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# Salesforce Limits

Salesforce, Winter '17





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# SALESFORCE LIMITS

*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 might not apply to your Salesforce org.

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
- Your Salesforce contract

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](#).

Contractual limits may also apply, as per your Salesforce contract.

## IN THIS SECTION:

[General Salesforce Limits](#)

[Administration and Support Limits](#)

[Collaboration Limits](#)

[Communities Limits](#)

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

[Feature Limits](#)

## General Salesforce Limits

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### IN THIS SECTION:

[Salesforce Features and Edition Limits](#)

Limits for Salesforce features by edition.

[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.

 **Note:** Having trouble viewing the numbers and columns in this table? Try [this view](#).

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Action plans: maximum tasks	N/A				75		
Active lookup filters	5 per object						
Active validation rules per object	N/A	20			100	500	100
Attachments: maximum size in the Notes & Attachments related list <sup>1</sup>		25 MB for file attachments. 2 GB for feed attachments.					
Categories: maximum default categories and hierarchy levels	N/A				<ul style="list-style-type: none"><li>100 categories in a data category group</li><li>5 levels in a data category group hierarchy</li></ul>		
Category groups: maximum default					5 category groups, with 3 groups active at a time		
Certificates: maximum					50		
Content deliveries: default delivery bandwidth per rolling 24-hour window	10 GB						
Content deliveries: default delivery view counts per rolling 24-hour window	20,000						
Content deliveries: maximum file size for online viewing	25 MB						
Content: maximum file size	<ul style="list-style-type: none"><li>2 GB</li><li>2 GB (including headers) when uploaded via Chatter REST API</li><li>2 GB (including headers) when uploaded via REST API</li><li>38 MB when uploaded via SOAP API</li><li>10 MB when uploaded via Bulk API</li><li>10 MB for Google Docs</li><li>10 MB when uploaded via Visualforce</li></ul>						

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Content: maximum libraries	2,000						
Content: maximum number of documents	10,000,000						
Content: maximum number of documents and versions in a 24-hour period (adjustable)	36,000						2,500
Content packs: maximum files	N/A	50					
Custom apps <sup>2</sup>	N/A	1		255 To exceed this limit, contact Salesforce.	260 To exceed this limit, contact Salesforce.	Unlimited	10
Custom fields per object <sup>3</sup>	5	25	100		500	800	500
Custom labels	N/A			5,000			
Custom links: maximum label length	1,024 characters						
Custom links: maximum URL length	3,000 bytes <sup>4</sup>						
Custom objects <sup>5</sup>	N/A	5	50		200	2,000	400
Custom objects: deletion of parent records in a many-to-many relationship	N/A	Available unless more than 200 junction object records are associated with the deleted parent record <i>and</i> the junction object has a roll-up summary field that rolls up to the other parent.					
Custom objects: maximum master-detail relationships		2 <sup>6</sup>					
Custom permissions	N/A				1,000		
Custom profiles: maximum	N/A			2	1,500 per user license type		
Custom settings: cached data limit	The lesser of 10 MB or 1 MB multiplied by the number of full-featured user licenses in your org (N/A in Contact Manager and Professional Editions)						
Custom settings: maximum fields per setting	5	N/A	100	N/A	300		
Divisions: maximum	N/A			100			N/A

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Documents: maximum size of custom app logo	20 KB						
Documents: maximum size of document to upload	5 MB						
Documents: maximum size of file name (with extension)	255 characters						
Entitlement processes and milestones	N/A			You can create up to 1,000 entitlement processes total, with up to 10 milestones per process. If your org was created before Summer '13, its maximum entitlement processes can be lower. Contact Salesforce to increase it.			
External objects <sup>7</sup>	N/A				100		
Field history tracking: maximum standard or custom fields tracked for standard or custom objects	N/A	20					
File size: maximum in Chatter and on the Files tab	2 GB						
Fiscal years: maximum custom	250						
Formulas: maximum displayed characters after an evaluation of a formula expression	1,300						
Formulas: maximum length	3,900 characters						
Formulas: maximum size when compiled	5,000 bytes						
Formulas: maximum size when saved	4,000 bytes						
Formulas: unique relationships per object	15						
Formulas: VLOOKUP functions per object	10						
Ideas: maximum size of HTML idea comment	N/A			4 KB			
Ideas: maximum size of HTML idea description				32 KB			



Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Lightning Apps	N/A			10	25	Unlimited	N/A
Lightning Pages: maximum components in a region	25						
Master-detail relationship: maximum child records	10,000 <sup>8</sup>						
Objects: maximum number of deleting combined objects and child records	100,000						
Omni-Channel: maximum pending routing requests <sup>9</sup>	N/A			10,000			
Omni-Channel: maximum queued work items <sup>10</sup>				5,000 per hour			
Opportunity Teams: maximum members	N/A				30		
Permission sets: maximum (created)	N/A	1		2	1,000		
Permission sets: maximum (created and added as part of an installed managed AppExchange package)	N/A		1,500				
Question: maximum characters	N/A				1,000		N/A
Question: maximum characters (with Chatter Answers Optimize Question Flow enabled)					32,000		
Quote PDF: maximum logo height	N/A			150 pixels			
Quote PDF: maximum logo size				5 MB			
Recycle Bin: maximum records	25 times your storage capacity in MBs						
Reply: maximum characters	N/A				1,000		N/A
Reply (private): maximum characters (with Chatter					4,000		N/A

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Answers Optimize Question Flow enabled)							
Reply (public): maximum characters (with Chatter Answers Optimize Question Flow enabled)					32,000		N/A
Shared Activities	You can relate up to 50 contacts to nonrecurring tasks, nongroup tasks, and nonrecurring events. You can assign one primary contact. All others are secondary contacts.						
Sharing rules	N/A			You can create up to 300 sharing rules per object, including up to 50 criteria-based rules.			
Static resources	N/A	A static resource can be up to 5 MB. An org can have up to 250 MB of static resources total.					
Tabs <sup>2</sup>		3	5	1,210 To exceed this limit, contact Salesforce.	1,225 To exceed this limit, contact Salesforce.	1,225 To exceed this limit, contact Salesforce.	100
Tags	<p>A user is limited to a maximum of:</p> <ul style="list-style-type: none"><li>• 500 unique personal tags</li><li>• 5,000 instances of personal tags applied to records</li></ul> <p>Across all users, your org can have a maximum of:</p> <ul style="list-style-type: none"><li>• 1,000 unique public tags</li><li>• 50,000 instances of public tags applied to records</li><li>• 5,000,000 instances of personal and public tags applied to records</li></ul>						
Territories: maximum account assignment rules	N/A				15		
Users: maximum created	1	5	10	Unlimited			2
Users: maximum created (Chatter Free)	N/A	5,000					
Visual Workflow	N/A				Each flow can have up to:		
					<ul style="list-style-type: none"><li>• 50 versions</li><li>• 2,000 steps</li></ul> Each org can have up to:		

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
					<ul style="list-style-type: none"><li>• 500 active flows</li><li>• 1,000 flows total</li><li>• 30,000 waiting interviews at a given time</li><li>• 1,000 events processed per hour</li><li>• 20,000 defined relative alarm events across all flows and flow versions</li></ul>		
Web-to-Case: maximum new cases generated in a 24-hour period	N/A			5,000 <sup>11</sup>			
Web-to-Lead: maximum new leads generated in a 24-hour period				500 <sup>11</sup>			

<sup>1</sup> You can add an attachment to the Attachments related list of a case, solution, campaign, task, or event, or to the Notes & 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, ask your admin to add it.

<sup>2</sup> The custom apps and custom tabs that are contained in a managed package that's publicly posted on the AppExchange don't count against the limits for your Salesforce edition.

<sup>3</sup> Additional restrictions apply for activities, long text area fields, relationship fields, and roll-up summary fields.

<sup>4</sup> When data is substituted for the tokens in the URL, the link can exceed 3,000 bytes. Some browsers enforce additional limits for the maximum URL length.

<sup>5</sup> The custom objects that are contained in a managed package that's publicly posted on the AppExchange don't count against the limits for your Salesforce edition. At the same time, an org can't have more than 2,000 custom objects, regardless of the source or namespace of those objects. Soft-deleted custom objects and their data count against your limits. We recommend that you hard delete or erase custom objects you no longer need.

<sup>6</sup> Each relationship is included in the maximum custom fields allowed.

<sup>7</sup> The limit of 100 external objects applies regardless of how many Salesforce Connect add-ons you purchase for your org.

<sup>8</sup> As a best practice, don't exceed 10,000 child records for a master-detail relationship.

<sup>9</sup> Maximum objects that can be pending for Omni-Channel routing in an org. When an item is assigned to Omni-Channel-enabled queues, Omni attempts to route it to an available agent. If no agent is available, the work is pending routing.

<sup>10</sup> Maximum 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.

<sup>11</sup> If your org exceeds its daily Web-to-Case or Web-to-Lead limit, the default case owner or default lead creator receives a notification email that contains information about the case or lead. When your org reaches the 24-hour limit, Salesforce stores additional requests in a pending request queue that contains Web-to-Case and Web-to-Lead requests. The requests are submitted when the limit refreshes. The pending request queue has a limit of 50,000 combined requests. If your org reaches the pending request limit, additional requests

are rejected and not queued. Your admin receives email notifications for the first five rejected submissions. Contact Salesforce Customer Support to change your org's pending request limit.

## 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
Custom report types	N/A			50	200	2,000	400

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
(Limits apply to all custom report types regardless of development status.)							
Dashboard filters				3 per dashboard			
Dynamic dashboards per org	N/A				Up to 5	Up to 10	Up to 3
Field filters per report <sup>1</sup>	20						
Formulas per report	5						
Reporting snapshots	N/A			1 <sup>2, 3, 4</sup>	1 <sup>2</sup>	2 <sup>2</sup>	1 <sup>2, 3, 4</sup>
Scheduled dashboard refreshes	N/A				1 <sup>2</sup>	2 <sup>2</sup>	N/A
Scheduled reports per hour (Emailed reports can be up to 10 MB.)	N/A			1 <sup>2, 3, 5</sup>	1 <sup>2</sup>	2 <sup>2</sup>	1 <sup>2, 3, 5</sup>

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

<sup>2</sup> Up to 200 total.

<sup>3</sup> Off-peak hours (between 6 PM and 3 AM local time) only.

<sup>4</sup> Limited to one preferred start time per day.

<sup>5</sup> Limited to three preferred start times per day.

## Search Limits

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

### IN THIS SECTION:

#### [Search Limits](#)

Search limits for document records and synonym groups.

#### [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

Search limits for document records and synonym groups.

### Search Limits 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)	.htm, .html, .xhtml	5 MB
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

### 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.

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 org 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

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### IN THIS SECTION:

#### [Assignment, Auto-Response, Escalation, and Workflow Rules Limits](#)

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

#### [Chatter Answers Limits](#)

Limits for questions 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](#)

Salesforce 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 Limitations](#)

Limitations 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 Limitations](#)

Technical limitations 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, Escalation, and Workflow Rules Limits

Limits for automating lead generation, email responses, escalations, and workflow automation 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. Workflow rules specify conditions for performing automated actions, like updating fields or creating tasks.

The following table shows the restrictions for rules.

Restrictions	Details
Active rules per object  (Limits apply to any combination of <i>active</i> workflow, assignment, auto-response, and escalation rules, as well as processes.)	50
Assignment, auto-response, and escalation rules	Each can have: <ul style="list-style-type: none"> <li>• 3,000 rule entries</li> <li>• 300 formula criteria rule entries</li> <li>• 25 filter criteria per rule entry</li> </ul>
Total actions allowed per rule	200
Total rules allowed  (Limits apply to any combination of workflow, assignment, auto-response, and escalation rules, <i>active</i> and <i>inactive</i> .)	500 per object; 2,000 per org



## Chatter Answers Limits

Limits for questions and Customer Portal customizations.

Chatter Answers integrates Cases, Answers, Force.com Sites, Customer Portal, and Salesforce 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 value sets 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.

Field Type	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Developer Edition	Unlimited and Performance Edition
Activities	No additional limit			20	100		
Long text area	An object can contain unlimited rich text area and long text area fields, although your edition's limit for total custom fields allowed on an object, regardless of field type, applies. Each object can contain 1,600,000 characters across long text area and rich text area fields. When you create a long text area or rich text area field, you set a character limit for the field—the maximum length of the text that can be entered. The default character limit for long text area and rich text area fields is 32,768 (32 KB). The maximum character limit for long text area and rich text area fields is 131,072						
Rich text area							

Field Type	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Developer Edition	Unlimited and Performance Edition
	(128 KB). The minimum character limit is 256. The maximum size of an image that can be uploaded in a rich text area field is 1 MB.						
Relationship	No additional limit	40					
Roll-up summary		25					

## Custom Picklist Limits

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

Custom single-select picklists can have:

- Up to 1,000 values
- Up to 255 characters per value

Custom multi-select picklists can have:

- Up to 500 values
- Up to 255 characters per value

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 org is the **lesser** of these two values:
  - 10 MB
  - 1 MB multiplied by the number of full-featured user licenses in your org

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

- Each certified managed package gets a separate limit in addition to your org limit. For example, let's say your org 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 org's 3-MB custom setting storage limit.
- 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 value sets in standard picklists.

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

The maximum number of characters you can have in a picklist depends on the type of picklist. Each value in a picklist includes a line break and a return character that aren't visible. These two additional characters per value are counted as part of the character limit for each value.

For standard picklists, each value can have up to 255 characters, not including line breaks and returns. This applies to single-select and multi-select picklists.

For standard picklists in orgs that use record types or the Translation Workbench, you can have unlimited values with these exceptions for special picklists.

Picklist Field	Maximum Number of Values
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.

## 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

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

### General Salesforce 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 <sup>1</sup>	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	4,000 characters
Maximum new rows retrieved or created 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.	

#### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

Available in: **Developer** Edition

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

<sup>1</sup> The limit of 100 external objects applies regardless of how many Salesforce Connect add-ons you purchase for your org.

The following limits apply only to the OData 2.0 and 4.0 adapters for Salesforce 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

An org is limited to:

- 10,000 OData callouts per hour for Enterprise, Performance, and Unlimited Editions. Higher limits are available on request.
- 1,000 OData callouts 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 ten 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 Email Alerts](#)

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

#### [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 org 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 5,000 external email addresses per day based on Greenwich Mean Time (GMT). Single emails sent using the email author or composer in Salesforce don't count toward this limit. There's no limit on sending individual emails to contacts, leads, person accounts, and users in your org 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	<ul style="list-style-type: none"><li>384 KB for text, HTML, and custom HTML templates</li><li>1 MB for Visualforce templates</li></ul>					
Email services: maximum email messages processed by Salesforce per day	N/A			Number of user licenses multiplied by 1,000; maximum 1,000,000			
Email services: maximum size of email message (email headers, body, attachments, and encoding)				25 MB <sup>1</sup>			
Extended mail merge: maximum records	1,000						

Feature	Personal Edition	Contact Manager	Group Edition	Professional Edition	Enterprise Edition	Unlimited and Performance Edition	Developer Edition
Extended mail merge: maximum total size of selected templates	1 MB						
Inbound email sent to Salesforce	<ul style="list-style-type: none"> <li>Email body truncation size: 32 KB</li> <li>Maximum email activities created for each email received: 50</li> <li>Total maximum size of file attachments: 25 MB<sup>1</sup></li> </ul>						
Merge field: <code>Case.Email_Thread</code>	N/A		<ul style="list-style-type: none"> <li>Maximum emails: 200</li> <li>Email body truncation size: 32 KB</li> </ul>				
On-Demand Email-to-Case: maximum email messages processed by Salesforce per day (counts toward limit for email services)	N/A			Number of user licenses multiplied by 1,000; maximum 1,000,000			
On-Demand Email-to-Case: maximum email size (email headers, body, attachments, and encoding)				25 MB <sup>1</sup>			

<sup>1</sup> 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 likely exceeds the 25 MB size limit for an email message after accounting for the headers, body, and encoding.

#### SEE ALSO:

[Mass Email Limits](#)

[Daily Limits for Email Alerts](#)

## Daily Limits for Email Alerts

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

After your org 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

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.

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.

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 5,000 external email addresses per day per org based on Greenwich Mean Time (GMT).

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 org's internal users, which includes portal users.
- You can send mass emails only to contacts, person accounts, leads, and your org's internal users.
- In Developer Edition orgs and orgs evaluating Salesforce during a trial period, you can send mass email to no more than 10 external email addresses per day. This lower limit doesn't apply if your org was created before the Winter '12 release and already had mass email enabled with a higher limit. Additionally, your org 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. If Salesforce Knowledge is enabled in the Customer Portal or partner portal, customers and partners can access articles.

<b>Salesforce Knowledge Limits</b>	<b>Details for Performance, Unlimited, Enterprise, and Developer Editions</b>
Maximum number of articles	50,000 articles
Maximum number of article types	100 article types
Maximum number of custom fields per article type	Enterprise, Developer, and Unlimited editions: 500 custom fields per article type Performance editions: 800 custom fields per article type
Maximum file fields	5 file fields
Maximum file field size	File fields are counted as attachments and can be up to 25 MB.
Maximum rich text area size	131072 characters
Maximum size of all rich text area fields on an article	1638400 characters
Maximum unique article references (links) in a rich text area field	You can have up to 100 links to different Salesforce Knowledge articles in one rich text field.
Article history tracking	Article events are tracked for up to 18 months.
Maximum number of supported languages	16 supported languages
Article import	The import .zip file must meet the following requirements: <ul style="list-style-type: none"> <li>• There can only be one .csv file and one .properties file.</li> <li>• The .csv file and the .properties file must be in the root directory.</li> <li>• The compression process must preserve the folder and subfolder structure.</li> <li>• The .zip file name can't contain special characters.</li> <li>• The .zip file can't exceed 20 MB and the individual, uncompressed, files within the zip file can't exceed 10 MB.</li> <li>• .csv files can't have more than 10,000 rows, including the header row. Therefore, you can have a maximum of 9,999 articles and translations.</li> <li>• .csv file rows can't exceed 400,000 characters.</li> <li>• .csv file cells can't exceed 32 KB.</li> <li>• Each article in the .csv file can't have more than 49 translations.</li> </ul>
Maximum number of data category groups and active data category groups	5 category groups, with 3 groups active at a time



**Salesforce Knowledge Limits****Details for Performance, Unlimited, Enterprise, and Developer Editions**

Maximum number of categories per data category group	100 categories in a data category group
Maximum number of levels in data category group hierarchy	5 levels in a data category group hierarchy
Maximum number of data categories from a data category group assigned to an article	8 data categories from a data category group assigned to an article
Maximum number of promoted search terms	Your organization can create a maximum of 2,000 promoted terms.

## Field Limitations

Limitations for encrypted, merge, and formula fields.

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

### IN THIS SECTION:

#### [Limitations on Encrypted Fields](#)

Encrypting fields places some limits on what you can do with filters and Visualforce pages.

#### [Limitations on Rich Text Area Fields](#)

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.

#### [Limitations on Lookup Filters](#)

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

## Limitations on Encrypted Fields

Encrypting fields places some limits on what you can do with filters and Visualforce pages.

### Classic Encryption

The following limitations apply to fields encrypted with Classic Encryption.

- 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.

## Limitations on Rich Text Area Fields

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.

## Limitations on Lookup Filters

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

The following limitations 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.

## 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 standard licensed 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 <a href="#">Data and File Storage Limits</a> .
Maximum number of synced files	Users can sync up to 10,000 files.
Maximum number of synced folders	500 folders
File size	<ul style="list-style-type: none"> <li>2 GB when uploaded via the Web interface</li> <li>2 GB when uploaded via the Salesforce Files Sync desktop client (or 500 MB when using proxy)</li> <li>100 MB when uploaded from a mobile device</li> </ul>
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	Details
Content deliveries: default delivery bandwidth per rolling 24-hour window	10 GB
Content deliveries: default delivery view counts per rolling 24-hour window	20,000
Content deliveries: maximum file size for online viewing	25 MB
Content: maximum file size	<ul style="list-style-type: none"> <li>• 2 GB</li> <li>• 2 GB (including headers) when uploaded via Chatter REST API</li> <li>• 2 GB (including headers) when uploaded via REST API</li> <li>• 38 MB when uploaded via SOAP API</li> <li>• 10 MB when uploaded via Bulk API</li> <li>• 10 MB for Google Docs</li> <li>• 10 MB when uploaded via Visualforce</li> </ul>
Content: maximum number of libraries	2,000
Content: maximum number of content documents	10,000,000
Content: maximum number of content documents and versions in a 24-hour period (adjustable)	36,000 (2,500 in Developer Edition)
Content packs: maximum number of files	50 (N/A in Personal Edition)
Documents: maximum size of custom app logo	20 KB
Documents: maximum size of document to upload	5 MB
Documents: maximum file name size (including file extension name)	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 Search
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

File Type	File Extensions	Maximum File Size for Search
XLS	.xls, .xlsx, .xslm	5 MB
XML	.xml	5 MB

SEE ALSO:

[Search Limits](#)

[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	Details
Attachments related list	<ul style="list-style-type: none"> <li>• 25 MB for file attachments</li> <li>• 2 GB for feed attachments</li> </ul>
Documents tab	<ul style="list-style-type: none"> <li>• 5 MB</li> <li>• 20 KB for a custom-app logo</li> </ul>
Salesforce CRM Content	<ul style="list-style-type: none"> <li>• 2 GB</li> <li>• 2 GB (including headers) when uploaded via Chatter REST API</li> <li>• 2 GB (including headers) when uploaded via REST API</li> <li>• 38 MB when uploaded via SOAP API</li> <li>• 10 MB when uploaded via Bulk API</li> <li>• 10 MB for Google Docs</li> <li>• 10 MB when uploaded via Visualforce</li> </ul>
Salesforce files	2 GB
Salesforce Knowledge	5 MB for attachments

## Data and File Storage Limits

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

## Storage Capacity

Storage is divided into two categories. File storage includes files in attachments, Files home, Salesforce CRM Content, Chatter files (including user photos), the Documents tab, the custom File field on Knowledge articles, 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

### Data Storage

For data storage, Contact Manager, Group, Professional, Enterprise, Performance, and Unlimited Editions are allocated the greater of 1 GB or a per-user limit. For example, a Professional Edition org 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 org 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

Contact Manager, Group, Professional, Enterprise, Performance, and Unlimited Editions are allocated 10 GB of file storage per org.

Orgs are allocated additional file storage based on the number of standard user licenses. In Enterprise, Performance, and Unlimited Editions, orgs are allocated 2 GB of file storage per user license. Contact Manager, Group, Professional Edition orgs are allocated 612 MB per standard user license, which includes 100 MB per user license plus 512 MB per license for the Salesforce CRM Content feature license. An org with fewer than 10 users will receive a total of 1 GB of per-user file storage rather than 100 MB per user license.

 **Note:** Each Salesforce CRM Content feature license provides an additional 512 MB of file storage, whether Salesforce CRM Content is enabled or not.

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

The minimum values in the table below apply to Salesforce and Salesforce Platform user licenses. If your org uses custom user licenses, contact Salesforce to determine your exact storage amount. For a description of user licenses, see User Licenses.

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

## 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	<code>http://mycompany.force.com</code>
Your custom Web address	<code>http://mycompany.com</code>
Any page associated with your site	<code>http://mycompany.force.com/mypage</code>
Authorization Required error page	<code>http://mycompany.force.com/Unauthorized</code>
AJAX requests such as: JavaScript remoting (for example, RemoteAction)<apexactionFunction><apexactionPoller>	n/a

The following requests don't count as page views.

Requests for...	Example URL
Salesforce images	<code>http://mycompany.force.com/img/force_logo_w09.gif</code>

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

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 org. This page view limit is cumulative for all sites in your org.
- If, in a given calendar month, your org reaches 110% of its page view limit, Salesforce sends the site and billing administrators email notification.
- If your org 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. Salesforce sends an email notification to the site and billing administrators, as well as the related account executive.
- If, in a given calendar month, your org reaches 300% of its page view limit, your sites are disabled until the next calendar month begins or you purchase more page views. Salesforce sends an 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 and 1 Partial Copy sandbox.
- Performance Edition includes licenses for 1 Full sandbox, 5 Developer Pro sandboxes, 100 Developer sandboxes, and 1 Partial Copy sandbox.
- Unlimited Edition includes licenses for 1 Full sandbox, 5 Developer Pro sandboxes, and 100 Developer sandboxes and 1 Partial Copy sandbox.
- Professional Edition includes licenses for 10 Developer sandboxes. (Change sets aren't available.)
- 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 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 Limitations

Technical limitations 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.

<b>Edition</b>	<b>Maximum Number of Sites</b>	<b>Bandwidth Limit (per rolling 24-hour period per site)</b>	<b>Service Request Time (per rolling 24-hour period per site)</b>	<b>Maximum Page Views</b>
Developer Edition	1	500 MB	10 minutes	N/A
Enterprise Edition	25	1 GB for sandbox	30 minutes for sandbox	500,000
		40 GB for production	60 hours for production	
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 org 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 orgs and prevents deliberate or accidental over-consumption by any one org.

If too many requests are issued by users in your org, you might 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

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### 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. Instead, perform these actions from the approval record.
- 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 org	Unlimited
Data storage per Chatter Plus user	20 MB
File storage per Chatter Plus user (Professional Edition)	612 MB
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 Salesforce 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
<b>Groups</b>	
Groups a user can join	300 <sup>1</sup>
Groups in your org	30,000 <sup>1</sup>
Members in a group	Unlimited
Characters in the Information field in a group	4,000
Max size of email when posting to a group by email (including text and attachments)	25 MB
Attachments you can include in a post to a group by email	25
<b>Feeds</b>	
Mentions in a single post or comment	25
Characters in a mention search string	500 for a person's first and last name (combined), or for a group name
Characters in single post or comment	10,000
Email notifications sent after you like or comment on a post	10
Bookmarks	Unlimited
Favorites	50
People, topics, and records you can follow	500 <sup>2</sup>
Maximum 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.
<b>Files</b>	
File attachment size	2 GB
Times a file can be shared	100
<b>People and Profiles</b>	

Feature	Limit
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
<b>Skills</b>	
Skills assigned to a user	100
Characters in a skill name	99
<b>Topics</b>	
Topics on a single post	10
Topics on a single record	100
Characters in a topic name	99

<sup>1</sup>All 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.

<sup>2</sup>You 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 org 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 org 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 Search
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](#)

[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.

There are also exceptions where users who aren't shared can still see each other in the mention drop-down list.



**Example:** Let's say Sue has interacted with Edgar in Chatter (by liking or commenting on his post or mentioning him). Then you set up user sharing so Sue can't see Edgar. Sue posts on a public Chatter group. She can mention Edgar because, due to their previous interaction, his name shows up on the mention drop-down list. However, if Sue clicks the Edgar mention, she gets an error because, due to user sharing, she can't see him.

## Communities Limits

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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 Usage Limits](#)

Communities usage is governed by daily, monthly, and yearly limits. Understanding these limits is important to the success of your communities. Salesforce provides tools to help you monitor communities usage so that you can avoid exceeding these limits, or purchasing overages when needed.

#### [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 Customer Service (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, including Force.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 Usage Limits

Communities usage is governed by daily, monthly, and yearly limits. Understanding these limits is important to the success of your communities. Salesforce provides tools to help you monitor communities usage so that you can avoid exceeding these limits, or purchasing overages when needed.

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	1 GB for sandbox	30 minutes for sandbox	1,000,000
Performance Edition	40 GB for production	60 hours for production	

### 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.

### 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. Cached page views are also counted.

### Requests that Count as Page Views

Requests for the following *are* counted as page views:

Requests for...	Example
Your community Force.com domain	<code>http://mycommunity.force.com</code>
Your custom community web address	<code>http://mycommunity.com</code>

Requests for...	Example
Any page associated with your community	<code>http://mycommunity.force.com/mypage</code> <code>http://mycommunity.com/mypage</code>
System pages associated with your community, such as the login, logout confirmation, and forgot password pages	<code>http://mycommunity.com/login</code>

### Requests that Do Not Count as Page Views

Requests for the following are *not* counted as page views:

Requests for...	Example
Authorization Required error page	<code>http://mycommunity.force.com/unauthorized</code>
AJAX requests: <ul style="list-style-type: none"> <li>JavaScript remoting</li> <li>Visualforce</li> </ul>	<ul style="list-style-type: none"> <li>Apex: RemoteAction</li> <li>Visualforce: <code>&lt;apex:actionFunction&gt;</code></li> </ul>
Resources loaded on the page, such as <code>robots.txt</code> or the favorite icon	<code>http://mycommunity.force.com/robot.txt</code> <code>http://mycommunity.com/favicon</code>
Attachments and documents	
Error pages, apart from Authorization Required, such as Limit Exceeded and Maintenance	<code>http://mycommunity.force.com/BandwidthExceeded</code>
Tab clicks within a page	
Images included in an HTML field	<code>http://mycommunity.force.com/servlet/rtaImage</code>
Custom file field	<code>http://mycommunity.force.com/servlet/fileField</code>

### Page View Limits

The following table lists community page view limits for each edition. This limit applies to all the communities in your org.

Edition	Maximum Number of Communities	Maximum Page Views
Enterprise Edition	50	500,000/month
Unlimited Edition	50	1,000,000/month
Performance Edition		

A few things to bear in mind with page view limits:

- Your org's page view entitlement is the sum of page views included in the edition plus any additional page views purchased from Salesforce.

- Salesforce calculates page view overages by looking at a 12-month look-back period. If your community page views exceed the org limit for page views, contact Salesforce to understand how to buy overages. Community members and unauthorized users can still access your community, even if your org goes over its page view limits.

Let's look at Acme Enterprises, which has set up a customer community. Their Enterprise Edition org includes 500,000 page views per month. Acme expects its community to take off, so they purchase another 500,000 page views per month. Their total page view entitlement is 1 million page views per month. So, over the course of a 12-month look back period, Acme's community can have 12 million page views (that's 12 x 1 million page view limits).

The community has a spike in usage for a month, and goes over its 1 million allotted limit. Is Acme charged an overage? No, because the next month the community has fewer than 1 million page views. It all averages out when the calculation is made at the end of the 12-month look back period. In short, the community has to average 1 million page views per month over the course of a 12-month look back period to remain below its allotted limit.

### Monitoring Limits

Accurately monitor your community's page view limits using the Page Views - Monthly Trend report, found in Community Management Package for Communities from the AppExchange. Install the package that is right for your communities:

- [Community Management Package for Communities with Chatter](#)
- [Community Management Package for Communities without Chatter](#)

You can also see page view usage in your org's Company Information section. In Setup, enter *Company Information* in the **Quick Find** box and click **Company Information**.



**Note:** The page view allowance found under Usage-Based Entitlement may not reflect the correct allowance for your Salesforce edition.

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. If your growing community needs more users, contact your Salesforce account representative to understand how the product can scale to meet your demands.

Type of Community	Number of Users
Partner or Customer Community Plus	1 million
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.



**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)

**Note:**

- 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
- Create, edit, or view reports in the Unfiled Public Reports folder

All role-based external users in your community can refresh dashboards set up with "Run as specified user" and "Run as logged-in user" up to 1,000 times daily per org. Scheduled and automatic refreshes don't count against the limit. There is no refresh limit for internal users.

All role-based external users can be selected for the "Run as specified user" option.

SEE ALSO:

[Communities Limits](#)

## Communities Navigational Topics Limits

The maximum number of navigational topics and subtopics to use in a Customer Service (Napili) community.

### Navigational Topics Limits

The following is the maximum number of navigational topics and subtopics you can have in a Customer Service (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.

### Criteria Limits

- Your org can have up to 30 keyword list criteria. This limit is per org, not per community.
- Your org can have up to 100 member criteria. This limit is per org, not per community.

### Rule Limits

Your org can have up to 30 rules. This limit is per org, not per community. This limit includes both content rules and rate rules.

SEE ALSO:

[Communities Limits](#)

## Feature Limits

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### 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 related to business accounts.

#### [Contact Roles Limitations](#)

Contact roles have some limitations.

#### [Import Limits](#)

Limits for importing data depend 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.

#### [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](#)

Review the limits for our process automation tools: Process Builder, Visual Workflow, Workflow, and Approvals.

#### [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.

**SEE ALSO:**

[Limits and Considerations for Visual Workflow](#)

## 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.

**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**

<b>Adding Contacts From</b>	<b>Maximum Number of Records</b>
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**

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

## Contacts Limitations

Limits for contacts related to business accounts.

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

## Limitations for Relating a Contact to Multiple Accounts

Contacts to Multiple Accounts lets you relate a contact to multiple accounts.

- Most features continue to reference a contact's primary account. For example, Data.com Duplicate Management uses the primary account when comparing records. Therefore, indirect account-contact relationships can't be included in the matching criteria used to find duplicate records.



- Indirect contacts aren't available in reports run from an Account & Contact standard report type.
- Not all Community user licenses can see indirect account-contact relationships.
- The Account Contact Relationship object doesn't support the following custom field types.
  - Lookup relationship
  - Master-detail relationship
  - Roll-up summary
  - Text area (long)
  - Text area (rich)
- The Account Contact Relationship object doesn't support the following features and customizations.
  - Field history
  - Field sets
  - Process builder, approvals, and workflow rules
  - Custom buttons, actions, and links
  - Record types

## Contact History Limitations

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

## 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

Limits for importing data depend 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	User permissions needed
Business accounts and contacts owned by you	50,000 at a time via the Data Import Wizard	"Create" on accounts AND "Edit" on accounts AND "Import Personal Contacts"
Business accounts and contacts owned by other users	50,000 at a time	"Create" on accounts AND "Edit" on accounts and contacts AND "Modify All Data"
Person accounts owned by you	50,000 at a time	"Create" on accounts AND "Edit" on accounts AND "Import Personal Contacts"
Person accounts owned by other users	50,000 at a time	"Create" on accounts AND "Edit" on accounts and contacts AND "Modify All Data"
Leads	50,000 at a time	"Import Leads"

Type of record	Import record limit	User permissions needed
Campaign members	50,000 at a time	Depends on what's being imported: <ul style="list-style-type: none"> <li>• Campaign member statuses</li> <li>• Existing contacts</li> <li>• Existing leads</li> <li>• Existing person accounts</li> <li>• New contacts</li> <li>• New leads</li> </ul>
Custom object	50,000 at a time	"Import Custom Objects" AND "Edit" on the custom object
Solutions	50,000 at a time	"Import Solutions"
Assets	You can't import these records via the Data Import Wizard.	
Cases		
Campaigns		
Contracts		
Documents		
Opportunities		
Products		

Your import file can be up to 100 MB, but each record in your file can't exceed 400 KB, which equals about 4,000 characters. To determine how many fields you can import, use this formula:  $4,000 / (\text{average number of characters in an API field name} * 2)$ . For example, if your average field character length is 40, you can import approximately 50 fields. In addition, each imported note and each imported description can't exceed 32 KB. Descriptions longer than 32 KB are truncated. Assets, cases, campaigns, contracts, documents, opportunities, and products can't be imported via import wizards.

#### SEE ALSO:

[Person and Business Accounts Limits](#)

## Person and Business Accounts Limits

Limits for fields on person and business accounts.

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

### EDITIONS

Available in: Salesforce Classic

Available in: **Developer** and **Performance** Editions and in **Enterprise** and **Unlimited** Editions with the Sales Cloud

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

## 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

Review the limits for our process automation tools: Process Builder, Visual Workflow, Workflow, and Approvals.

### Limits for Workflow Rules

Description	Per-Organization Limit
Total workflow rules across objects (This limit applies to any combination of workflow, assignment, auto-response, and escalation rules, both active and inactive.)	2,000
Total workflow rules per object (This limit applies to any combination of workflow, assignment, auto-response, and escalation rules, both active and inactive.)	500
Total active workflow rules per object (This limit applies to any combination of active processes and workflow, assignment, auto-response, and escalation rules.)	50
Total time triggers per workflow rule <sup>1</sup>	10
Total immediate actions per workflow rule <sup>1</sup>	40
Total time-dependent actions per time trigger	40
Workflow emails per day	1,000 per standard Salesforce license (15 in Developer Edition); 2,000,000 per org

#### EDITIONS

Available in: both Salesforce Classic and Lightning Experience

Flow triggers are not available in Lightning Experience

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

Description	Per-Organization Limit
Workflow time triggers per hour	50
Flow trigger workflow actions: flow variable assignments <sup>2</sup>	25 (N/A in Professional Edition)

<sup>1</sup>The immediate actions and each time trigger can have:

- 10 email alerts
- 10 tasks
- 10 field updates
- 10 outbound messages
- 10 flow triggers<sup>2</sup>

<sup>2</sup>The pilot program for flow trigger workflow actions is closed. If you've already enabled the pilot in your org, you can continue to create and edit flow trigger workflow actions. If you didn't enable the pilot in your org, use the Flows action in Process Builder instead.

## Limits for Approval Processes

Limit	Details
Total approval processes per org	1,000
Total approval processes per object	300
Total steps per approval process	30
Total approvers per step	25
Total initial submission actions per approval process <sup>2</sup>	40
Total final approval actions per approval process <sup>2</sup>	40
Total final rejection actions per approval process <sup>2</sup>	40
Total recall actions per approval process <sup>2</sup>	40
Maximum characters in approval request comments	4,000 In Chinese, Japanese, or Korean, the limit is 1,333 characters.

## Limits for Process Builder and Visual Workflow

The limits for Process Builder and Visual Workflow are documented in the documentation for those features.

SEE ALSO:

[Assignment, Auto-Response, Escalation, and Workflow 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.
  -  **Note:** 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 org 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 org can request up to 200 dashboard refreshes per hour.
- Your org 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.

Limit	Value
Maximum length of a Visualforce page name (the text in the URL that uniquely identifies the Visualforce page)	40 characters Page names can't be longer than 40 characters.
Maximum length for source code of a Visualforce page (the source code, not the rendered response)	1 MB of text A single page can hold up to 1 MB of text, or approximately 1,000,000 characters.
Maximum length for source code of a Visualforce component (the source code)	1 MB of text A single component can hold up to 1 MB of text, or approximately 1,000,000 characters.
Maximum width of a Visualforce page displayed on a profile tab	750 pixels A single page displayed on a profile tab can't be wider than 750 pixels.