




# OEM USER LICENSE COMPARISON

Compare object access, user permissions and features, and org limits for the license types available to partners.

## License Types and Availability

-  **Note:** Starting Spring '16, Partner Community licenses are no longer available for resale. If you're a partner with a customer who requires similar features, consider a Customer Community Plus license instead.

The following licenses are available to new and existing ISV partners.

- OEM Embedded—A full Lightning Platform license with contractual restrictions. It prohibits Create, Read, Update, and Delete on Leads, Opportunities, Cases, Solutions, and Campaigns.
- Customer Community—Similar to a High Volume Customer Portal license. Well suited for business-to-consumer communities with many external users.\*
- Customer Community Plus—Similar to the Customer Community license, but adds more storage and access to features like Roles and Sharing.\*


The following licenses aren't available to new partners, but can be resold by existing partners where noted.

- Partner Community—Similar to a Gold Partner license. Well suited for business-to-business communities, such as a partner community. Existing partners who currently sell Partner Community licenses can continue offering them.\*
- 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 Lightning Platform Sites. An ISV Portal license is best used when projected user volumes exceed 100,000. This legacy license type is no longer available.\*
- ISV Portal with Sharing—A Customer Portal Manage Custom license with full sharing capabilities. Users can log in only via Lightning Platform Sites. Best used when projected user volumes are under 100,000 and granular security access is required. This legacy license type is no longer available.\*

Licenses sold by partners can only be used to access the partner's app. End users can't develop or extend apps by creating custom objects, but they can access other apps as long as those apps are sold with an embedded license.

\* Licenses can be assigned to external users only.

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	Customer Community Plus	Partner Community
Accounts	CRUD		CRU	R	CRU	CRUD
Activities, Tasks	CRUD			R	CRU	CRUD
Calendar, Events	CRUD					CRUD
Contacts	CRUD		CRU	R	CRU	CRUD
Content	CRUD		R		View and Upload	CRUD
Contracts*	CRUD	CRU	CRU	CRUD	CRUD	CRUD
Documents	CRUD	R	R	R	R	R
Ideas	CR	CR	CR	CR	CR	CR
Orders*	CRUD	CRU	CRU	CRUD	CRUD	CRUD
Products & Price Books*	CRUD	CRU	CRU	R	R	R
ISV Custom Object	CRUD	CRUD	CRUD	CRUD	CRUD	CRUD

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

## User Features

User Feature	OEM Embedded	ISV Portal	ISV Portal with Sharing	Customer Community	Customer Community Plus	Partner Community
Knowledge	\$		R	R	R	R
Send Mass Email	✓					
Salesforce Mobile App	✓	✓	✓	✓	✓	✓
Identity	✓	✓	✓	✓	✓	✓
Flows	✓	✓	✓	✓	✓	✓
Original Territory Management*	✓		✓			✓
Enterprise Territory Management	✓					✓

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\* Original Territory Management is scheduled for retirement for all customers as of Summer '20. After the feature is retired, users can't access the original territory management feature and its underlying data. We encourage you to migrate to Enterprise Territory Management. For more information, see [The Original Territory Management Module Retirement](#).

## User Permissions

User Permission	OEM Embedded	ISV Portal	ISV Portal with Sharing	Customer Community	Customer Community Plus	Partner Community
Create and Customize Reports	✓				Create and Manage	Create and Manage
View Reports	✓		✓		✓	✓
Create and Customize Dashboards	✓				Create and Manage	
View Dashboards*	✓				✓	✓
Enhanced User/Role Based Sharing	✓		✓		✓	✓
Identity	✓	✓	✓	✓	✓	✓
Chatter (Groups, Files, Profiles)	✓			✓	✓	✓
Submit Workflow Approvals	✓		✓	✓	✓	✓
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 Lightning Platform user to view the dashboard. Dashboards using the Lightning Platform administrator as the running user are not viewable by other Lightning Platform 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	Customer Community Plus	Partner Community
Data Storage	20 MB	0	2 MB	0	2 MB per member (member-based license)	5 MB

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Additional Organization Limits (Added Per User)	OEM Embedded	ISV Portal	ISV Portal with Sharing	Customer Community	Customer Community Plus	Partner Community
					1 MB per member (login-based license)	
File Storage	2 GB	0	0	0	0	0

For data storage, each OEM Embedded organization is allocated a minimum of 10 GB. For example, an OEM Embedded organization with 20 users at 20 MB per user receives 400 MB plus 10 GB, or 10.4 GB total data storage. An OEM Embedded organization with 100 users receives 12 GB 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.

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) for an OEM Embedded org.

Salesforce Edition	API Calls Per License Type	Total Calls Per 24-Hour Period
OEM Embedded	<ul style="list-style-type: none"> <li>Salesforce: 1,000</li> <li>Salesforce Platform: 1,000</li> </ul>	100,000 + (number of licenses x calls per license type)

Limits are enforced against the aggregate of all API calls made to 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.