

# Frequently Asked Questions

Entuity Software™ supports two types of licensing architecture—Standalone and Distributed (Central License Server).

## STANDALONE

Each Entuity server has its own license file

- Associated to that machine through its host identifier
- Includes the number of license credits available to that server
- Determines which modules and integrations you can enable on the server

## DISTRIBUTED (CENTRAL LICENSE SERVER)

The central license file contains all the licensing information.

- Each remote server has a license that identifies their central server.
- This model is suitable where you have multiple Entuity servers
- Allows you to allocate and reallocate licensing credits to remote servers, without downtime, as their requirements change

## Licensing Types by Device

### FULL DEVICE

Pool of license credits that covers fully managed devices (Ethernet switches, routers, Cisco Meraki Switches and Routers\*, firewalls, load balancers, controllers, hypervisors, server hardware, operating systems, and storage assets)

### BASIC DEVICE

Pool of license credits that covers ping-only and basic managed devices.

- Ping Only – checks for reachability and latency via ICMP
- Basic SNMP – polls metrics (but does not include any port data)
- VM/SD/AP devices associated with a VM platform or other type of controller

## Object(s):

An Object License credit is required for each port being monitored as well as for sub-objects created using the User Defined Pollers.

Objects credits are automatically included, relative to the number of device credits purchased. This pool helps ensure that overall Entuity server polling remains within sensible limits for the server. In the exceptional circumstance that you exceed the object limit, please contact Entuity support.

The object pool will be calculated as follows:

**Objects = (70 x Full devices purchased) + (5 x Basic devices purchased) + any extra objects purchased.**

*\*Cisco Meraki – If port level monitoring is required, will require a Full Device license per unit*

## Frequently Asked Questions

---



### Licensing Types by Module

#### CONFIGURATION MANAGEMENT

Pool of license credits that covers both Configuration Management and Configuration Monitoring—charged by device.

#### INTEGRATED FLOW ANALYZER PREMIUM

Integrated Flow Analyzer Premium is an enterprise level license. Once purchased, it can be used across all servers and devices.

#### SUREPATH NETWORK PATH MONITORING

SurePath is licensed per path with a maximum of 100 paths per Agent

### License Consumption Models

On Prem Perpetual

On Prem Subscription

---

### How long does it take to configure Entuity Software?

Once you've provided our team with the necessary details, you can expect the complete process to take around a week, including two or three check-in meetings. Entuity Software takes between 30-60 minutes to install, configure, and prepare for onboarding devices.

---

### Is there anything available online to get familiar with Entuity?

Yes. Please refer to our [help documentation](#).

---

### What do I get with Integrated Flow Analyzer?

Entuity Integrated Flow Analyzer integrates flow-based performance data alongside Entuity's elemental performance data. With flow collection, you can identify:

- Network congestion
- Applications consuming high bandwidth percentage
- Destination of network traffic

Data can be collected and stored with a granularity of 5 minutes and is retained for one month. Flow data is collected from its own local collector. Data is stored in a compressed form but can also be stored in an uncompressed form by disabling de-ephemeralization.

On a high specification dedicated flow collector, Entuity can support 100,000 flows per second.

*\*Note: with the correct license, you can have access to Integrated Flow Analyzer Premium, which provides increased functionality.*

---

### How many devices can I monitor using Entuity?

You can install Entuity to both physical and virtual machines. The hardware requirements are the same for both.

The two key loading factors are the number of devices and the number of ports (i.e., physical, and virtual interfaces). These are inversely related - the maximum number of devices that can be managed without affecting performance characteristics is inversely proportional to the total number of objects.

Estimate how many devices and ports you want the server to manage. You should only include to your estimate devices that you intend to SNMP poll (this is because Ping Only devices have a limited impact on server resources). Entuity uses ICMP to only poll their management IP addresses.

Minimum server specifications:

- **Low:** 400 devices and 25,000 ports
- **Intermediate:** 800 devices and 50,000 ports
- **High:** 1,000 devices and 70,000 ports

For the purposes of server sizing, assets such as SD controllers, server devices and storage devices are all considered as devices. However, associated devices and any devices/platforms managed through a controller should be considered in the port count. For example, if a Meraki controller has 20,000 end devices, those 20,000 end devices should be considered as 20,000 ports for the above calculations. An exception to this occurs if you are directly managing these end devices/platforms through SNMP, in which case they would be counted as fully managed devices in their own right.

---

### Does Entuity offer reporting?

Yes. Entuity comes with over 100+ reports out of the box, as well as a user-friendly drag and drop report builder.

## Frequently Asked Questions

---



### Does Entuity support notifications and alarms?

Yes. Entuity includes a highly intelligent event management system that can be used for correlation, configuring rules, and integrating with ticketing systems like ServiceNow, Team Dynamics, or Big Panda. Entuity can reduce event noise by up to 90%.

---

### How does Entuity approach role-based access control?

Entuity allows you to have multiple user groups with different permissions. It also offers a multi-tenancy option for multiple tenants on the same platform.

---

### Can I monitor multiple locations with one license?

Yes.

Entuity enables you to create trusts between servers. This means that one server can use the resources of another server or of multiple servers.

With a multi-server configuration, you can use an Entuity server to:

- Act as a non-polling central server that uses remote servers to poll the network.
  - Act as a central license server for all its remote servers. Although you can have more than one central licensing server, a remote server can only accept license credits from one central licensing server at any one time.
  - Use the flow collection capabilities of its remote servers.
  - Use network paths discovered by SurePath.
  - View details of another server through the System Information page.
  - Launch the client of a remote Entuity server (although the administrator will have to log in).
- 

### What vendors does Entuity support?

Entuity is vendor agnostic. It can support virtualized environments, physical environments, and over 3,000 vendors in a single platform. You can find the full list of supported vendors [here](#). In addition, Entuity supports any SNMP compliant device out of the box.

---

### What is the Entuity release cycle?

Entuity has one major release annually, quarterly patches, and emergency patches when necessary.

---

### How am I informed about new features?

Our team sends customers a release notification detailing the new version. This is also the procedure for patch releases.

- Major releases are documented [here](#).
  - Patches are documented [here](#).
- 

### Does Entuity offer a free trial?

Currently, we provide customers seeking a proof of concept with a complimentary 30-day license. This typically includes a small VM with a set of devices the customer can manage. Customers who opt for a free trial and later purchase the software can easily scale to a production system.

---

### How fast is support?

Very. The Entuity responds to all customers ASAP, usually within a few hours to confirm receipt of ticket. Resolution is of course dependent on the nature of the problem.

## Frequently Asked Questions

---



### Is there a support community for Entuity?

Not yet. However, we plan to offer a support community in the future as Entuity grows.

---

### How much bandwidth does Entuity utilize?

We generally recommend that customers estimate four bytes per second per interface in both data directions.

---

### What integrations does Entuity offer?

There are two types:

1. Events, which allow you to send alerts into ticketing systems
2. Data integration

### About Entuity:

Designed for today's multi-vendor networks, Entuity Software™ enables NetOps teams to more efficiently and effectively monitor, visualize, and manage their networks.

- Significantly reduces alert noise so you can focus on what is important.
- Resolves issues quickly and gets to the root cause using real-time analytics.
- Delivers proactive management with predictive trends.
- Supports a multi-cloud strategy. Entuity is easy to install, customize, operate, and maintain and lowers total cost of ownership to a fraction of other products.