of emails per day	One warning email	The limit and the organization's usage
The organization reaches 90% of the limit of workflow emails per day	One warning email	The limit and the organization's usage
An email alert isn't sent because the organization reaches the limit of emails per day	A warning email after every 100 attempted email alerts over the limit	The limit and the organization's usage
An email alert isn't sent because the organization reaches the limit of workflow emails per day	A warning email after every 100 attempted email alerts over the limit	The limit and the organization's usage

Mass Email Limits

Limits for sending mass emails per edition.

You can send mass email to a maximum of 1,000 external email addresses per day per organization based on Greenwich Mean Time (GMT). The maximum number of external addresses you can include in each mass email depends on your edition:

Edition	External Address Limit per Mass Email
Personal, Contact Manager, and Group Editions	Mass email not available
Professional Edition	250
Enterprise Edition	500
Unlimited and Performance Edition	1,000

The following additional limits apply to mass emails.

- The single and mass email limits don't take unique addresses into account. For example, if you have johndoe@example.com in your email 10 times, that counts as 10 against the limit.
- You can send an unlimited amount of email to your organization's internal users, which includes portal users.
- You can send mass emails only to contacts, person accounts, leads, and your organization's internal users.
- In Developer Edition organizations and organizations evaluating Salesforce during a trial period, your organization can send mass email to no more than 10 external email addresses per day. This lower limit does not apply if your organization was created before the Winter '12 release and already had mass email enabled with a higher limit. Additionally, your organization can send single emails to a maximum of 15 email addresses per day.
- You can't send a mass email using a Visualforce email template.

Salesforce Knowledge Limits

Limits for Salesforce Knowledge per edition.

Salesforce Knowledge is a knowledge base for creating and managing content. Customers and partners can access articles, if Salesforce Knowledge is enabled in the Customer Portal or partner portal.

Salesforce Knowledge Limits	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Developer Edition	Unlimited and Performance Edition
Maximum number of articles	N/A	N/A	N/A	N/A	50,000 articles		
Maximum number of article types	N/A	N/A	N/A	N/A	100 article type	25	
Maximum number of custom fields per article type	N/A	N/A	N/A	N/A	500 custom fie	veloper, and Unl olds per article ty ditions: 800 cus	pe
Maximum file fields	N/A	N/A	N/A	N/A	5 file fields		
Maximum file field size	N/A	N/A	N/A	N/A	File fields are co	ounted as attach 3.	nments and can
Maximum rich text area size	N/A	N/A	N/A	N/A	131072 charac	ters	
Maximum size of all rich text area fields on an article	N/A	N/A	N/A	N/A	1638400 chara	cters	
Maximum unique article references (links) in a rich text area field	N/A	N/A	N/A	N/A		up to 100 links to wledge articles	
Article history tracking	N/A	N/A	N/A	N/A	Article events a	are tracked for u	o to 18 months.
Maximum number of supported languages	N/A	N/A	N/A	N/A	16 supported I	anguages	
Article import	N/A	N/A	N/A	N/A	The import .zip	o file must meet	the following
					.properties		
						e and the .prope oot directory.	erties file must

Salesforce Limits Field Limits

Salesforce Knowledge Limits	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Developer Edition	Unlimited and Performance Edition
						ression process and subfolder st	•
					• The .zip file characters.	e name can't co	ntain special
					•	e can't exceed 1 ssed files can't e	
					including t	he header row. maximum of 9,	nan 10,000 rows, Therefore, you 999 articles and
					 .csv file rov characters. 	vs can't exceed	400,000
					• .csv file cel	ls can't exceed :	32 KB.
					• Each article than 49 tra		can't have more
Maximum number of data category groups and active data category groups	N/A	N/A	N/A	N/A	5 category grou	ups and 3 active	category groups
Maximum number of categories per data category group	N/A	N/A	N/A	N/A	100 categories	in a data categ	ory group
Maximum number of levels in data category group hierarchy	N/A	N/A	N/A	N/A	5 levels in a da	ta category gro	up hierarchy
Maximum number of data categories from a data category group assigned to an article	N/A	N/A	N/A	N/A	8 data categori assigned to an	ies from a data (article	category group
Maximum number of promoted search terms	N/A	N/A	N/A	N/A	Your organizat 2,000 promote	ion can create and terms.	a maximum of

Field Limits

Limits for encrypted, merge, and formula fields.

Salesforce Limits Field Limits

Encrypted Field Limits

Note: This information applies to Classic Encryption and not to Platform Encryption.

The following limits apply to encrypted fields.

• Encrypted fields are not available for use in filters such as list views, reports, roll-up summary fields, and rule filters.

- You can use encrypted fields in email templates but the value is always masked regardless of whether you have the "View Encrypted Data" permission.
- Only the <apex:outputField> component supports presenting encrypted fields in Visualforce pages.

Lookup Filter Limits

Lookup filters are administrator settings that restrict the valid values and lookup dialog results for lookup, master-detail, and hierarchical relationship fields.

The following limits apply to lookup filters.

- Lookup filter criteria can't reference these types of fields:
 - Relationship fields on activities
 - System fields that are always read only, such as Created By and Modified By
 - Relationship fields that support queues, such as Case Owner and Lead Owner
- Each object can have up to five active required lookup filters and an unlimited number of optional lookup filters. If you reach the limit of required lookup filters for an object, create optional filters instead and use validation rules to enforce your business rule when a user saves.
- Lookup filters on currency fields don't convert currencies. For example, if your organization uses multiple currencies and a lookup filter criteria is Expected Revenue greater than 100000, the lookup shows all records with an Expected Revenue field value greater than 100,000, regardless of the currency.
- You can't use special date values, such as "Today" or "This Month," in lookup filter criteria.
- You can't delete fields that are referenced in an active lookup filter.
- You can't change the field type of fields referenced by an active lookup filter.
- Lookup filter criteria can't reference these types of fields on the source object:
 - Autonumber
 - Encrypted
 - Formula
 - Long text area
 - Multi-select picklist
 - Roll-up summary
 - Text
 - Text area
 - URL
- Lookup auto-completion doesn't work for user lookups with additional drop-down lists. This is primarily for organizations that have set up either a partner portal or Customer Portal.
- In enhanced list views, you cannot change fields that are referenced by a dependent lookup filter criteria.

• Lookup filters do not support mass owner changes. If your lookup filter criteria reference the Owner field, performing a mass owner change can result in incorrect values that won't be noticed until you attempt to save the record.

- A lookup filter can't reference a formula, if the formula references global merge fields that aren't supported by the lookup filter.
- Lookup filter criteria on Account Name only apply to business accounts, not person accounts. For example, if your lookup filter criteria is Account Name does not contain book, business accounts with "book" in the name, such as John's Bookstore, are not valid, but person accounts with "book" in the name, such as John Booker, are valid and appear in the lookup dialog for the Account field. If you need to filter on the name for a person account, use the First Name or Last Name fields instead.
- Salesforce does not support inline editing in list views for:
 - Fields on the source object that are referenced in dependent lookups.
 - Fields with dependent lookups.

Rich Text Area Field Limits

The mobile application treats rich text area fields like long-text area fields, which don't support formatted HTML content or images. The mobile application truncates rich text area fields at 1,000 characters, which includes HTML markup. Administrators should consider removing rich text area fields from mobile page layouts. If a mobile user edits a rich text area field that contains an existing text entry longer than 1,000 characters, the mobile application truncates the text in the field.

Roll-Up Summary Field Limits

Roll-up summary fields are not available for mapping lead fields of converted leads.

File and Storage Limits

Limits for Salesforce Files, CRM Content, Chatter, and storage allocation.

IN THIS SECTION:

Salesforce Files Sync Limits

Limits for storage, file size, and file synchronization.

Salesforce CRM Content Limits

Limits for Salesforce CRM Content per edition.

File Limits in Chatter

Limits for files attached to a Chatter post or comment.

Data and File Storage Limits

Limits for storage allocation per Salesforce edition and number of users in your organization.

Salesforce Files Sync Limits

Limits for storage, file size, and file synchronization.

Feature	Limit
Organization-wide storage	Storage is based on the number of Salesforce licenses purchased. Additional storage can be purchased. For more information, refer to Data and File Storage Limits.

Feature	Limit
Maximum number of synced files	Users can sync up to 10,000 files.
Maximum number of synced folders	500 folders
File size	2 GB when uploaded via the Web interface
	 2 GB when uploaded via the Salesforce Files Sync desktop client (or 500 MB when using proxy)
	• 100 MB when uploaded from a mobile device
Maximum number of versions per file	2,048
Maximum number of users who can sync the same file simultaneously	1,000 users
Maximum number of Connect API calls	10,000 per user, per hour, per connected application from the Salesforce Files Sync desktop client

Salesforce CRM Content Limits

Limits for Salesforce CRM Content per edition.

Salesforce CRM Content can include all file types, from Microsoft® PowerPoint presentations to audio files, video files, Web pages, and Google® docs. This table describes the Salesforce CRM Content limits per edition.

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Content Deliveries: Default Delivery Bandwidth per Rolling 24-hour Window	10 GB	10 GB	10 GB	10 GB	10 GB	10 GB	10 GB
Content Deliveries: Default Delivery View Counts per Rolling 24-hour Window	20,000	20,000	20,000	20,000	20,000	20,000	20,000
Content Deliveries: Maximum File Size for Online Viewing	25 MB	25 MB	25 MB	25 MB	25 MB	25 MB	25 MB
Content: Maximum File Size	For all editions: 2 GB 2 GB (including headers) when uploaded via Chatter REST API 2 GB (including headers) when uploaded via REST API 38 MB when uploaded via SOAP API 10 MB for Google Docs 10 MB when uploaded via Visualforce						

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Content: Maximum Number of Libraries	2,000	2,000	2,000	2,000	2,000	2,000	2,000
Content: Maximum Number of Content Documents	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000
Content: Maximum Number of Content Documents and Versions in a 24–hour Period (Adjustable)	36,000	36,000	36,000	36,000	36,000	36,000	2,500
Content Packs: Maximum Number of Files	N/A	50	50	50	50	50	50
Documents: Maximum Size of Custom App Logo	20 KB	20 KB	20 KB	20 KB	20 KB	20 KB	20 KB
Documents: Maximum Size of Document to Upload	5 MB	5 MB	5 MB	5 MB	5 MB	5 MB	5 MB
Documents: Maximum File Name Size (Including File Extension Name)	255 characters	255 characters	255 characters	255 characters	255 characters	255 characters	255 characters

Salesforce CRM Content Search Limits

Search supports several file types and has file size limits. If a file exceeds the maximum size, the text within the file isn't searched, but the file's author name, tags, file extension, and custom fields are.

File Type	File Extensions	Maximum File Size for Text Within the File to be Searchable
HTML	.htm, .html, .xhtml	5 MB
PDF	.pdf	25 MB
PPT	.ppt, .pptx, .pptm	25 MB
RTF	.rtf	5 MB
Text	.c, .cpp, .css, .csv, .ini, .java, .log, .sql, .txt	5 MB
Word	.doc, .docx, .docm	25 MB
XLS	.xls, .xlsx, .xlsm	5 MB

File Type	File Extensions	Maximum File Size for Text Within the File to be Searchable	
XML	.xml	5 MB	

SEE ALSO:

Search Limits for Documents
Search Limits for Files in Chatter

File Limits in Chatter

Limits for files attached to a Chatter post or comment.

File Share Limits

The maximum number of times a file can be shared is 100. This includes files shared with people, groups, and via links. If a file is privately shared and nears the 100 share maximum, consider making the file public by posting it to your feed.

File Size Limits

The following are maximum file size limits for files in Salesforce.

Feature	Salesforce Files	Salesforce CRM Content	Salesforce Knowledge	Documents Tab	Attachments Related List
Maximum File Size	2 GB	 2 GB 2 GB (including headers) when uploaded via Chatter REST API 2 GB (including headers) when uploaded via REST API 38 MB when uploaded via SOAP API 10 MB for Google Docs 10 MB when uploaded via Visualforce 	5 MB for attachments	 5 MB 20 KB for a custom-app logo 	 25 MB for file attachments 2 GB for feed attachments

Data and File Storage Limits

Limits for storage allocation per Salesforce edition and number of users in your organization.

Storage Capacity

Storage is divided into two categories: file storage and data storage. File storage includes files in attachments, the Documents tab, the Files tab, the File field, Salesforce CRM Content, Chatter files (including user photos), and Site.com assets. Data storage includes the following:

- Accounts
- Article types (format: "[Article Type Name]")
- Article type translations (format: "[Article Type Name] Version")
- Campaigns
- Campaign Members
- Cases
- Case Teams
- Contacts
- Contracts
- Custom objects
- Email messages
- Events
- Forecast items
- Google docs
- Ideas
- Leads
- Notes
- Opportunities
- Opportunity Splits
- Orders
- Quotes
- Quote Template Rich Text Data
- Solutions
- Tags: Unique tags
- Tasks

For file storage, Contact Manager, Group, Professional, Enterprise, Performance, and Unlimited Editions are allocated a per-user limit multiplied by the number of users in the organization plus an additional per-organization allocation. For example, a Professional Edition organization with 10 users receives 11 GB of file storage, or 100 MB per user multiplied by 10 users plus an additional 10 GB. A Professional Edition organization with 100 users receives 20 GB of file storage, or 100 MB per user multiplied by 100 users plus an additional 10 GB.

For data storage, Contact Manager, Group, Professional, Enterprise, Performance, and Unlimited Editions are allocated either 1 GB or a per-user limit, whichever is greater. For example, a Professional Edition organization with 10 users receives 1 GB because 10 users multiplied by 20 MB per user is 200 MB, which is less than the 1 GB minimum. A Professional Edition organization with 100 users receives more than the 1 GB minimum because 100 users multiplied by 20 MB per user is 2,000 MB.

File storage and data storage are calculated asynchronously, so your organization's storage usage isn't updated immediately if you import or add a large number of records or files.

The values in the Storage Allocation Per User License columns below apply to Salesforce and Salesforce Platform user licenses. Other standard user licenses, such as Communities user licenses, include additional storage. For a description of user licenses, see User Licenses Overview. If your organization uses custom user licenses, contact Salesforce to determine if these licenses provide additional storage.

Salesforce Edition	Data Storage Minimum Per Organization	Data Storage Allocation Per User License	File Storage Allocation Per Organization	File Storage Allocation Per User License
Contact Manager	1 GB	20 MB	11 GB	612 MB
Group	1 GB	20 MB	11 GB	612 MB
Professional	1 GB	20 MB	11 GB	612 MB
Enterprise	1 GB	20 MB	11 GB	2 GB
Performance	1 GB	120 MB	11 GB	2 GB
Unlimited	1 GB	120 MB	11 GB	2 GB
Developer	5 MB	N/A	20 MB	N/A
Personal	20 MB (approximately 10,000 records)	N/A	20 MB	N/A



Note: The only feature license that provides additional storage is Salesforce CRM Content User. Each Salesforce CRM Content User license provides an additional 512 MB of file storage, whether Salesforce CRM Content is enabled or not. To find out whether your organization has Salesforce CRM Content enabled, contact your Salesforce admin.

Force.com Sites Page View Limits

Limits for requests that count as page views.

The following requests count as page views.

Requests for	Example URL
Your Force.com domain	http://mycompany.force.com
Your custom Web address	http://mycompany.com
Any page associated with your site	http://mycompany.force.com/mypage
Authorization Required error page	http://mycompany.force.com/Unauthorized
AJAX requests such as:JavaScript remoting (for example,	n/a
RemoteAction) <apexactionfunction><apexactionpoller></apexactionpoller></apexactionfunction>	

The following requests don't count as page views.

Salesforce Limits Force.com Site Billing Limits

Requests for	Example URL
Salesforce images	http://mycompany.force.com/img/force_logo_w09.gif
Your static resources	http://mycompany.force.com/resource/1233771498000/background
Robots.txt	http://mycompany.force.com/robots.txt
Favorite icon	http://mycompany.force.com/favicon.ico
Attachments and Documents	n/a
Error pages, apart from Authorization Required, such as Limit Exceeded and Maintenance	http://mycompany.force.com/BandwidthExceeded
Images included with an HTML field	http://mycompany.force.com/servlet/rtaImage
Custom file field	http://mycompany.force.com/servlet/fileField

Limit Exceeded, Maintenance, Page Not Found, and designated Inactive Home pages aren't counted against page view and bandwidth limits. You can use static resources to brand these pages, but the following limitations apply:

- Static resources must be 50 KB or smaller in size.
- Static resources must be style sheets (CSS), image files, or JavaScript files.
- You can't use Apex controllers for these pages.
- You can't perform SOQL or DML operations from these pages.

Force.com Site Billing Limits

Terminology for limits and billing associated with Force.com sites.

The following terminology applies to Force.com sites limits and billing:

- "Page Views" are calculated as the total number of pages served from either the site's origin server or the cache server.
- "Bandwidth" is calculated as the number of megabytes served and received from both the site's origin server and the cache server.
- "Service request time" is calculated as the total server time in minutes required to generate pages for the site.
- "Rolling 24-hour period" refers to the 24 hours immediately preceding the current time.
- "Origin server" refers to the Web server that hosts your site.
- "Cache server" refers to the CDN server that serves your cached site pages.
- "Current period" refers to the current calendar month for which you are entitled a certain number of page views for your organization.

Salesforce enforces the following limits on monthly page views for Force.com sites:

- Billing is based on the number of monthly page views purchased for your organization. This page view limit is cumulative for all sites in your organization.
- If, in a given calendar month, your organization reaches 110% of its page view limit, Salesforce sends the site and billing administrators email notification.
- If your organization exceeds 110% of its page view limit for four consecutive calendar months, your sites are disabled until the next calendar month begins or you purchase more page views. Also, Salesforce sends email notification to the site and billing administrators, as well as the related account executive.

• If, in a given calendar month, your organization reaches 300% of its page view limit, your sites are disabled until the next calendar month begins or you purchase more page views. Also, Salesforce sends email notification to the site and billing administrators, as well as the related account executive.

General Sandbox and Sandbox Storage Limits

Limits for sandbox environments.

A sandbox is a copy of your organization in a separate environment, you can use for a variety of purposes, such as testing and training. Sandboxes are completely isolated from your Salesforce production organization and operations you perform in your sandboxes do not affect your Salesforce production organization.

The following limits apply to sandboxes.

- You can refresh a Full sandbox 29 days after you created or last refreshed it. If you delete a Full sandbox within those 29 days, you need to wait until after the 29 day period, from the date of last refresh or creation, to replace it.
- You can refresh a Partial Copy sandbox 5 days after you created or last refreshed it. If you delete a Partial Copy sandbox within those 5 days, you need to wait until after the 5 day period, from the date of last refresh or creation, to replace it.
- You can refresh a Developer or Developer Pro sandbox once per day.
- Enterprise Edition includes licenses for 25 Developer sandboxes.
- Performance Edition includes licenses for 1 Full sandbox, 1 Partial Copy sandbox, 5 Developer Pro sandboxes, and 100 Developer sandboxes.
- Unlimited Edition includes licenses for 1 Full sandbox, 5 Developer Pro sandboxes, and 50 Developer sandboxes.
- If you need licenses for more sandboxes, contact Salesforce to order sandboxes for your organization.

The following limits apply to Sandbox storage limits.

- Partial Copy sandboxes have a 5 GB of files and a 5 GB of data storage limit.
- Developer Pro sandboxes have a 1 GB of files and a 1 GB of data storage limit.
- Developer sandboxes have a 200 MB of files and a 200 MB of data storage limit.
- Full sandboxes have the same storage limit as your production organization.
- Sandboxes don't send email notifications when storage limits are reached. However, if you reach the storage limit of your sandbox, you can't save new data in your sandbox. To check your storage limits, from Setup, enter Storage Usage in the Quick Find box, then select Storage Usage in your sandbox.

Partner Portal Limits

Limits for partner portals.

Maximum number of partner portals

You can create a maximum of 5 partner portals in your organization. Increases to that number are subject to product manager approval and require detailed use cases.

Maximum number of portal roles

The maximum number of portal roles for an organization is 5000. This limit includes portal roles associated with all of the organization's customer portals, partner portals, or communities. To prevent unnecessary growth of this number, we recommend reviewing and

Salesforce Limits Password Policy Limits

reducing the number of roles for each of your portals and communities. Additionally, delete any unused portal roles. If you still require more portal roles, please contact Salesforce Customer Support.

Password Policy Limits

Limits for the number and use of user passwords.

You can set various password and login policies to secure your organization.



Note: User passwords cannot exceed 16,000 bytes.

Logins are limited to 3,600 per hour per user. This limit applies to organizations created after Summer '08.

Salesforce Console Limits

General limits for using a Salesforce console.

A Salesforce console is an app for finding, updating, and creating records quickly.

For best performance, we recommend using Internet Explorer 8, 9, or 10 or the latest stable version of Firefox or Google Chrome when using Live Agent in the Salesforce console. The following limits apply to the Salesforce console.

- If you log in to another Salesforce app while you're logged in to a Salesforce console app, you can't accept new chat requests.
- In Chatter Answers, administrators can't customize the FAQ (Frequently Asked Questions) available to customers when they click Need help?.
- Internet Explorer 8 users receive a security warning if you customize with URLs that don't include https://.

Site Edition Limits

Limits for the number of sites, bandwidth, service request time, and maximum page views per edition.

Site.com is a Web content management system (CMS) for building and managing dynamic, data-driven Web pages, and edit content in real time.

The following table describes the Sites limits for different Salesforce editions.

Edition	Maximum Number of Sites	Bandwidth Limit (per rolling 24-hour period per site)	Service Request Time (per rolling 24-hour period per site)	
Developer Edition	1	500 MB	10 minutes	N/A
Enterprise Edition	25	1 GB for sandbox 40 GB for production	30 minutes for sandbox 60 hours for production	500,000

Salesforce Limits Site.com Import Limits

Edition	Maximum Number of Sites	Bandwidth Limit (per rolling 24-hour period per site)	Service Request Time (per rolling 24-hour period per site)	
Unlimited Edition	25	1 GB for sandbox	30 minutes for sandbox	1,000,000
Performance Edition		40 GB for production	60 hours for production	

SEE ALSO:

Site.com Import Limits
Force.com Sites Page View Limits
Force.com Site Billing Limits

Site.com Import Limits

Limits for importing sites and files.

The maximum site size you can import is 2 GB. The maximum file size you can import is 50 MB unless you import and *unzip* a .zip file. In that case, you can import a .zip file of up to 200 MB if you select **Unzip files** during the import process.

Web Request Limits

Limits for concurrent usage on web requests.

To ensure that resources are available for all Salesforce users, limits are placed on the number of long-running Web requests that one organization can send at the same time. Salesforce monitors the number of concurrent requests issued by all users logged in to your organization, and compares that number against the maximum limit. In this way, the number of concurrent requests is kept below the maximum limit. The limit ensures that resources are available uniformly to all organizations and prevents deliberate or accidental over-consumption by any one organization.

If too many requests are issued by users in your organization, you may have to wait until one of them has finished before you can perform your task. For example, assume that MyCorporation has 100,000 users. At 9:00 AM, each user requests a report that contains 200,000 records. Salesforce starts to run the report for all users until the maximum number of concurrent requests has been met. At that point, Salesforce refuses to take any additional requests until some of the reports have completed.

Similar limits are placed on requests issued from the API.

Collaboration Limits

IN THIS SECTION:

Approvals Limits in Chatter

Approval limits for delegated approvers, approvals posts, and Sites or portal users.

Chatter Plus Limits

Feature limits for Chatter Plus (also known as Chatter Only).

Feed Tracking Limits

Limits for tracking objects, fields, and topics.

General Chatter Limits

Limits for Chatter features by edition, browser limits, and mention limits.

List View Limits on Feeds

Limits for list views on record feeds.

Search Limits for Files in Chatter

Search limits by file type and file size in Chatter.

User Sharing Limits in Chatter

Salesforce administrators can configure user sharing to show or hide an internal or external user from another user in an organization.

Approvals Limits in Chatter

Approval limits for delegated approvers, approvals posts, and Sites or portal users.

- Approvals in Chatter doesn't support delegated approvers or queues.
- You can't recall or reassign an approval request from a post. Both must be done from the approval record.
- Approval posts can't be deleted in the Salesforce user interface; you can only delete them through the API.
- Approval requests from Sites or portal users aren't supported.

Chatter Plus Limits

Feature limits for Chatter Plus (also known as Chatter Only).

Chatter Plus (also known as Chatter Only) is for Performance, Unlimited, Enterprise, and Professional Edition users that don't have Salesforce licenses but need access to some Salesforce objects in addition to Chatter.

Chatter Plus users can access standard Chatter people, profiles, groups, and files, plus they can

- View Salesforce accounts and contacts
- Use Salesforce CRM Content, Ideas, and Answers
- Access dashboards and reports
- Use and approve workflows
- Use the calendar to create and track activities
- View and modify up to ten custom objects
- Add records to groups



Note: You must expose the tabs for the standard Salesforce objects that the Chatter Only user profile can access, as they are hidden by default for these users.

Professional Edition organizations must have Profiles enabled to perform these tasks. Contact your Salesforce representative for more information.

Chatter Plus Feature	Limit
Chatter Plus licenses in your organization	Unlimited
Data storage per Chatter Plus user	20 MB
File storage per Chatter Plus user (Professional Edition)	612 MB

Salesforce Limits Feed Tracking Limits

Chatter Plus Feature	Limit
File storage per Chatter Plus user (Enterprise, Performance, and Unlimited Editions)	2 GB

Feed Tracking Limits

Limits for tracking objects, fields, and topics.

• When feed tracking is enabled for person accounts, users can follow and see updates to account fields, but not contact fields.



- Feed tracking for events doesn't include requested meetings. Once a requested meeting is confirmed and becomes an event, then it can be included in feeds.
- User can follow activities and knowledge articles in a Chatter feed, but the **Follow** button in the Action column for activity and knowledge article list views isn't available.
- If you disable feed tracking for topics, users can no longer follow new topics, but they continue to follow the ones they followed
 when feed tracking was enabled. These topics count toward the maximum number of people, topics, and records that they can
 follow. Use the Chatter REST API to stop following topics after feed tracking has been disabled.

Feed Tracking Limits for External Objects

- Field history tracking isn't available for external objects.
- Record feeds aren't available for Lightning Connect external objects that map to high-data-volume external data sources.

General Chatter Limits

Limits for Chatter features by edition, browser limits, and mention limits.

Chatter Limits by Feature

The limits are subject to change. Contact Salesforce for more information.

	Feature	Limit
Groups		
	Groups a user can join	300 ¹
		Archived groups don't count toward this limit.
	Groups in your organization	30,000
		Archived groups don't count toward this limit.
	Members in a Group	Unlimited
	Characters in the Information field in a group	4000
	Max size of email when posting to a group by email (including text and attachments)	25 MB

Salesforce Limits General Chatter Limits

	Feature	Limit
	Number of attachments you can include in a post to a group by email	25
Feeds		
	Mentions in a single post or comment	25
	Number of characters in a mention search string	500 characters for a person's first and last name (combined), or for a group name
	Characters in single post or comment	10,000
	Number of email notifications sent after you like or comment on a post	10
	Bookmarks	Unlimited
	Favorites	50
	People, topics, and records you can follow	500 ²
	Maximum number of posts you can see in your feed at any given time	The 500 most recent posts. This limit doesn't apply to profile, group, and record feeds.
Files		
	File attachment size	2 GB
	Times a file can be shared	100
People and P	rofiles	
	Profile photo size	8 MB
	People you can add to a chat	10
	People you can add to Chat My Favorites	100
	Characters in a Chatter message	10,000
Skills		
	Skills assigned to a user	100
	Characters in a skill name	99
Topics		
	Topics on a single post	10
	Topics on a single record	100
	Characters in a topic name	99

¹All groups count toward this limit, except archived groups. For example, if you're a member of 300 groups, of which 10 are archived, you can join 10 more groups.

Salesforce Limits List View Limits on Feeds

²You can follow a maximum combined total of 500 people, topics, and records. To see how many items you're following, view the Following list on your profile.

Posts and comments that users make in Chatter are retained during the entire time that a customer's applicable organization remains provisioned. We reserve the right to enforce limits on:

- The number of system-generated tracked feed updates. Currently tracked feed updates that are older than 45 days and have no likes or comments are deleted automatically. The tracked feed updates no longer appear in the feed. However, if auditing is enabled for a tracked field, the audit history for that field is still available.
- The number of email notifications that can be sent per organization per hour.

Browser Limits for Chatter

Some third-party Web browser plug-ins and extensions can interfere with the functionality of Chatter. If you experience malfunctions or inconsistent behavior with Chatter, disable the Web browser's plug-ins and extensions and try again.

Chatter Mentions Limits

You can't mention archived groups, unlisted groups, customer groups, and private groups you're not a member of. If a person who isn't a member of a private group is mentioned in a post or comment on that private group, the mention link displays as gray, unless this mentioned person has "Modify All Data" permission. In this case the link displays in blue. However, the Salesforce security and sharing rules still apply. People who aren't a member of a private group don't have access to the private group and won't see or get notified about any updates.

SEE ALSO:

Approvals Limits in Chatter
Chatter Plus Limits
File Limits in Chatter
Search Limits for Files in Chatter

List View Limits on Feeds

Limits for list views on record feeds.

Click **Chatter** on a standard or custom object list view to see a Chatter feed with updates from the last 30 days for the records included in the list view.

The following limits apply to Chatter feeds on list views:

- Some feed-tracked objects don't have a Chatter feed associated with their list view. Currently, you can view Chatter feeds on list views for opportunities, accounts, cases, leads, campaigns, contacts, and custom objects.
- If drag-and-drop scheduling on list views is enabled, you won't see Chatter feeds on the list views for accounts, contacts, or leads.

Search Limits for Files in Chatter

Search limits by file type and file size in Chatter.

Search supports several file types and has file size limits. If a file exceeds the maximum size, the text within the file isn't searched, but the file's name, description, type, and owner are..

File Type	File Extensions	Maximum File Size for Text Within the File to be Searchable
HTML	.htm, .html, .xhtml	5 MB
PDF	.pdf	25 MB
PPT	.ppt, .pptx, .pptm	25 MB
RTF	.rtf	5 MB
Text	.c, .cpp, .css, .csv, .ini, .java, .log, .sql, .txt	5 MB
Word	.doc, .docx, .docm	25 MB
XLS	.xls, .xlsx, .xlsm	5 MB
XML	.xml	5 MB

SEE ALSO:

Search Limits for Documents
Salesforce CRM Content Limits

User Sharing Limits in Chatter

Salesforce administrators can configure user sharing to show or hide an internal or external user from another user in an organization.

In Chatter, there are exceptions where users who aren't shared can still see and interact with each other. For example, in a public Chatter group, everyone with access to the group can see all posts, the names of the users who post, and mention users who commented on a post, regardless of user sharing.



Example: Let's say you set up user sharing so Mary and Bob can't see or interact with each other. Mary posts on a public Chatter group. She can't mention Bob, because user sharing prevents Bob's name from showing up in the mention drop-down list. However, Bob can see Mary's post and he comments on her post. Now Mary can actually mention Bob in her next comment on her post.

Communities Limits

Limits for communities, including users, portal roles, moderation, reporting, and more.

IN THIS SECTION:

Maximum Number of Communities Limit

You can have up to 50 communities in your Salesforce org. Active, inactive, and preview communities, including Force.com sites, count against this limit.

Communities Site Limits

Communities sites have a few limits that affect your users. These limits apply only when non-authenticated users access community pages built using Force.com Sites.

Communities User Limits

User limits depending on the type of community.

Portal Roles Limit

Limits for portal roles in your organization.

Communities Groups Email Limit

Email limits for groups in communities.

Person Account Communities User Limits

Limits for the number of person account external users that a single user can own.

Communities Report and Dashboard Limitations

If the Reports and Dashboards tabs are exposed in the community, external users can access reports and dashboards with some limitations.

Communities Navigational Topics Limits

The maximum number of navigational topics and subtopics to use in a Napili community.

Communities Moderation Limits

Community moderation limits ensure that your community performs optimally.

Maximum Number of Communities Limit

You can have up to 50 communities in your Salesforce org. Active, inactive, and preview communities, includingForce.com sites, count against this limit.

To see this limit in your org, from Setup enter *Communities* in the Quick Find box, then select **All Communities**. The Maximum number of communities field displays 50.

SEE ALSO:

Communities Limits

Communities Site Limits

Communities sites have a few limits that affect your users. These limits apply only when non-authenticated users access community pages built using Force.com Sites.

Edition	Bandwidth Limit (per rolling 24-hour period per community)	Service Request Time (per rolling 24-hour period per site)	Maximum Page Views
Developer Edition	500 MB	10 minutes	N/A
Enterprise Edition	1 GB for sandbox 40 GB for production	30 minutes for sandbox 60 hours for production	500,000
Unlimited Edition Performance Edition	1 GB for sandbox 40 GB for production	30 minutes for sandbox 60 hours for production	1,000,000

Bandwidth

The number of megabytes served and received from both the community's origin server and the cache server. The origin server refers to the Web server that hosts your community site. The cache server refers to the CDN server that serves your cache community site pages. "Rolling 24-hour period" refers to the 24 hours immediately preceding the current time.

Salesforce Limits Communities User Limits

Service Request Time

The total server time in minutes required to generate pages for the community.

"Rolling 24-hour period" refers to the 24 hours immediately preceding the current time.

Page View

A request from a non-authenticated community user to load a page associated with your community. Requests from authenticated community users are not counted as page views.

Page views are aggregated in 24 hour times periods (GMT). Billing is based on the number of monthly page views purchased for your organization. This page view limit is cumulative for all sites in your organization.



Note: Limit Exceeded, Maintenance, Page Not Found, and designated Inactive Home pages aren't counted against page view and bandwidth limits.

SEE ALSO:

Communities Limits

Communities User Limits

User limits depending on the type of community.

To avoid deployment problems and any degradation in service quality, we recommend that the number of users in your community not exceed the limits listed below. If you require additional users beyond these limits, contact your Salesforce account executive. Exceeding these limits may result in additional charges and a decrease in functionality.

Type of Community	Number of Users
Partner or Customer Community Plus	300,000
Customer	10 million

SEE ALSO:

Communities Limits

Portal Roles Limit

Limits for portal roles in your organization.

The maximum number of portal roles for an organization is 5000. This limit includes portal roles associated with all of the organization's customer portals, partner portals, or communities. To prevent unnecessary growth of this number, we recommend reviewing and reducing the number of roles for each of your portals and communities. Additionally, delete any unused portal roles. If you still require more portal roles, please contact Salesforce Customer Support.

SEE ALSO:

Communities Limits

Communities Groups Email Limit

Email limits for groups in communities.

In communities, the Email on every post option is disabled once more than 10,000 members choose this setting for the group. All members who had this option selected are automatically switched to Daily digests.

SEE ALSO:

Communities Limits

Person Account Communities User Limits

Limits for the number of person account external users that a single user can own.

A Salesforce user can be the owner of up to 1000 person account portal users. This includes person account users with Customer Community Plus, Customer Portal, and other role-based portal licenses. Person account users with high volume portal licenses such as High Volume Customer Portal or Customer Community don't count against this limit. Users with partner portal or Partner Community licenses can't be person accounts users, so this limit doesn't apply.

SEE ALSO:

Communities Limits

Communities Report and Dashboard Limitations

If the Reports and Dashboards tabs are exposed in the community, external users can access reports and dashboards with some limitations.

(1) Important: To allow external users to create and edit reports, your organization must use the enhanced sharing model. See Analytics Folder Sharing.

You can give permission to create and edit reports to communities users with the following licenses:

Community licenses

- Customer Community Plus
- Customer Community Plus Login
- Partner Community
- Partner Community Login

Portal licenses

- Customer Portal Manager
- Customer Portal Manager Custom (for Enterprise Administration users)
- Customer Portal Manager Standard
- Customer Portal Manager User
- Gold Partner
- Ideas Only Portal
- Overage Customer Portal Manager Custom
- Overage Customer Portal Manager Standard
- Partner
- Silver Partner ("Export Reports" permission isn't available to this license)



- These permissions aren't available to high-volume user licenses, such as Customer Community, High Volume Customer Portal, Service Cloud Portal, and Authenticated Website.
- External users with legacy portal licenses can create and edit reports in communities, but not in portals.

After you grant permission to your external users, they still can't:

- Schedule reports or dashboards for email and refresh at a specific date and time
- Refresh dashboards to see latest data (however, external users with super user access can)
- Create, edit, or view reports in the Unfiled Public Reports folder

External users with super user access (partner users with the "Partner Super User Access" permission and customer users with the "Portal Super User" permission) can:

- Be selected for the "Run as specified user" option.
- Refresh dashboards they have access to.

External users with super user access can refresh dashboards set up with "Run as specified user" and "Run as logged-in user" up to 100 times daily per org. Scheduled and automatic refreshes don't count against the limit. There is no refresh limit for internal users.

After the initial refresh, the data is cached for 24 hours.

SEE ALSO:

Communities Limits

Communities Navigational Topics Limits

The maximum number of navigational topics and subtopics to use in a Napili community.

Navigational Topics Limits

The following is the maximum number of navigational topics and subtopics you can have in a Napili community template.

Level	Maximum Number of Entries
One (parent)	25
Two (subtopic)	10
Three (subtopic)	10

SEE ALSO:

Communities Limits

Communities Moderation Limits

Community moderation limits ensure that your community performs optimally.

Salesforce Limits Feature Limits

Criteria Limits

- Your organization can have up to 30 keyword list criteria. This limit is per organization, not per community.
- A keyword list can have up to 2,000 keywords.
- Capitalization and trailing punctuation are ignored when matching your keywords to user-generated content. For example, if your criteria includes <code>BadWord</code>, it's matched when a user types <code>BADWORD</code> or <code>badword</code>.

Keyword Limits

- Keywords can be up to 100 characters and can include letters, numbers, spaces, and special characters.
- Wildcard characters aren't supported.
- Separate keywords with commas or line breaks.
- When adding keywords, you can copy and paste up to 32,000 characters at a time.

Rule Limits

- Your organization can have up to 30 rules. This limit is per organization, not per community.
- Each rule can have up to three criteria.
- Rules that block content run first, followed by rules that replace content, then rules that flag content. If two or more rules perform the same action, the oldest rule runs first.

SEE ALSO:

Communities Limits

Feature Limits

IN THIS SECTION:

Activities Limits

Considerations for the behavior of tasks and events.

Campaign Limits

Limits for campaign hierarchies, contacts, and influence time frame.

Contacts Limitations

Limits for contacts associated with business accounts.

Contact Roles Limitations

Contact roles have some limitations.

Import Limits for Accounts and Records

Limits for importing data depending on the type of record.

Person and Business Accounts Limits

Limits for fields on person and business accounts.

Quote Limits

Limits for quote templates and PDFs.

Salesforce Limits Activities Limits

Schedules Limits

Limits for the schedule types an organization can use.

Enterprise Territory Management Limits

Model, territory, and assignment rule limits for Enterprise Territory Management.

Process Automation Limits

The limits for Workflow and Approvals vary based on your organization's edition.

Maps and Location Service Limits

Limits for map views per user.

Reports and Dashboards REST API Limits

Limits for Reports and Dashboards REST API.

Visualforce Component Limits

Limits for Visualforce components and pages.

Activities Limits

Considerations for the behavior of tasks and events.

IN THIS SECTION:

Event Owner Field May Contain Invitee Instead of Event Organizer

In any list generated through the API and including one or more invitees, the Assigned To field contains the invitee instead of the event owner.

Custom Reports Based on Activity Relationships Not Fully Supported without Shared Activities

If Shared Activities isn't enabled, custom reports based on activity relationships don't include event organizers along with invitees, and they don't show events to which no one has been invited.

Event Owner Field May Contain Invitee Instead of Event Organizer

In any list generated through the API and including one or more invitees, the Assigned To field contains the invitee instead of the event owner.

Custom Reports Based on Activity Relationships Not Fully Supported without Shared Activities

If Shared Activities isn't enabled, custom reports based on activity relationships don't include event organizers along with invitees, and they don't show events to which no one has been invited.

Campaign Limits

Limits for campaign hierarchies, contacts, and influence time frame.

Salesforce Limits Campaign Limits

IN THIS SECTION:

Campaign Hierarchy Limits

Campaign hierarchies help you analyze and report on the health of related campaigns. By associating campaigns with one another using a lookup relationship, you can group campaigns within a specific marketing program or initiative.

Campaign Influence Time Frame Limits

The Campaign Influence Time Frame specifies the maximum number of days during which a campaign is considered influential.

Limits for Adding Contacts or Leads to a Campaign

A campaign is an outbound marketing project like a direct mail program, seminar, print advertisement, email, or other type of marketing initiative.

Campaign Hierarchy Limits

Campaign hierarchies help you analyze and report on the health of related campaigns. By associating campaigns with one another using a lookup relationship, you can group campaigns within a specific marketing program or initiative.

A hierarchy can contain a maximum of five levels. Each campaign can have only one parent campaign but an unlimited number of sibling campaigns.

Campaign Influence Time Frame Limits

The Campaign Influence Time Frame specifies the maximum number of days during which a campaign is considered influential.

The maximum campaign influence time frame is 9,999 days.

Limits for Adding Contacts or Leads to a Campaign

A campaign is an outbound marketing project like a direct mail program, seminar, print advertisement, email, or other type of marketing initiative.

The following limits apply when you add existing customers (contacts) or prospective customers (leads) to a campaign.

Table 1: Limits for Adding Contacts

Adding Contacts From	Maximum Number of Records
Report	50,000 per report
File in csv format	50,000 per imported file
List view	250 per list page

Table 2: Limits for Adding Leads

Adding Leads From	Maximum Number of Records
Report	50,000 per report
File in csv format	50,000 per imported file
List view	250 per list page

Salesforce Limits Contacts Limitations

Contacts Limitations

Limits for contacts associated with business accounts.

Contacts are the people associated with business accounts that are tracked in Salesforce. Each contact includes various kinds of information, such as phone numbers, addresses, titles, and roles in a deal.

Sharing and Access Limitations for Contacts

- Contact sharing isn't available for organizations that have territory management or person accounts.
- You can't restrict access to contacts beyond your organization's default access levels.
- You need at least read access to the contacts and leads that you invite to an event. You need at least "Add Events" on a resource to invite it to an event.
- A contact that isn't linked to an account is always private, regardless of your organization's sharing model. Only the owner of the
 contact and administrators can view it. Sharing rules and workflow rules don't apply to private contacts. If your organization uses
 divisions, private contacts always belong to the global division.
- If a recipient doesn't have access to the account, you can't share the contact unless you also have permission to share the account.
- If your organization-wide default for contacts is set to Controlled by Parent, the Contact Access options aren't available when you share related records such as accounts. Instead, all access to contacts is determined by the user's access to the contact's account.
- If your organization-wide default for contacts is Controlled by Parent and your organization-wide default for accounts is Private, you can't view contacts for accounts that you don't own, even if you have the View All permission on the account object. However, if you own a contact on an account, you can view other contacts on the same account. (Access to a parent account gives you access to the associated child records.)

Limitations for Merging Contacts

- You can't modify the Merge My Contacts page layout.
- When you're searching for contacts to merge, you can't add filters to the search criteria.
- Merged contacts don't retain related Chatter feeds.

Limitations for Importing Contacts from Mobile Device Contact Lists

- When importing contacts from an Android or iOS device using Salesforce1 into a Salesforce org that has State and Country picklist fields enabled, the State field isn't populated.
- If you have multiple mobile phone fields in your mobile device's contact, and the Phone field in Salesforce is empty:
 - The first mobile phone field maps to the Phone field in Salesforce.
 - The second mobile phone field maps to the Mobile field in Salesforce.
- When you select emails from the mobile device, Salesforce1 typically pulls the second email address location. If labels are created on the device, the integration tries to map from the local work email address to the standard contact email address in Salesforce.

Contact History Limitations

Modifications to the related lists for a contact aren't tracked in the contact history.

Salesforce Limits Contact Roles Limitations

Limitations for Enabling and Managing the Customer Portal for Contacts and Person Accounts

- Delegated administrators can't assign the High Volume Customer Portal license to contacts.
- When you create a customer user from the API, the Chatter Answers User permission isn't selected for that user.
- When person account users try to self-register for a customer portal, they receive an email notification that instructs them to contact the portal admin. See Enable Customer Portal Login and Settings.
- You can't merge person accounts that are enabled to use a customer portal.
- You can't delete a person account that's enabled to use a customer portal.
- You can transfer contacts that are enabled for a partner portal only to accounts that are also enabled for a partner portal.

Limitations for Changing Accounts on Contacts That Are Enabled for Self-Service

- On the Self-Service portal, contacts that are Self-Service users can view cases only if they're associated with their current account.
- Self-Service users can't view opportunities.

Limitations for Deleting Self-Service for Contacts and Person Accounts

- You can't delete an active Self-Service user. You can only deactivate the user's access to the Self-Service portal.
- You can't delete a contact or person account that's associated with an active Self-Service user. Instead, deactivate the user's access to the Self-Service portal, and then delete the contact or person account.

Contact Roles Limitations

Contact roles have some limitations.

- When you create an opportunity from a contact detail page, that contact becomes the primary
 contact on the opportunity. However, a contact role isn't automatically assigned.
- On case contact roles, the Primary option isn't available. The primary contact on a case is always the contact listed under Contact Name in the Case Detail section.

EDITIONS

Available in: both Salesforce Classic and Lightning Experience

Available in all editions

Import Limits for Accounts and Records

Limits for importing data depending on the type of record.

You can import data from ACT!, Outlook, and any program that can save data in the CSV (comma-separated values) format, such as Excel or GoldMine.

Type of record	Import record limit	Users with access
Business accounts and contacts owned by you	500 at a time	All users
Business accounts and contacts owned by different users	50,000 at a time	Administrators; Users with the "Modify All Data" permission
Person accounts owned by you	50,000 at a time	All users

Type of record	Import record limit	Users with access		
Person accounts owned by different users	50,000 at a time	Administrators;		
		Users with the "Import Person Accounts"		
		permission		
Leads	50,000 at a time	Administrators;		
		Users with "Read", "Create", and "Edit" on leads and the "Import Leads" permission		
Campaign members	50,000 for importing leads as new campaign	Administrators;		
	members and updating the status of existing campaign members.	Marketing users (or users with the "Import Leads" permission and the "Edit" permission on campaigns) can import new leads as		
		campaign members. Users also need the		
		"Read" permission on contacts to use the campaign update wizard to make existing		
		leads and contacts campaign members.		
Custom objects	50,000 at a time	Administrators;		
		Users with the "Modify All Data" permission		
Solutions	50,000 at a time	Administrators;		
		Users with the "Import Solutions" permission		
Assets	These records cannot be imported via the in	mport wizards.		
Cases				
Campaigns				
Contracts				
Documents				
Opportunities				
Products				

Your import file cannot exceed 100MB in size, and each record in the file cannot be bigger than 400KB. In addition, each imported note and each imported description cannot exceed 32KB. Descriptions longer than 32KB are truncated.

SEE ALSO:

Person and Business Accounts Limits

Person and Business Accounts Limits

Limits for fields on person and business accounts.

Salesforce Limits Quote Limits Quote Limits

If your organization uses person accounts, the Account Fields page lists both person account and business account fields. Person accounts use a combination of account and contact fields. The following contact fields are available for person accounts, but not for business accounts.

- Fields in the Account Standard Fields list that display with a person account icon.
- Fields in the Contact Custom Fields & Relationships list.

Quote Limits

Limits for quote templates and PDFs.

Quote Template Limits

In some cases, a field may not appear on the quote templates palette or on a PDF created from a template.

- Text fields can't be used on quote templates if the default value for the field exceeds 255 characters.
- If a user is unable to view or update a field because of field-level security settings, that field won't appear on PDFs created from a template, even if the template includes that field. Read-only fields will appear on PDFs.
- A field that appears on a quote page layout but does not have a value for a given quote will appear on the quote templates palette, but won't appear on PDFs created from that quote.
- Quote line item fields that don't contain data won't appear as columns in a list when a PDF is created, even if the template includes that field. For example, if no quote line items offer a discount, the Discount column won't appear, even if the list includes the Discount field.
- If a related list is not included on a quote page layout, it won't appear on the template palette or any PDFs for quotes that use that page layout.

Quote PDF Limits

- Text fields displayed in a related list in a quote PDF are truncated to less than 256 characters. This limitation occurs on rich text area fields, other types of text fields, standard fields, and custom fields.
- Quote PDFs do not support right-to-left languages. The text aligns to the left side of the page instead of the right.

Schedules Limits

Limits for the schedule types an organization can use.

Your Salesforce administrator determines which types of schedules your organization can use: quantity schedules, revenue schedules, or both. The administrator also specifies which types of schedules can be established for each separated product.

If schedules are referenced in Apex, only one of the schedule types (quantity or revenue) can be disabled. For example, if Apex references the schedule object (represented as OpportunityLineItemSchedule in the code), one of the schedule types can be disabled, but not both.

Enterprise Territory Management Limits

Model, territory, and assignment rule limits for Enterprise Territory Management.

Territory Model Limits

Your organization's Salesforce edition determines the number of territory models you can create in production and sandbox orgs. This limit includes models created by cloning.

Edition	Number of Models in Production Orgs	Number of Models in Sandbox Orgs
Developer	4	4
Enterprise	2	2
Performance	4	4
Unlimited	4	4

EDITIONS

Available in: Salesforce Classic

Available in: **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Territory Default Limit

By default, each territory model can have up to 1,000 territories.

Assignment Rule Limit

Territories can have up to 15 assignment rules each.

Process Automation Limits

The limits for Workflow and Approvals vary based on your organization's edition.

Workflow and approvals automate frequent tasks, such as emails and field updates.

Workflow and Approvals Limits per Edition

Workflow and Approvals Limits	Personal Edition	Contact Manager		Professional Edition	Enterprise Edition	Developer Edition	Unlimited and Reformance Edition
Approval Processes	N/A	N/A	N/A	1,000 a300 apEach appro30 step25 app	oval process	ocesses esses per ol s can have: step	pject

EDITIONS

Available in: both Salesforce Classic and Lightning Experience

Available in: **Professional**, **Enterprise**, **Performance**, **Unlimited**, and **Developer** Editions

Salesforce Limits Process Automation Limits

Workflow and Approvals Limits	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Developer Edition	Unlimited and Performance Edition
Approval Request Comments: Maximum Number of	N/A	N/A	N/A	 40 final reje 40 recall ac Each set of initi recall actions c 10 email al 10 tasks 10 field up 10 outbour Approval reque	al submission, fi an have: erts dates nd messages est comments a	nal approval, find re limited to 4,00 the limit is 1,333	00 characters. In
Characters Workflow Rules	N/A	N/A	N/A	The immediate 10 email al 10 tasks 10 field up	ggers ate actions pendent action actions and ea erts dates ad messages	s per time trigge ch time trigger d	
Workflow Time Triggers Per Hour	N/A	N/A	N/A	50	50	50	50
Flow Trigger ² Workflow Actions: Flow Variable Assignments	N/A	N/A	N/A	N/A	25	25	25
Workflow Emails Per Day	N/A	N/A	N/A	1,000 per standard Salesforce license 2,000,000 per organization	1,000 per standard Salesforce license 2,000,000 per organization	15 per standard Salesforce license 2,000,000 per organization	1,000 per standard Salesforce license 2,000,000 per organization

¹ The Process Builder has superseded flow trigger workflow actions, formerly available in a pilot program. Organizations that are using flow trigger workflow actions can continue to create and edit them, but flow trigger workflow actions aren't available for new organizations.

SEE ALSO:

Assignment, Auto-Response, and Escalation Rules Limits

Maps and Location Service Limits

Limits for map views per user.

Maps and location services uses Google Maps to display maps on standard address fields, enable creation of Visualforce maps, and helps users enter new addresses with autocomplete.

Limits for Map Views

Each paid and provisioned user is allotted 4,000 maps views per year. The map view limit for an entire organization is the total allotted map views of its paid and provisioned users. That total number of map views for an organization is shared by both paid and unpaid users. A map view is defined as one of the following:

- Display of an individual standard address map.
 - Note: Display of billing and shipping address on the same record is considered separate map views.
- Display of a single Visualforce map.
- Display of a map marker whose location is specified by an address on a Visualforce map.
 - Mote: Map markers with location defined by latitude and longitude don't incur a map view.
- Each autocomplete on standard address field lookup.

Reports and Dashboards REST API Limits

Limits for Reports and Dashboards REST API.

Reports and Dashboards REST API has the following limitations:

Reports API Limits

- Cross filters, standard report filters, and filtering by row limit are unavailable when filtering data.
- Historical trend reports are only supported for matrix reports.
- The API can process only reports that contain up to 100 fields selected as columns.
- A list of up to 200 recently viewed reports can be returned.
- Your organization can request up to 500 synchronous report runs per hour.
- The API supports up to 20 synchronous report run requests at a time.
- A list of up to 2,000 instances of a report that was run asynchronously can be returned.
- The API supports up to 200 requests at a time to get results of asynchronous report runs.
- Your organization can request up to 1,200 asynchronous requests per hour.
- Asynchronous report run results are available within a 24-hour rolling period.
- The API returns up to the first 2,000 report rows. You can narrow results using filters.

• You can add up to 20 custom field filters when you run a report.

Dashboards API Limits

- Your organization can request up to 200 dashboard refreshes per hour.
- Your organization can request results for up to 5,000 dashboards per hour.

Visualforce Component Limits

Limits for Visualforce components and pages.

Visualforce uses a tag-based markup language for building applications and customize the Salesforce user interface.

Value
40 characters Page names can't be longer than 40 characters.
1 MB of text A single page can hold up to 1 MB of text, or approximately 1,000,000 characters.
1 MB of text A single component can hold up to 1 MB of text, or approximately 1,000,000 characters.
750 pixels A single page displayed on a profile tab can't be wider than 750 pixels.

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