

## Frequently Asked Questions

# Xian Network Manager

### LICENSING QUESTIONS

#### **How can I test Xian Network Manager?**

You can download a free evaluation version of Xian NM from our website here. This trial version will allow you to test and evaluate a fully functioning version of Xian NM for 60 days.

Free technical support is provided during the evaluation period.

#### **Can I extend my evaluation period?**

If you believe that your evaluation period was insufficient, please contact your sales representative at [sales@jalasoft.com](mailto:sales@jalasoft.com) to request an extension license.

#### **How many devices can I monitor with the evaluation license?**

You can monitor up to ten devices/VMWare Virtual Center with the standard evaluation license. If you would like to test more than ten devices on your Xian NM environment, please contact sales at [sales@jalasoft.com](mailto:sales@jalasoft.com) to request a special evaluation license.

#### **Can I import the Xian NM Smart Management Packs and start monitoring my devices immediately?**

No, in order to discover and monitor your devices, besides importing the management packs, you need to install the Xian NM components. Please review the Xian NM manual for more information.

#### **What does the one-year extended Software Service Agreement cover?**

The maintenance agreement includes Technical support for one year, access to patches, fixes, troubleshooting assistance by email, phone and online meetings, as well as enhancements and new features at no additional cost.

### PRICING

#### **What is the licensing model for Xian NM?**

In order to purchase Xian NM, you will first require a Xian Suite bundle (fixed fee). The bundle includes all Xian NM server components, 10 Standard Network Device Licenses, 400 NetFlow Licenses and 1 Xian Wings client license. Additionally, you will require a Smart Management Pack License per additional device or Virtual Center you wish to monitor with our solution.

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### How can I obtain the Xian NM price list?

If you would like to have our price list sent to you please send an email requesting the mentioned document to [sales@jalasoft.com](mailto:sales@jalasoft.com). Please note that the pricelist does not include any discounts which you may be eligible for.

### What types of discounts are offered?

We offer various types of discounts such as: volume (automatic discount), educational, government and reference discounts. For more specific information, please e-mail us at: [sales@jalasoft.com](mailto:sales@jalasoft.com). For information on partner and reseller discounts, please e-mail us at: [partners@jalasoft.com](mailto:partners@jalasoft.com)

### How can I get a quote for Xian Network Manager?

If you would like to have a quote sent to you, please send an email to [sales@jalasoft.com](mailto:sales@jalasoft.com). Please make sure to state the type and amount of devices that you would monitor with our solutions. For example: 10 Cisco Switch Catalyst 3560 switch; 15 Cisco Routers 7500; etc. You can also fill out our sales contact form [here](#).

## PRODUCT SUPPORT QUESTIONS

### Is my device supported?

More than likely yes, but to confirm or to add support for your network device, you can send us its SNMP dumps by opening a ticket in our technical support system.

### How can I obtain the SNMP dump file of my network device?

To obtain the procedure to retrieve the SNMP dump file from your device, follow this link: <http://download.jalasoft.com/pub/KB/XNM-0061-PRS.pdf>

### Is Xian NM compatible with OpsMgr 2012 R2?

Yes.

### Can I install SQL, Xian NM and OpsMgr on one single machine?

Yes, you can install SQL, OpsMgr and Xian NM on one machine; however, it is recommended that SQL is installed on a separate machine other than the one where Xian NM and the Management Server will be installed.

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### **Can I upgrade to the latest Xian NM version?**

Yes. If you are planning to upgrade please request the recommended upgrade procedure from tech support by opening a ticket [here](#).

### **Can I install Xian NM on Windows 2012?**

Yes

### **Is Xian NM compatible with SQL 2012?**

Yes

### **Is Xian NM compatible with IPV6 IP Addresses?**

No. Xian NM doesn't support this IP version as of yet, thus you should use IP v4 for configuring the components and discovering the desired devices.

### **Is VMware Virtual Center 5 supported by Xian NM?**

Yes. Please contact tech support for a patch that will let you monitor this version of VCenter.

### **How many devices can I monitor with Xian NM?**

The amount of devices Xian NM can monitor varies depending on how many rules you apply to these devices, how frequently the rules are executed and how many interfaces the rules are applied to. It is recommended that you only try monitoring up to 200 devices with a single installation of Xian NM (all components installed on an OpsMgr server) and install a dedicated Xian NM server if planning to monitor more devices.

### **Can I install Xian NM on a Linux machine?**

No, Xian NM can only be installed on Windows server 2008 SP1 or higher.

### **Can I create my own management packs and monitoring rules?**

It is not yet possible to create a full management pack for a device but it is possible to create custom rules to extend the set of rules available on Xian NM. You can watch a video describing this feature [here](#).

### **Can I create and customize my own policy templates?**

Yes

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**Can Xian NM monitor devices that are behind a firewall or in a remote location?**

Yes, by installing an additional NMS service in that location.

**Can Xian NM receive SNMP traps?**

No, but it can receive and filter syslog messages instead.

**Does Xian NM monitor Netflow?**

Yes. It currently supports receiving Netflow version 5 and 9 packets.

**Can I have Tech Support assistance for more than 1 year?**

Yes, you can renew your Software Service Agreement on a yearly basis or even request support for 2 years in advanced.

**Does Xian NM support the last version of Savision Live Maps?**

Yes

**Can I add more devices to my existing license after I receive my permanent license?**

Yes

Don't see your question answered? Call us in the US at +1 888-402-6717 or write to [sales@jalasoft.com](mailto:sales@jalasoft.com). We'll answer your question and will add it to our list.