



OEM USER LICENSE COMPARISON

Introduction

The following tables compare object access, user permissions and features, and organization limits for these license types.


- OEM Embedded—A full Force.com license with contractual restrictions. It prohibits Create, Read, Update, and Delete on Leads, Opportunities, Cases, Solutions, and Campaigns.
- Customer Community—The Customer Community license is similar to a High Volume Customer Portal license and is well suited for business-to-consumer communities with a large number of external users.*
- Partner Community—The Partner Community license is similar to a Gold Partner license and is well suited for business-to-business communities, such as a partner community.*
- ISV Portal—An Authenticated Website license with basic data sharing options (manual sharing to user and participation in sharing groups is not permitted). Users can only log in via Force.com Sites. This is best used when projected user volumes will exceed 100,000.*
- ISV Portal with Sharing—A Customer Portal Manage Custom license with full sharing capabilities. User can only log in via Force.com Sites. This is best used when projected user volumes are under 100,000 and granular security access is required.*

* Licenses can be assigned to external users only.

End users can't develop applications or extend applications by creating custom objects, but they can have access to additional applications as long as those applications are sold with an embedded license.

Community and Portal licenses sold by a partner can only be used to access the partner's application. ISV Portal and ISV Portal with Sharing licenses are only available to partners who already sell Portals.

The following symbols are used in the tables:

-  —Included in license
- \$—Available as an add-on for a fee
- C—Create access to the object
- R—Read access to the object
- U—Update access to the object
- D—Delete access to the object

Objects

Object Accessed	OEM Embedded	ISV Portal	ISV Portal with Sharing	Customer Community	Partner Community
Accounts	CRUD		CRU	R	CRUD
Activities, Tasks	CRUD			R	CRUD
Calendar, Events	CRUD				CRUD
Contacts	CRUD		CRU	R	CRUD

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Object Accessed	OEM Embedded	ISV Portal	ISV Portal with Sharing	Customer Community	Partner Community
Content	CRUD		R		CRUD
Contracts*	CRUD	CRU	CRU	CRUD	CRUD
Documents	CRUD	R	R	R	R
Ideas	CR	CR	CR	CR	CR
Orders*	CRUD	CRU	CRU	CRUD	CRUD
Products & Price Books*	CRUD	CRU	CRU	R	R
ISV Custom Object	CRUD	CRUD	CRUD	CRUD	CRUD

* With the Orders Platform permission set license (PSL), available to OEM partners only, administrators can give users with Force.com user licenses access to Contracts, Products, Price Books, and Orders. Orders functionality is automatically available to all licenses except the Force.com licenses, which explicitly require the new PSL to grant access.

User Features

User Feature	OEM Embedded	ISV Portal	ISV Portal with Sharing	Customer Community	Partner Community
Knowledge	\$		R	R	R
Send Mass Email	✓				
Salesforce1 Mobile App	✓	✓	✓	✓	✓
Identity	✓	✓	✓	✓	✓
Visual Workflow	✓	✓	✓	✓	✓
Territory Management	✓		✓		✓

User Permissions

User Permission	OEM Embedded	ISV Portal	ISV Portal with Sharing	Customer Community	Partner Community
Create and Customize Reports	✓				
View Reports	✓		✓		✓

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User Permission	OEM Embedded	ISV Portal	ISV Portal with Sharing	Customer Community	Partner Community
Create and Customize Dashboards	✓				
View Dashboards*	✓				✓
Enhanced User/Role Based Sharing	✓		✓		✓
Identity	✓	✓	✓	✓	✓
Identity Connect					
Chatter (Groups, Files, Profiles)	✓			✓	✓
Submit Workflow Approvals	✓		✓	✓	✓
Work.com	\$	\$	\$	\$	\$
Custom Apps Limit	1				
Custom Tabs Limit	25	25	25	25	25
Custom Objects Limit	400**	200	200	200	200

* The running user of a dashboard must be a Force.com user to view the dashboard. Dashboards using the Force.com administrator as the running user are not viewable by other Force.com license types.

** The limit of 400 custom objects applies to the primary app offering. Subscribers cannot create their own custom objects.

Storage Limits

Additional Organization Limits (Added Per User)	OEM Embedded	ISV Portal	ISV Portal with Sharing	Customer Community	Partner Community
Data Storage	20 MB	0	2 MB	0	5 MB
File Storage	2 GB	0	0	0	0

For data storage, each OEM Embedded organization is allocated either 1 GB or a per-user limit, whichever is greater. For example, an OEM Embedded organization with 20 users receives 1 GB because 20 users multiplied by 20 MB per user is 400 MB, which is less than the 1 GB minimum. An OEM Embedded organization with 100 users receives more than the 1 GB minimum because 100 users multiplied by 20 MB per user is 2 GB.

For file storage, each OEM Embedded organization is allocated a per-user limit multiplied by the number of users in the organization plus a per organization allocation of 11 GB. For example, an OEM Embedded organization with 600 users receives 1,211 GB of file storage, or 2 GB per user multiplied by 600 users plus 11 GB.

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Salesforce Edition	Data Storage Minimum per Organization	File Storage Minimum per Organization	Storage Allocation Per User License
OEM Embedded	1 GB, plus 5 MB for each Gold Partner license	11 GB	20 MB of data storage and 2 GB of file storage

API Limits

The following table lists the limits for the total API requests (calls) per 24-hour period for an OEM Embedded organization.

Salesforce Edition	API Calls Per License Type	Minimum	Maximum
OEM Embedded	1000	5,000	1,000,000

Limits are enforced against the aggregate of all API calls made by the org in a 24 hour period. Limits are not on a per-user basis. When an org exceeds a limit, all users in the org can be temporarily blocked from making additional calls. Calls are blocked until usage for the preceding 24 hours drops below the limit.