FAQ

FREQUENTLY ASKED QUESTIONS

V2 Version 2
www.version-2.com 二版

PANDORAFMS
ENTERPRISE

1. INTEGRATION FAQ

I'm very interested in the VMware, Oracle, Exchange, Active Directory, DB2, JBOSS, Tomcat, and Weblogic plugins -among others. What do I need to do to access them?

In order to have access to the module library and the Enterprise plugins, http://pandorafms.com/Library/Library you need to own an Enterprise license. With the Open Source version, you only can use the Open Source plugins.

Is the SAP Plugin included in the license?

No, this is the only exception. This plugin is certified by SAP(tm) and it must be sold separately. It is only sold to enterprise customers.

How can I upgrade the Open Source version to the Enterprise version?

To upgrade from the Open Source version to the Enterprise version, you simply have to install two packages and enter the serial number. You don't have to migrate from one version to the other version or perform any other changes. The Enterprise version will start working immediately without any downtimes.

What is the real capacity of Pandora FMS in production?

Rakuten (one of the largest online stores in Japan) and Telefónica (one of the largest multinationals in the telecommunication sector) use Pandora FMS with thousands of agents. Check more references and case studies on the experience of many different worldwide companies with Pandora FMS at our website www.pandorafms.com.

2. LICENSE FAQ

What does the Pandora FMS license include?

The Pandora FMS license includes technical support, updates (patches and new versions) and access to the comprehensive module and the plugin online library with more that 300 plugins. With this license, you will have access to the knowledge base with hundreds of technical articles and specific advise so you can solve all your problems easily. Furthermore, it includes the Enterprise code so you can access the source code and modify it according to your needs.

Do I need to pay every year?

Pandora FMS delivers software and services via an annual license. When your annual license expires, a year after purchase, you have two options:

a) You pay the same amount one more year in order to maintain the technical support, new versions & updates and access to the Enterprise code, the knowledge database and the module library.

b) You can refuse to renew the annual subscription. In that case, you will loose the technical support, the updates, the new version upgrades and the access to the enterprise library modules. However, Pandora FMS will keep running fully without delays or any kind of downgrade.

Is there a minimum of devices required to obtain the license?

Yes, there is a minimum of agents. For licenses with support, the minimum is 100 agents.

COMMERCIAL FAQ

If the license cost is based on the number of servers / agents, is there a limit of monitors/modules?

A Pandora FMS agent is a container of information that could monitor 50 different devices or 1,000 devices if required. That is why there is no limit to number of devices or modules monitored by a single agent. It is very useful when it comes to monitoring network equipment because, for example, a 24-port switch can easily report a hundred modules or, when you need to monitor backbone routers.

What factors should I keep in mind when deciding the number of agents that I need?

Since our annual license is based on the number of "agents" and not on number of monitored items or monitored devices, you might think that it's a good idea to monitor all your devices with a single agent. It could be a very good idea if you just need to check simple things, like, for example, a simple connectivity check. However, if you need to check further information, we strongly recommend you using more agents to monitor your devices. Thus, all the information will be better organized and your experience will be much more agile, practical and faster.

How many licenses do I need for several installations of Pandora FMS?

If it is a redundant type installation (active / passive), you only have to purchase a license. However, if the installation is multisite (export server, metaconsole, cluster active / active), you will need a license for each separate server.

Can I also have the Enterprise version code?

We believe in and support the Open Source philosophy from a technical point of view. If you need to customize or thoroughly understand the technology that Pandora FMS is based on, you can access and view each line of the Enterprise source code, although you can't redistribute changes.

3. SUPPORT FAQ

Is there a limit to report tickets?

It depends on the license you have. If you have license for less than 250 agents, the limit is 10 tickets a year. However, from the 250 agent license onward, there is no limit of tickets to report.

Does the technical support include remote assistance?

Our support team will do their best to fix your problems, including remote assistance, as long as your problem is a technical issue/bug. However, the support does not include administrative or maintenance tasks. For consulting support, you can hire consulting hours.

What can I do if I need help when migrating from another software or upgrading Pandora FMS?

You can hire some consulting hours with our team to study the problem, develop the small scripts that you need and, of course, the -remote- action on your equipment.

Is it possible to buy a support package for the open source version?

Yes, it is. We have support packages for a limited number of instances, regardless of whether it is for the Open Source version or for the Enterprise version.

Open Source vs. Enterprise Manager Update

While the updates in the Enterprise version are manually tested to avoid unpleasant surprises, in the Open Source version the updates are automatically performed with the latest version in the repository.

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