DEVICE42

Frequently Asked Questions

What counts as a device? ^

The term "device" refers to any physical, virtual, blade, or cluster device. Switch ports, non-IP based assets (e.g. monitors, projectors, software) and other data center components do not count against licenses.

What is a used IP? ^

Any IP address that is marked as not available in the Device42 software is counted as a used IP for purposes of determining the correct pricing tier above. The number of used IPs for any pricing tier is 10 times the number of devices for that license tier. However, an unlimited number of available IPs can be recorded.

Does core product include everything? ^

Software license management, services discovery and dependency mapping, deep application mapping, and power monitoring and control are separate add-ons and are priced separately. Please reach out to us to get more information on these add-ons.

Refund Policy and Satisfaction Guarantee ^

We are so confident that you'll be delighted with our software that we make ordering our software totally risk-free, with our 30-day Risk Free Unconditional Money-Back Guarantee! That's right – if you are not satisfied with our software for any reason whatsoever, just let us know within 30 days of purchase and we will refund your order in full. No questions asked.