

The Permissioner - Frequently Asked Questions (FAQ)

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This product is 100% native to Salesforce so inherits all the security, compliance, and regulatory conditions provided by Salesforce. Arkus does not provide any other security documentation.

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Q: Is The Permissioner free and where do I get it?

A: No catch, it really is free and you can get it on the Salesforce [AppExchange](#).

Q: The Permissioner is already installed in our organization and we want to install the latest version from Appexchange but we get an error. What should we do?

A: This may happen as some of the older versions of The Permissioner have had some issues to be upgraded to the latest version that includes Lightning and several new features. If you run into errors upgrading we recommend uninstalling your current version and installing the latest one from Appexchange. The Permissioner does not store any data in Salesforce so it can be

uninstalled and installed any time without any issues.

Q: Does The Permissioner work in Classic and Lightning?

A: Yes, The Permissioner works in both Classic and Lightning, however, the latest features are developed for use in Lightning. Arkus provides limited support for The Permissioner Classic, and recommends using the latest version available on the AppExchange.

Q: Can The Permissioner assign permission sets to users based on membership of a Public Group?

A: Yes, The Permissioner can look up users for assigning based on name, username, title, role, profile, queue, and public group.

Q: How does The Permissioner handle searching for users that are nested within levels of public groups and queues?

A: The Permissioner can go five levels deep with the users nested inside of Public Groups or Queues.

Q: What does it mean when I get an Apex governor limit warning?

A: The SOQL warning you see is a result of the application loading the data for the page. We have not seen this cause any issues with functionality. You are receiving this email because you have a checkbox on your User record that says "Send Apex Warning Emails".

Q: Does The Permissioner remember users already assigned to permission sets?

A: Yes, if you click on a permission set then search users, the users returned in the list are only those who currently are not assigned to the permission set. If you select more than 1 permission set and a user is already assigned to one but not the other, the user will show up in the search results. This is especially helpful when assigning over 1000 users.

Q: What is the maximum number of transactions or assignments that can be handled in 1 mass action?

A: The Permissioner can complete up to 1,000 transactions per assignment. So any combinations of assigning 1 Permission Set to 1,000 users or 2 Permissions Sets to 500 users and so on. If you need to assign more, just assign them in a second assignment.

Q: Does license type matter when assigning users?

A: Yes, you may only assign users with a license that is compatible with the permission set selected. The exception is if you're assigning global permission sets, any user with any license can be assigned to these.

Q: I received a message with a critical update or an 'ACTION REQUIRED' subject in an email from Salesforce. Will this affect The Permissioner?

A: We review our product periodically with every Salesforce release to make sure any critical update will not impact our functionality. Stay tuned for updates to The Permissioner on the Salesforce [AppExchange](#).

Q: Can I watch a demo of The Permissioner?

A: Yes! Check out our YouTube channel at www.youtube.com/arkusinc for video demos that show The Permissioner in action.

Q: The Permissioner is not retrieving any results. What is happening?

A: This may be a permissions issue to use The Permissioner's components (see the installation guide and follow the steps to grant proper access). But if all permissions are set correctly, there's an additional scenario in which this can happen. The Permissioner works with orgs that have all Permission Set features enabled as it is expected. This means to have Permission Sets AND Permission Set Groups enabled (any org that would include Permission Sets would include both features).

If you installed The Permissioner in an old Developer org created prior to when Permission Set Groups were introduced by Salesforce, then you may not have Permission Set Groups enabled in your org per the note in the documentation in https://help.salesforce.com/s/articleView?id=sf.perm_set_groups_create.htm&type=5. Your org may fall into the category that the following note from the Salesforce documentation is referring to:

NOTE Permission set groups aren't available in all Salesforce Classic orgs. Also, some Developer editions created before the Spring '20 release don't have this feature enabled. Enabling this feature sometimes takes 24 hours for Developer edition orgs with no recent logins. If you don't see the feature after 24 hours, create a developer org to use the feature. For partner customers not able to switch to new developer orgs, log a partner case and request feature enablement support.



You can check when your org was created in Setup > Company Information. In this case, the best alternative is that you install and test The Permissioner in a brand new org that would have Permission Set Groups enabled and then you should not experience this issue.

Provide Arkus Feedback

If you need additional support or have an issue to share with us, please reach out to support@arkusinc.com so we can assist you. You can also let us and others know how The Permissioner is working for you in a review on the Salesforce AppExchange. We appreciate your feedback. We are continually building upon The Permissioner to increase its functionality and usefulness.

If you are interested in learning more about Arkus, visit us at www.arkusinc.com or contact us at www2.arkusinc.com/contact.

You can learn more about our other free app, Clone This User, at www.clonethisuser.com.