



# FAQ

FOIRE AUX QUESTIONS



**PANDORAFMS**  
E N T E R P R I S E



## 1. INTÉGRATION FAQ

Je suis intéressé par les plugins VMware, Oracle, Exchange, Active Directory, DB2, JBOSS, Tomcat et Weblogic, entre autres. Comment puis-je y accéder ?

Tous ces plugins appartiennent à la version Enterprise. Pour accéder à la bibliothèque de modules et tirer profit des plugins Enterprise il est nécessaire de disposer d'une licence Enterprise. Avec la version Open Source vous ne pourrez utiliser que les plugins Open Source. <https://pandorafms.com/library/> (disponible en espagnol et en anglais).

Est-ce que le plugin SAP est inclus dans la licence Enterprise ?

Non, c'est la seule exception. Ce plugin est certifié par SAP™ et est vendu séparément. De fait, nous pouvons seulement le vendre aux clients de la version Enterprise.

Comment puis-je passer de la version Open Source à la version Enterprise ?

Pour mettre à niveau votre logiciel à la version Enterprise, il suffit d'installer deux progiciels et d'introduire le numéro de série. Le changement est immédiat et vous pourrez commencer à utiliser la version Enterprise sans migrations ni interruptions de service.

Quelle est la capacité réelle de Pandora FMS en production ?

Rakuten, un des magasins en ligne les plus importants du Japon, et Telefónica, vaste multinationale du secteur des télécommunications, utilisent Pandora FMS avec des milliers d'agents. Consultez plus de références et cas de réussite d'entreprises qui utilisent la version Enterprise partout dans le monde sur notre site web [www.pandorafms.com](http://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 than 300 plugins. With this license, you will have access to the knowledge base with hundreds of technical articles and specific advice 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 lose 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.



## 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.