Community Edition FAQ

What is the difference between the Community Edition and Cortex XSOAR full enterprise version?
The Community Edition is a 30-day **full featured** license so you get the full experience in test driving and exploring the capabilities of Cortex XSOAR.

At the end of 30 days from the day the license is generated, the number of requests (integrations/API calls, playbook execution, etc.) is restricted to:

- 166 daily automation commands
- Rolling 30-day incident history
- 5 active feeds/100 indicators per feed
- Incident closure report

Can I extend the 30-day trial period?
Technology and Channel partners can request an extension. If you are not a partner, please submit a request to your Cortex XSOAR sales contact to request a POC license.

What is the process for setting up a Cortex Community Edition?
When your request has been approved, you will receive an email with:

a. Download and installation instructions, including a 30-days evaluation license that changes to the community edition after 30 days.
b. Link to Palo Alto Networks LIVE Community Edition forum, where you can post questions and participate in discussions around implementing XSOAR use cases
c. Invitation to join DFIR Slack which has over 15,000 members, where there are several public channels to get assistance (see below)

Is it possible to port my free Community Edition data once I purchase the full enterprise license?
If you used the OVA for setting up your Community Edition system - you will need to install a fresh XSOAR instance, using the installer, when you purchase the enterprise license. The OVA is not supported for Enterprise XSOAR environments. However, if you used the installer for your Community Edition instance - once you receive your enterprise license, you will be able to apply it to the same instance, and lift all the restrictions.

If you have also purchased an XSOAR hosted workload - you will be able to work with our DevOps team to upload your data to the hosted workload.

Who should I reach out to when I have technical questions?
You can join the Palo Alto Networks LIVE Community forum where you can pose your questions to Cortex XSOAR experts.

Is there a digital forensics and Incident Response community I can join?
You will receive an email invitation to join the DFIR Slack community where you can join general discussions on DFIR related topics. Note: this is not a forum for specific Cortex XSOAR Community Edition questions. For these questions, please go to the LIVE Community forum.

I did not receive my welcome email with the download link. When can I get it?
Once the request is received, the Cortex XSOAR Product team validates that the requestor should have access to the Community Edition. Once this is approved, emails will be automatically sent out with directions for downloading and installing the Community Edition.

What happens at the end of the 30-day trial?
When your trial period is about to expire, a message will pop up at the top-left of your screen telling you that your licence will expire in x days. When your trial period is done, your license will be rolled down to a limited version (see table above).

What happens if I do not apply for the license before the 30-day expiration date?
You will not be able to upload an expired license to the system. In this case, you will need to re-apply to get a new Community Edition license.