ENTUITY
SOFTWARE™
FROM PARK PLACE TECHNOLOGIES

Common Customer Questions

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1. Architecture & Deployment

Q: Is Entuity on-prem or cloud-based (SaaS)?
A: Entuity is an on-premise application. You install it on your own servers (physical or virtual machines). While it's not SaaS, you can choose to host those servers in your own cloud environment (like AWS or Azure). The key is that you manage the underlying infrastructure where Entuity is installed.

Q: Can Entuity run on VMs? Windows or Linux?
A: Yes, it runs perfectly well on **Virtual Machines (VMs)**. You can install it on either **Windows Server** or **Linux** (multiple flavors supported). Park Place has no preference; use the OS you are most comfortable with.

Q: Does Entuity require an external database (like SQL Server)?
A: No. Entuity comes with its own self-contained, integrated database (MariaDB, an open-source MySQL fork). You do not need to procure, install, or manage a separate database like Microsoft SQL Server, which can save on licensing costs and administrative overhead compared to tools like SolarWinds.

Q: How does the architecture scale for larger environments? Do I need multiple servers?
A: Entuity uses a **Federated Architecture**. A single Entuity server (a "poller") can monitor up to roughly 1000-1700 devices (depending on complexity). For larger environments, you add more polling servers. Data stays on the poller that collects it. You typically use a **Consolidation Server** (same software, just doesn't poll devices directly) to log in and see data from all pollers in a single view. You can have multiple pollers report to one consolidation server. We don't charge per server instance, only by managed device count.

Q: How does Entuity handle High Availability (HA) or Disaster Recovery (DR)?
A: There are several approaches depending on your needs:

- **VMware HA**: Rely on vMotion and VMware's HA features to move the Entuity VM to another host if the primary host fails.

- **Active/Active Polling:** Deploy duplicate polling servers in separate data centers, each monitoring the same set of devices. This provides immediate failover for monitoring but requires careful handling of alerts (often filtered at the ITSM level) and licensing considerations (discussed as a "handshake agreement" for duplicate monitoring).

- **Consolidation Server HA:** Deploy two consolidation servers (Primary/Secondary) pointing to the same set of pollers, potentially behind a load balancer (active/passive recommended). Users log into the active one; if it fails, they use the secondary. Administration is typically done only on the primary when both are up.

- **Warm Standby:** Less common, involves backing up the primary poller's database and restoring it to a standby server periodically. This involves a data gap upon failover.

2. Licensing

Q: How is Entuity licensed? Is it per device, port, node, or sensor?

A: Entuity is licensed primarily **per device.** We don't charge per port or interface, allowing you to monitor all ports on a licensed device without additional cost.

There are two main license types:

- **Full:** Used for core infrastructure like switches, routers, firewalls, physical servers, hypervisor hosts, and VMs where you need OS service monitoring.

- **Basic:** A fraction of the cost of a Full license, used for associated devices like Wireless Access Points, VMs (for performance monitoring via the hypervisor without OS service detail), and simple up/down ping monitoring (like printers, cameras).

Specific modules like SurePath (licensed per path) and Configuration Management (licensed per device enabled for it) might be separate line items depending on the need.

Q: How are switch stacks or chassis licensed?

A: A switch stack (managed as one logical unit) or a chassis counts as **one single device license**, regardless of the number of member switches or line cards within it.

Q: How are VMs and Hosts licensed?

A: The hypervisor host (e.g., ESXi host) requires a **Full** license. VMs monitored through the hypervisor (giving performance stats like CPU, memory, disk via VMware tools/API) can use a **Basic** license each. If you need to monitor specific OS services running inside a VM, that VM would need a **Full** license (monitored via WMI/SSH, not just the hypervisor).

3. Monitoring Capabilities & Features

Q: What devices can Entuity monitor? Is it vendor-agnostic?

A: Entuity is **vendor-agnostic**. It supports thousands of devices out-of-the-box from major vendors (Cisco, Arista, Juniper, Palo Alto, Fortinet, Aruba, HP, Dell, etc.) via SNMP, APIs, WMI, SSH. If a device isn't recognized, Park Place support can typically certify it within a couple of days using an SNMP walk.

Q: Entuity monitor wireless networks (APs, Controllers)?

A: Yes. It monitors wireless controllers (e.g., Aruba, Cisco WLC) via SNMP (Full license) and discovers the associated Access Points (APs). APs themselves typically use a Basic license for status/reachability checks. It provides visibility into AP status, basic performance, and client counts but doesn't replace the vendor's specific management platform (like AirWave, Aruba Central, Cisco Prime/DNAC).

Q: Does Entuity do automated network topology mapping?

A: Yes. Entuity automatically discovers Layer 2 (via CDP/LLDP) and Layer 3 (routing protocols like BGP, OSPF) connections between monitored devices and builds dynamic topology maps. These maps can be viewed within Entuity or exported to Visio.

Q: Can I see device locations on a geographic map?

A: Yes. Entuity integrates with the **Google Maps API**. If you provide a street address for your devices or views (groups of devices), they can be displayed on a geographic map with status overlays.

Q: Does Entuity monitor NetFlow/sFlow/JFlow?

A: Yes. Flow analysis is **built-in** (no separate module cost like SolarWinds NTA). It can identify top talkers, applications, conversations, protocols, etc., to help analyze bandwidth usage. A premium version (IFAP) offers longer data retention and more detailed conversation analysis if needed.

Q: Can Entuity monitor application paths or user experience (like ThousandEyes or NetPath)?

A: Yes, through the **SurePath** feature (licensed per path). It uses lightweight agents (Windows/Linux) deployed at source locations to perform TCP trace routes to target applications (internal or external like Office 365, Salesforce). It maps the hops, measures latency at each hop, and helps identify if performance issues are internal, with the ISP, or at the application provider.

Q: How does Entuity handle alerting and reduce noise?

A: This is a key strength. Entuity uses an advanced **Event Management System (EMS):**

- **Incidents vs. Events:** It distinguishes between raw events (like a single ping fail) and actionable incidents (a device is confirmed down).

- **Correlation:** It correlates related events. For example, if a core switch goes down, alerts from dependent downstream devices are suppressed and rolled into the main switch-down incident.

- **Suppression & Hold-downs:** You can configure rules to suppress alerts unless a condition persists for a defined time (e.g., CPU must be >90% for 15 minutes).

- **Flap Detection**: Built-in rules detect and suppress excessive alerts from flapping ports.

- **Customizable Rules:** The EMS allows creating custom rules and triggers for specific needs.

- **Result:** Aims to reduce alert noise significantly (~99%) so teams only focus on actionable incidents.

Q: Does Entuity do Configuration Management (Backups, Compliance)?

A: Yes. **The Configuration Management** capability (licensed per device) allows:

- Automated backups of running/startup configs (nightly or change-based for Cisco).

- Comparison between different config versions to see changes.

- Policy checking against templates (e.g., ensuring specific security settings exist or forbidden ones like public SNMP strings don't).

- Alerting on unauthorized changes or policy violations.

- Pushing configuration changes or firmware updates (via automation tasks).

Q: Does Entuity have IPAM (IP Address Management)?

A: Yes. Basic IPAM functionality is included for monitoring IP address usage within discovered subnets and detecting conflicts. It can integrate with DHCP servers. More advanced features like reserving IPs are on the roadmap. It's not intended as a full replacement for dedicated DDI solutions like Infoblox but provides useful visibility.

Q: Can Entuity monitor servers (Windows/Linux) and VMware/Hyper-V?

A: Yes. It monitors:

- **Physical Servers**: Hardware health (fans, power, temp via IPMI/iDRAC/ILO), OS performance (CPU, memory, disk, network via WMI/SSH).

- **Virtualization:** Connects to vCenter or Hyper-V hosts (via API/SDK) to discover hosts, VMs, data stores, clusters, vSwitches. Monitors host resources.

- **VMs:** Monitors VM resource usage (CPU, memory, disk, network) via the hypervisor.

- **OS Services:** Can monitor specific Windows/Linux services running inside physical servers or VMs (requires OS-level monitoring via WMI/SSH, typically a Full license). Can also start/stop services via automation.

Q: Can dashboards and reports be customized?

A: Yes. Entuity is highly dashboard-driven. It comes with many pre-built system dashboards, but users can easily create custom dashboards with various "dashlets" (charts, tables, maps, incident lists, etc.). There's also a powerful report builder with ~150 templates, and custom reports can be created and scheduled for automated delivery (e.g., PDF via email).

Q: What integrations are available (e.g., ServiceNow, Teams, Slack, Jira)?

A: Entuity has out-of-the-box integrations for **ServiceNow** (ticketing and CMDB), **Splunk, Slack,** and **Microsoft Teams** (via webhooks). Other integrations (like Jira, OpsGenie, PagerDuty, specific ITSM tools) are often achievable via email, webhooks, or custom scripts using the Event Management System and Entuity's REST API.

4. Support & Services

Q: What is the support model like?

A: Park Place emphasizes strong, expert support. Unlike competitors who may rely heavily on community forums (like SolarWinds' Thwack), Entuity provides direct access to support engineers (based in the US & UK). Often, the same Solutions Architects involved in the demo/POC phase can assist with deployment and ongoing support (especially via Premium Support), providing continuity.

Q: Do you offer Professional Services or help with implementation?

A: Yes. Park Place offers Professional Services to assist with installation, configuration, dashboard building, report creation, and knowledge transfer. Proof of Concepts (POCs) are also guided by Solutions Architects to ensure success and often transition directly into production environments.

Q: Is there a trial version or POC available?

A: Yes. Entuity typically offers a guided Proof of Concept (POC) where customers can install the software in their own environment and test it with the assistance of an Entuity Solutions Architect. This is preferred over a simple time-limited trial download to ensure the customer evaluates the features relevant to their needs effectively.