

Understanding Your Two Accounts

Currently, the ipMonitor and SolarWinds licensing systems are separated systems. Each system requires a different account. We are addressing this inconvenience, though we wanted to provide you with ipMonitor as soon as it was available.

SolarWinds and ipMonitor Accounts

Your SolarWinds account:

- Starts with the letters 'SW' and is followed by a sequence of digits.
- Provides access to downloads for all products.
- Provides access to licenses for all products except ipMonitor and LANsurveyor.
- Identifies you and your case history when contacting SolarWinds support.

Your ipMonitor account:

- Is the administrative e-mail address you provided when you purchased ipMonitor.
- Is used within the ipMonitor software when retrieving and parking your licenses.
- Provides access to the ipMonitor License Manager and the Custom MIB Database Builder web pages accessible only by ipMonitor customers.

Locating Your SolarWinds Account

If you cannot find your SolarWinds account information, contact our customer service team.

Locating Your ipMonitor Account

Your account name, when first created, was the email address of the administrative contact you provided when purchasing ipMonitor.

An email titled "Your New Account at the ipMonitor Support Portal" or "Your new ipMonitor Account at the SolarWinds Support Portal" contains your account details. Consider searching your email archives.

To attempt to retrieve the account name from the SolarWinds support portal:

1. Log on to <http://support.solarwinds.com> with your SolarWinds account.
2. Click **Software Keys**, and then click an ipMonitor license on the Available Software Keys page.
3. Click **Forgot your account or password?** on the IpMonitor Support Login page, and then enter the administrative contact email address.
4. An email containing the new password is sent to the administrative contact.

If you cannot find your ipMonitor account information, contact our customer service team.

CONTACTING OUR CUSTOMER SERVICE TEAM

OPEN A TICKET ON THE WEB	Go to http://support.solarwinds.com and click contact our Customer Service team	EMAIL	customerservice@solarwinds.com
		TELEPHONE	866.530.8100