



Frequently Asked Questions

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1 Document Revision History

Version	Modified By	Modified On (MM/DD/YY)	Description
1.0	Eternus Solutions	07/05/2017	Initial Draft
1.1	Eternus Solutions	07/11/2017	Document review and updates
1.2	Eternus Solutions	11/19/2017	Updates to product features
1.3	Eternus Solutions	12/23/2019	Updates to product features
1.38	Infobeans Technologies	7/3/2025	New LWC Version



2 INTRODUCTION

This FAQ document provides key insights into BeanTrail, a Salesforce-managed app designed to track and audit field modifications efficiently. It covers app capabilities, installation steps, troubleshooting tips, and data management. Whether you're an admin, developer, or user, this guide answers common questions to help you optimize and use BeanTrail effectively in your Salesforce environment.

3 FREQUENTLY ASKED QUESTIONS

1. What is BeanTrail, and what are its capabilities?

BeanTrail is a native Salesforce application available on AppExchange, designed to track and audit changes to field data in both Standard and Custom objects. The key features include:

- Tracking field changes for both standard and custom Salesforce objects.
- Ability to track fields with over 255 characters and Rich Text Area fields.
- Downloadable reports in Excel and PDF formats for offline usage, compliance, and governance.
- Criticality-based field highlighting to emphasize key business fields.
- Advanced search and filtering options for historical data.
- Full compatibility with Salesforce's native interface, ensuring a seamless user experience.
- Built-in analytics for tracking file storage consumption.
- Data security with AES 256 encryption to ensure sensitive data protection.

2. Does BeanTrail support languages other than English?

At this time, BeanTrail supports only the English language. Future versions may include support for additional languages based on demand.

3. Which Salesforce Editions are supported by BeanTrail?

BeanTrail can be installed on the following Salesforce Org Editions:

- Unlimited Edition
- Enterprise Edition
- Developer Edition

4. Are there any objects that BeanTrail does not support?

BeanTrail tracks historical field data for all Standard and Custom objects, except for objects where Salesforce does not allow Apex triggers. Unsupported objects include:

- Attachment



- Collaboration Group Record
- Content Document Link
- Feed Item
- Idea Comment
- Live Chat Visitor

5. Does BeanTrail support tracking all field types?

While BeanTrail tracks most field types, it does not support:

- Cross-object formula fields
- Auto-number fields

6. Does BeanTrail affect my Salesforce org's data storage limits?

No, BeanTrail stores historical data in file storage, which does not impact your Salesforce org's data storage limits. However, standard file storage governor limits apply to the historical data tracked by BeanTrail.

7. Why can't I track or view field history after installing BeanTrail?

If you are unable to track or view field history, check with your Salesforce Administrator to ensure:

- Your account has been granted access to BeanTrail.
- You have the appropriate permissions, including "Author Apex" and "Create, Read, Update" access to the Ultra Track Container object.
- Field-level security is set to "Visible" for the fields to be tracked.
- The session setting "Lock sessions to the IP address from which they originated" is disabled, followed by a system re-login.

8. Why are Remote Site Settings added to my Salesforce org by BeanTrail?

BeanTrail utilizes Salesforce's Metadata API for certain operations that require callouts. Remote Site Settings are necessary to whitelist the service endpoints that BeanTrail needs for these operations. These additions are secure and do not expose your data to external sources.

9. How can I provide access to additional users after installation?

To grant additional users access to BeanTrail after installation, perform the following steps:

1. Update their User Profile to provide access to the application.
2. Ensure the "View Field History" and "Setup Field History" tabs are set to "Default On" for their profile.
3. Add the appropriate Visualforce Pages and Apex Classes with the UFHT namespace to their access lists.
4. Configure object and field-level access for the Ultra Track Container.



10. Can I grant users access to only the "View Field History" tab without allowing them to modify settings?

Yes, this can be managed through Profile level permissions. You can grant individual users access to the "View Field History" tab without giving them access to the setup functionalities. Adjust the user's profile settings to restrict access to setup while allowing view-only privileges.

11. Will BeanTrail work with customizations like process builders, workflows, or Apex triggers?

BeanTrail works seamlessly alongside most customizations, including process builders, workflows, and Apex triggers. However, it is recommended to maintain a single Apex Trigger per object to avoid conflicts with the product's workflows.

12. Who can I contact if I face issues during installation or while using BeanTrail?

For technical assistance, you can reach out to the BeanTrail support team at beantrail@infobeans.com

13. Why am I seeing a "System.QueryException: Subject type 'Attachment' is not supported" error?

This error occurs because the Salesforce user may not have access to the Attachment object, or the object you're trying to track does not support attachments. Contact your administrator for assistance.

14. Why am I receiving the "Invalid conversion from runtime type(List<any> to Map<string, any>)" error?

This issue is caused by the "Lock sessions to the IP address from which they originated" session setting being enabled. Disable this setting to resolve the error.

15. How do I upgrade from the trial version to the paid version of BeanTrail?

To upgrade, contact the BeanTrail sales team at beantrail@infobeans.com.

16. Will I lose my existing field history data when upgrading from a trial version to a paid version?

No, all your existing field history data will remain intact and accessible after upgrading to the paid version.



17. What are the benefits of using the paid version over the trial version?

The paid version offers:

- Automated code deployment for production environments.
- Advanced search and filtering capabilities.
- Criticality-based field highlighting.
- AES 256 encryption for audit security.
- Ready-to-use and customizable analytics.

18. How do I determine the number of BeanTrail licenses required for my Salesforce org?

Calculate the number of licenses based on the number of users who need to:

- Have their data modifications tracked.
- Set up data auditing policies or view the audit logs.

For example,

if you have 50 users and need 40 users data audited and 5 users to view setup or logs, you will need 45 BeanTrail licenses.

19. Who do I contact for pricing queries?

For pricing inquiries, contact the BeanTrail sales team at ICL.sales@infobeans.com or beantrail@infobeans.com.

20. How can I leverage BeanTrail data in Tableau to create custom dashboards and reports?

You can integrate BeanTrail data into Tableau using one of the following approaches:

1. Download the historical data from Ultra Track Container records and create datasets in Tableau.
2. Use the report filters on the "View History" page to pull data into the "Report Data Source" object, and then import this data into Tableau.

21. Why am I receiving emails about "Access to entity 'UFHT_Report_Filters c' denied"?

This email is triggered when your BeanTrail license has expired but the report filters are still active. Please renew your subscription to continue using the service.

22. Why am I receiving "Failed to process batch for class 'UFHT.HistoryTrackingBatch' for job ID" emails?

This issue occurs when a non-admin user attempts to run the History Tracking Batch job. To fix this, reschedule the batch job under the System Administrator's user context.



23. Why are debug logs generated when loading the View History screen?

Debug logs are generated due to the system logging details related to Visualforce (VF) components that display historical data. To avoid these logs, ensure that debug logging is disabled for your user account.

24. Why am I receiving the "Apex heap size too large" error?

This error occurs when processing large volumes of data. Please contact BeanTrail support at beantrail@infobeans.com for assistance.



4 GLOSSARY

Keyword	Description
Admin	Super user for your Salesforce org who generally has administrative level permissions thus, can configure and customize the application having access to all functionality.
Apex	An on-demand and object-oriented programming language provided by Force.com.
Attachment	Standard object provided out of the box by Salesforce to store files in the context of an associated Salesforce record.
Callouts	Force.com provided a feature to invoke external web services using custom-written business logic using Apex.
Exception	An exception is an error condition that interrupts the normal flow of code execution.
Metadata API	Application Programming Interface to retrieve, deploy, create, update or delete customization information, such as custom object definitions or page layouts within a Salesforce org.
Process Builder	Salesforce provided a feature that permits implementing custom business logic with the help of point and clicks user interface, without the need to write custom code.
Session Setting	Settings that are specified for session connection type, timeout settings, IP address ranges to protect against malicious attacks, and more.
Triggers	Force.com feature to execute custom written, business logic using the Apex programming language, based on the associated Data Manipulation Language operations – insert, update, delete, upsert, merge, and undelete.
Workflows	Salesforce tool that automates standard internal procedures and processes.
VF	Visual Force Page