



# Device Support Policy

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## Contents

|   |   |
|---|---|
| Introduction .....                                    | 3 |
| Requesting Device Support.....                        | 3 |
| What is covered under Standard Support Service? ..... | 4 |
| Options for Enhanced Device Support .....             | 4 |

## Introduction

Entuity offers extensive support for thousands of network devices from mainstream, niche, and historical vendors. This has been implemented through a library of vendor mapping files, complemented by configuration files that drive Entuity's Stormworks™ technology. A set of these files for all supported devices is included as part of each new Entuity release and support for additional devices is delivered continually in the form of override configuration files made available for individual customers and in 'roll-ups' in the form of software patches and/or inclusion in major releases.

There may be occasions when you wish to manage a device that is not covered by the standard set of device support files. With manufacturers continuously releasing new products and new versions of their existing products asynchronously with NWM product software updates, it is not uncommon for this situation to occur while using Entuity, or any other network management vendor.

Entuity has provided a degree of capability in the product for you to manage these 'new' devices without needing to wait for Entuity support. The product will create 'uncertified' mapping files automatically when a new type of device is taken under management for the first time, based on matching the device's characteristics with those of similar 'certified' devices. It will also monitor the new device using Stormworks collectors defined for similar devices if the collectors are able to return valid information. You can therefore manage uncertified devices in the same way as certified ones without making changes to the software.

## Requesting Device Support

Full certified device support can be requested by contacting the Entuity customer support team. They will validate the configuration created automatically by the software and will define additional collectors if necessary. The updated device support files will be provided to you as a standard customer support service, to which you are entitled under the terms of your software maintenance agreement. The Entuity support team is staffed to handle these requests as part of their normal day-to-day tasks. Such requests will not be treated as Functional Change Requests.

When making a request for additional device support, you will be asked to supply a full SNMP dump of the relevant device, together with any supporting MIB definition files you might have.

## What is covered under Standard Support Service?

Entuity operates with a data model that covers device features such as device inventory, ports, modules, fans, power supplies, etc. These features contain the attributes considered necessary to measure the health and operation of your network devices. We will make best efforts to provide collectors to populate the attributes of its data model for each certified device.

In cases where data is stored in areas of the SNMP MIB that conforms to IEEE standards (i.e. MIB-2), the work required to provide collectors is straight forward and vendor mapping files for this data can be supplied within a few days.

In other cases where data is stored in vendor specific areas of the SNMP MIB, adding support to monitor this data is much more involved, and varies from situation to situation. Past experience, and Entuity's internal goal is to achieve formal support in these cases in no more than four (4) working weeks after receiving the necessary SNMP dump and MIB files. Again, this delivery can vary, depending on the complexity of the MIBs.

## Options for Enhanced Device Support

The Entuity data model accommodates devices and information sources we believe to be network management oriented. The following options are available to you if you have a requirement to collect data that is not in our data model.

- Use the Entuity Custom Poller feature, which makes the necessary database changes and collects the data as required. Information on the Custom Poller may be found in your Entuity System Administrator Guide.
- Request an Entuity Professional Services engagement. We will review the requirement, and if there is a suitable alignment with the existing network management information, we will extend the data model as required. Such engagements are normally undertaken for a fixed price based on your statement of requirements.

If you require any further information about Entuity's device support policy, please contact a member of the customer support team.

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