

SolarWinds Maintenance Benefits

it pays to keep your maintenance active!



“For me, tech support is probably the most important consideration for any software or hardware product, and I can definitely give SolarWinds an A+!”

— Irishjd,
comment posted on thwack

Why Should I Stay On Maintenance?

SolarWinds licensed products include a year of maintenance from the date of purchase. Annual maintenance provides tremendous ongoing value to customers at a small fraction of the original purchase price. SolarWinds recommends customers renew their maintenance prior to the expiration date to ensure that you continue to reap the benefits of ongoing product improvements.

Active Maintenance Provides You with Access to:

- Product Updates (Major Enhancements, New Features, and Bug Fixes)
- Technical Support (Phone and Email)
- Additional Product Components to Extend Functionality
- Beta Participation to Shape Future Product Direction

“Built By Network Engineers, For Network Engineers”

Our product managers and development teams are constantly incorporating feedback from our vibrant community of network engineers into new releases. In the last year, we have released new versions of almost all SolarWinds products that included significant feature enhancements — many requested by the community.

A multitude of minor product releases also enhanced functionality across our products. Many product improvements result from support calls that help us understand the needs of our customers and enable us to quickly respond by providing service releases that resolve issues. These important product updates are only available to customers on active maintenance.

Technical Support You Can Depend On

SolarWinds tech support provides a valuable service to your organization at a level that far exceeds most software companies. Our experienced support team is dedicated to helping you keep your network running at peak performance.

We are happy to assist with any product issues that you encounter, and we think you'll be pleased with the speed of our response.

Additional Components

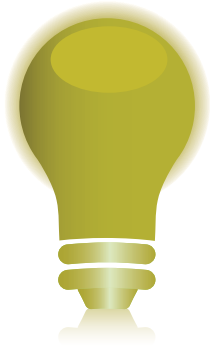
SolarWinds often provides additional software components that allow customers to extend the functionality of their licensed products. These components are only available to customers on active maintenance and can be downloaded directly from the [SolarWinds customer portal](#). A few examples of these components include:

- **SolarWinds Poller Migration Utility** — Migrate a SolarWinds Poller into a complete SolarWinds installation
- **EOC Map Conversion Utility** — Convert SolarWinds Network Performance Monitor (NPM) maps for use with Orion EOC
- **SolarWinds Management Pack for Microsoft® System Center** — Display data from SolarWinds NPM
- **SolarWinds NetFlow Traffic Analyzer (NTA) in Microsoft System Center Operations Manager**

Renew Your Maintenance Today!

There are three easy ways to renew your maintenance:

1. Log into your [customer portal](#) on the SolarWinds website and select “Renew your Maintenance”
2. Contact the SolarWinds Maintenance Team at maintenance@solarwinds.com
3. If you previously ordered through a reseller, please contact them directly to renew



More Value, Lower Total Cost of Ownership

In a recent report on managing total cost of ownership for enterprise software, Gartner analyst Jane B. Disbrow cautions, “rights to the follow-on versions should be at no additional cost¹.” So when you’re evaluating the value of any software maintenance agreement, be sure to ask whether major releases are included. SolarWinds includes all major releases with its maintenance.

Maintenance at SolarWinds is remarkably affordable. Since SolarWinds products have “dramatically lower price points,” as Dennis Drogseth recently noted in Network World, the dollar cost of maintenance from SolarWinds is much lower than most competitors². With some vendors, the cost of maintenance is calculated based on the number of users and can cost more than the original license. SolarWinds keeps maintenance simple, fair, and affordable.

Allowing your maintenance to expire can be a costly mistake. Your IT environment is constantly changing — new devices, new challenges — and our frequent updates help you stay on top of it. Renewing maintenance is far less expensive than purchasing a new license after your maintenance has expired.

Competition

At SolarWinds, we pride ourselves on doing things differently. Our products and our maintenance are highly competitive in the IT management marketplace.

How SolarWinds Differs from Point Products

- **Software Releases are Loaded with New Features** — SolarWinds developers rapidly introduce high quality software releases with new features in the same time span that some competitors merely provide bug fixes.
- **Community-Driven Roadmap** — Our thriving community includes thousands of network engineers directly contributing to the features included in product releases. This means we discover, design, and develop solutions to problems before you even have to deal with them.

How SolarWinds Differs from Traditional Enterprise Solutions

- **High-End Features without the High Price** — SolarWinds gives IT professionals enterprise-class features at affordable prices. See how much you could save in annual maintenance alone!
- **Content Exchange** — SolarWinds products leverage user-generated content from thousands of network engineers. If they can monitor it, you can monitor it!
- **Active Community** — The SolarWinds community connects you to thousands of your colleagues, so you’ll never have to solve an IT management issue alone again.

Future Proof Your Network

Moore’s Law is driving technology change at a rapid pace, and with new technologies deployed on your network almost daily, SolarWinds products help you leverage these new technologies. Keeping your products under active maintenance allows you to access new software releases, which include support for the latest technologies, such as:

- **Cisco® Unified Computing System and Nexus 1000v virtual switches**
- **VMware® vSphere™, ESX, and ESXi**
- **Wireless AP support including: Meru®, Cisco®, HP®, and Aruba®**

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footnotes:

¹ Gartner, Inc. “Reduce Your Software Total Cost of Ownership by Including These Missing Terms and Conditions” by Jane B. Disbrow, dated October 2008.

² NetworkWorld, “SolarWinds is Doing Something Right” by Dennis Drogseth, dated August 2008.



Maintenance Delivers Benefits

Active maintenance delivers valuable benefits, including access to additional components, beta participation, technical support, and most importantly, product releases that include new features and enhancements requested by our community. Below, you will find a list of recent features updates for each of our products that were completed in the last year.

“Newer versions require
no additional training,
no additional software to install,
no additional licensing, and
no additional effort.
Upgrades are seamless
and reliable.”

— jp,
comment posted
on solarwinds.com

SolarWinds Network Performance Monitor	SolarWinds Network Configuration Manager	SolarWinds NetFlow Traffic Analyzer	SolarWinds Application Performance Monitor
5 releases since January 10	4 releases since January 10	4 releases since January 10	3 releases since January 10
<ul style="list-style-type: none"> • IPv6 Support • HP ProCurve 420 Support • Improved Juniper® Support • LUCID Interface • Dynamic Service Groups • Conditional group dependencies • Virtual Infrastructure Monitor • Cisco UCS Support • Active Directory® Integration • Meru Networks Wireless Support 	<ul style="list-style-type: none"> • Change Request Approvals • Enhanced Node Management • Enhanced Account Management • Seamless Orion NPM Integration • Enhanced Policy Reporting • One-click, Import or Export of Config Change Templates • Enhanced IPv6 Support • User Tracking • Intuitive Point-and-Click Interface • Global Configuration Search 	<ul style="list-style-type: none"> • Border Gateway Protocol Support • Flow Navigator • End-Point Centric Resources • Top Talker Optimization • Advanced Application Monitoring • IP Address Groups • Multi-Vendor Flow Support • CBQoS Support • Ingress & Egress Support • Port Application Grouping 	<ul style="list-style-type: none"> • Integrated Virtual Infrastructure Monitor • JMX MBeans Dynamic Service Groups • Conditional Group Dependencies • LUCID Interface • Module or Standalone • Microsoft Active Directory • Support for Native Nagios® Scripts • Expert Templates

SolarWinds Storage Manager	SolarWinds IP Address Manager	SolarWinds IP SLA Manager	SolarWinds Virtualization Manager
7 releases since January 10	3 releases since January 10	2 releases since January 10	2 releases since January 10
<ul style="list-style-type: none"> • Discovery Enhancements • HP PolyServe Clustered File System for NAS Support • Windows 64-bit Support • Improved IBM® SVC Performance • Simplified UI • Integration with Orion Products and Virtualization Manager (view storage metrics, launch STM from VM) • Support for IBM XIV, Hitachi Data Systems® VSP • LUN Top 10 Performance Reports • Extensive Cross-Object Linking • Target View (LUN view) - gives a single view of all LUN related information • Scalability Enhancements • Improved Support for Clariion®, HDS and IBM SVC Arrays 	<ul style="list-style-type: none"> • Standalone or Integrated Operation • Create IPv6 Subnets & Plan IPv6 Migrations • Historical Address Tracking • Scheduled Scanning • Subnet Allocation Wizard • Top 10 Subnets Used • DHCP Integration 	<ul style="list-style-type: none"> • New IP SLA Operations • Alerting on IP SLA Operations • Automatic IP SLA Configuration • Cisco CallManager® Support • Call Path Configuration • VoIP Statistic Gauges • Scalability Improvements 	<ul style="list-style-type: none"> • Time Travel: Enables Historical Problem Diagnosis • Launch VM from within VSphere using Plugin • Storage & Network I/O Support in Capacity Planning • Alert Recommendations • Improved Performance Charting • Host & Cluster Health Dashboards • Showback Dashboards • New Alerts • New Trends • Integration with Storage Manager (view storage metrics, launch STM from VM; better VM-to-spindle storage mapping) • Better Usability (new widgets, dashboard selector, map view improvements)

SolarWinds ipMonitor	SolarWinds LANsurveyor	SolarWinds Engineer's Toolset	SolarWinds Synthetic End User Monitor
1 release since January 10	1 release since January 10	4 releases since January 10	1 release since January 10
<ul style="list-style-type: none"> Improved Bandwidth Monitor Printer Monitor Exchange 2010 Monitor Windows 2008 R2 Support UI Improvements 	<ul style="list-style-type: none"> Support Added for Windows 7, Windows 2008, and Windows 2008 R2 Export Maps to Visio 2007 & 2010 Improved Map Spacing for Drawing Maps SNMP Community String Improvements Password Improvement 	<ul style="list-style-type: none"> Database Import to Workspace Studio Firefox® Integration Improved Toolset/Orion Integration Improved Exporting Enhancements to Existing Tools Including NetFlow Realtime SolarWinds Labs Experimental Gadgets 	<ul style="list-style-type: none"> SolarWinds SeUM Launched in August 2011

SolarWinds Log & Event Manager	SolarWinds User Device Tracker	SolarWinds Kiwi Syslog Server	SolarWinds Scalability Engines
4 releases since January 10	1 release since January 10	3 releases since January 10	1 release since January 10
<ul style="list-style-type: none"> Support for Additional Data Sources Performance Improvements Support for Kiwi Syslog Server nDepth Log/Event Improvements Custom Report Filtering, Additional Reports/Categories Native 64-bit Linux Agent Support Improved support for Windows 7/2008 Appliance Platform/Software Updates 	<ul style="list-style-type: none"> User Information from Active Directory 	<ul style="list-style-type: none"> Enhanced Web Access Dynamic Filtering Enhanced Update Notifications Support for Windows 7 	<ul style="list-style-type: none"> Support for Storage Manager and SolarWinds IPAM

SolarWinds Enterprise Operations Console	SolarWinds CatTools		
2 releases since January 10	1 release since January 10		
<ul style="list-style-type: none"> Support for the Latest Versions of SolarWinds Orion Products User Defined Links Performance Improvements 	<ul style="list-style-type: none"> New Device Types Device Variations Feature Enhanced and Expanded Customer and Community Requested Script Enhancements 		

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