
START UP | FAQ for: VM-Series Virtual Firewall 30-Day Trial

w/ VMware ESXi and/or Linux KVM

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Getting Started With Your Free Trial

General Instructions

1. Download the Trial Product **vm-series-trial.zip** file – your email “**Subject:** Thank you: Here is your VM-Series Trial link” contains your download link.
 - Please note that the file size is quite large (5GB) and will take some time to download.
2. Unzip the Trial files
 - Note if you are using a Mac, see: “**VM-Series 30-Day Free Trial Apple MAC Zip File Extraction Instructions**”

VMware ESXi Environments (Image Version: 10.2.3)

3. Be sure your VMware ESXi environment meets compatibility requirements
 - **VMware ESXi Compatibility Matrix:** VM-Series Firewall Hypervisor Support / [VM-Series for VMware vSphere Hypervisor \(ESXi\)](#)
 - **Image Version: 10.2.3**
4. [VM-Series Evaluation Quickstart Guide](#) – see section: “Deploy and Set Up Your VM-Series NGFW on ESXi”

Linux KVM Environments (Image Version: 10.2.3)

5. Be sure your Linux KVM environment meets compatibility requirements
 - Linux KVM Compatibility Matrix VM-Series Firewall Hypervisor Support / [VM-Series for KVM](#)
 - **Image Version: 10.2.3**
6. [VM-Series Evaluation Quickstart Guide](#) – see section: “Deploy and Set Up Your VM-Series NGFW on KVM”

Follow up and contact us

7. We'll be in touch to answer any questions you might have. In the meantime, please **reach out to us** if you have any questions or would like to leave feedback
8. Useful Links
 - [VM-Series Firewall Hypervisor Support](#)
 - [PANOS Admin Guide : Configuring Interfaces](#)
 - [Troubleshoot ESXi Deployments](#)
 - [Performance Tuning of the VM-Series for ESXi](#)
 - [Performance Tuning of the VM-Series for KVM](#)
 - [Live Community](#)
 - [Contact Sales](#)

Frequently Asked Questions

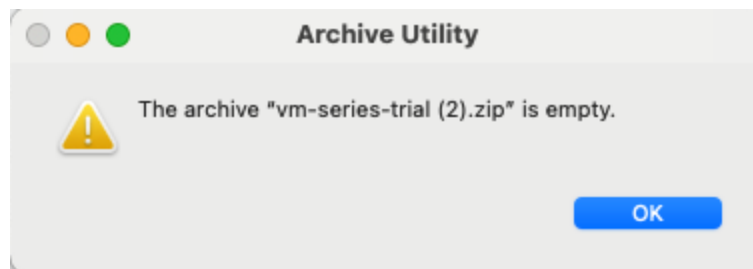
Troubleshooting UNZIP on a MAC iOS

ANSWER

For security reasons, Palo Alto Networks, delivers signed ZIP files for the VM-Series 30-Day Trial in a compressed file:

vm-series-trial.zip

Double clicking on the ZIP file on the MAC desktop or Finder likely will result in the following error: **"The archive "vm-series-trial.zip" is empty"**



Instructions for unpacking the trial files are linked to your download email. The internal source document can be found here:

VM-Series 30-Day Free Trial [Apple MAC Zip File Extraction Instructions](#)

Common Related Field Comments

"I think my download zip file is corrupt, I unzipped the file and I'm getting an error message saying '**The archive "vm-series-trial.zip" is empty**' can you help me?"

Customer Got an Email Saying They Were not Qualified

ANSWER

The trial product is a real product and the requestor's information must meet Palo Alto Networks Trade Compliance team review requirements for government trade regulations.

In the trial request form it indicates these requirements

-
- Must be a valid and legal business; it must be a business address, business email, etc. that our Trade and Compliance team can validate to meet government regulation.
 - Required data elements in Lead Collection:
 - Full Legal Entity / Company Name (no acronyms)
 - Business Address
 - Address
 - City
 - Country
 - Postal Code (if available)
 - Requester Full Name
 - Requester Email (entity / company domain)
 - License/Authorization Code (if available)

Common reasons why a submitter can be Denied:

- Sumitter uses a residential address
- Submitter uses a public email address rather than a business email address (for example gmail, yahoo mail, etc.)
- The business could not be validated
- The business is listed on a Government trade embargo

Email response for a Denied submitter looks like this:

From: Palo Alto Networks <hello@emails.paloaltonetworks.com>

Sent: Wednesday, Month DD, YYYY

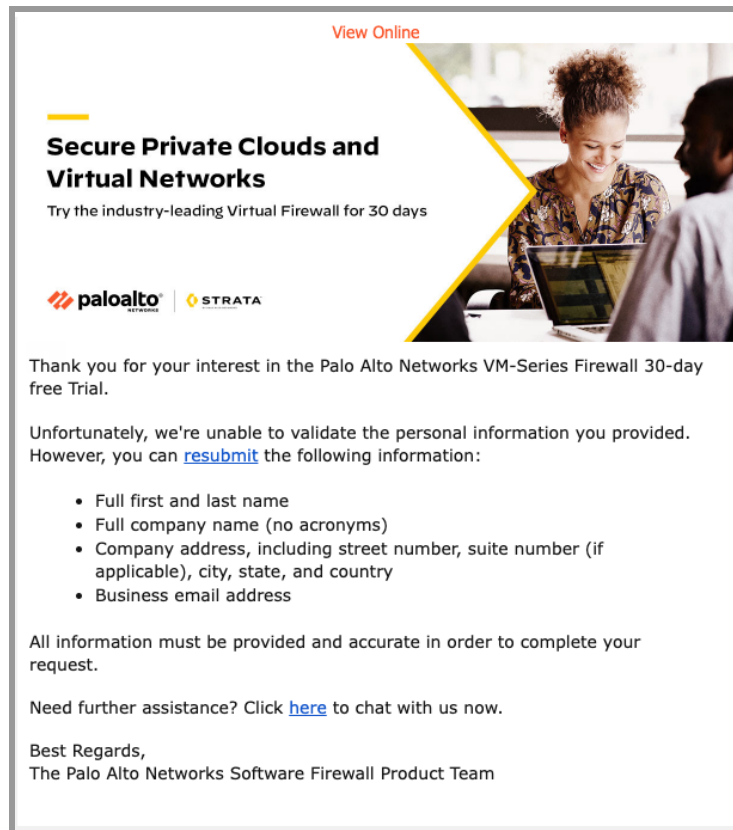
To: first.last <first.last@corpdomainname.com>

Subject: Your VM-Series Virtual Firewall 30-Trial Business Application

Thank you for your interest and application for the Palo Alto Networks VM-Series 30-Day Trial.

After our evaluation of your application, we are unable to supply a trial product download due to Trade or Legal restrictions.

Best Regards,
Palo Alto Networks
Software Firewall Product Team



Common Related Field Comments

“Can you be more specific on the trade or legal restrictions? I would like to be able to download the trial and learn how to use it.”

Can't find or didn't receive Trial Download Email to Customer

ANSWER

Check Spam or Junk folders. Email can be searched on the “From” or “Subject” data as follows:

From: Palo Alto Networks <hello@emails.paloaltonetworks.com>

Sent: Wednesday, Month DD, YYYY

To: first.last <first.last@corpdomainname.com>

Subject: Thank you: Here is your VM-Series Trial link

Body:

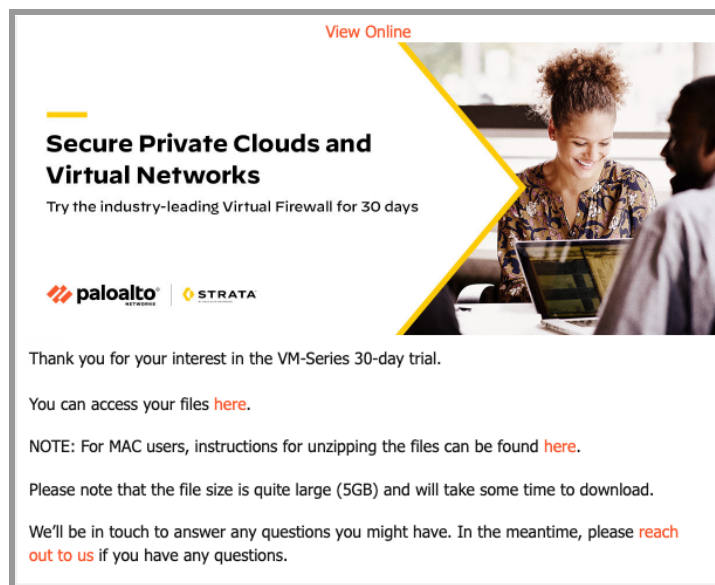
Thank you for your interest in the VM-Series 30-day trial.

You can access your files [here](#).

NOTE: For MAC users, instructions for unzipping the files can be found [here](#).

Please note that the file size is quite large (5GB) and will take some time to download.

We'll be in touch to answer any questions you might have. In the meantime, please [reach out to us](#) if you have any questions.



Common Related Field Comments

“I signed up for the free trial and have not received my download instructions”

Unique Licensing Code/Auth Code/ Serial Number for the 30-Day Trial ANSWER

Unique Licensing or Authorization Code for the VM-Series 30-Day Trial

The VM-Series Trail has two codes built into the Trail code supporting either a VMware ESXi environment or a Linux KVM environment, depending on which environment the trial requester setup the VM will have a unique CPU

KVMEVAL for Linux KVM environment

ESXEVAL for VMware ESXi environment

Common Related Field Comments

What does the Submission Confirmation Email Look Like?

ANSWER

Initial request for a 30-Day trial should get a response that Palo Alto Networks will be reviewing the requests for compliance to Trade and can take up to 3-days to complete that process. If the customer can not find that email, search Junk and/or Spam inboxes:

From: Palo Alto Networks <hello@emails.paloaltonetworks.com>

Sent: Wednesday, Month DD, YYYY

To: first.last <first.last@corpdomainname.com>

Subject: Thank you: We are reviewing your request

Body:

Thank you for your interest in the VM-Series 30-day trial. All requests will be reviewed within 3 business days* and you'll receive a download link if approved.

* Please note: In rare cases, processing may take longer than 3 days to insure compliance with local and international Trade regulation reviews.

In the meantime, please reach out to us if you have any questions.

Common Related Field Comments

“Didn’t receive a VM-Series virtual firewall download email”

Will I be able to extend the VM-Series Virtual Firewall trial after 30-days?

ANSWER

Customers will be restricted in keeping a firewall up for more than 30 days; however, the image can be used to spin up another firewall.

IMPORTANT NOTE: The image becomes completely unusable after 1 year or less depending on the original requested packaged product trial date. Palo Alto Networks refreshes the trial about every 9-12 months for new trial requestors. If a user experiences a shutdown/restart see

question below: “[VM Opens then after a minute, shuts down /crashes](#)”
for more details. Please [reach out to us](#) if you have any questions.

Common Related Field Comments

“Will I be able to reload this after the 30 day trial?”

Does this VM-Series 30-Day Free Trial Support Hyper-V?

ANSWER

Currently the VM-Series 30-Day Free Trial is limited to VMware ESXi and Linux KVM environments. Other environments may be supported in the future but currently only ESXi and KVM in the supported compatibility matrix are supported:

VMware ESXi Compatibility Matrix

VM-Series Firewall Hypervisor Support / [VM-Series for VMware vSphere Hypervisor \(ESXi\)](#)

Linux KVM Compatibility Matrix

VM-Series Firewall Hypervisor Support / [VM-Series for KVM](#)

PacketMMAP and Data Plane Development Kit Compatibility Matrix

[PacketMMAP and DPDK Drivers on VM-Series Firewalls](#)

Common Related Field Comments

“I can not use the VM in the zip file, because I’m using Hyper-V. So VMWare and KVM virtual machines can not work on our network. Can you, please, send me a link to a Hyper-V VM?”

VM Opens then after a minute, shuts down /crashes

ANSWER

First, ensure that your VMware ESXi or Linux KVM environment is compatible with the Palo Alto Networks VM-Series Virtual

Next-Generation Firewall. Compatibility matrix for ESXi and KVM are as follows:

VMware ESXi Compatibility Matrix

VM-Series Firewall Hypervisor Support / [VM-Series for VMware vSphere Hypervisor \(ESXi\)](#)

Linux KVM Compatibility Matrix

VM-Series Firewall Hypervisor Support / [VM-Series for KVM](#)

Second, ensure your drivers are compatible with the Palo Alto Networks VM-Series Virtual Next-Generation Firewall.

PacketMMAP and Data Plane Development Kit Compatibility Matrix

The VM-Series firewall supports the PacketMMAP and Data Plane Development Kit (DPDK) drivers listed on this web page: [PacketMMAP and DPDK Drivers on VM-Series Firewalls](#)

Finally, customers will be restricted in keeping a firewall up for more than 30 days; however, the image can be used to spin up another firewall.

IMPORTANT NOTE: The image becomes completely unusable after 1 year or less depending on the original requested packaged product trial date. Palo Alto Networks refreshes the trial about every 9-12 months for new trial requestors. If you have an older packaged version that has expired please reach out to your Palo Alto Networks Account Team. Please [reach out to us](#) if you have any questions.

Common Related Field Comments

“VM when it's opened in VMware workstation pro, loads fine but shuts down after a minute. Seems like the VM image is broken or not good.”

“I have installed the trial version on VMWare Workstation, but the vm crashes after 3 to 4 minutes, even if I restart it it crashes”

“I received by mail a link to download VM-Series 30-day trial, except that the latter must be buggy once the VM is installed; it expires after 2 to 3 minutes. The VM doesn't work properly.”

“It doesn't work. When I start it stops suddenly.”

“The VM, when it’s opened in VMware workstation pro, loads fine but shuts down after a minute. Seems like the VM image is broken or not good. Please give me another option to download the VM.”

“Seems like the eval that is being sent has expired... basically boots and then powers off after 5 mins”

“After unzipping the VM-Series NGFW, Boots up then shuts down right after”