

# SOLARWINDS RENEWAL PROGRAM BENEFITS

It pays to keep your maintenance active!

## SOLARWINDS ANNUAL RENEWAL PROGRAM AND BENEFITS

SolarWinds automatically includes one year of maintenance with the purchase of our licensed products. This allows our customers experience the SolarWinds difference, including frequent product releases and 24x7 support for a full year without an additional charge. After the first year, your annual renewal preserves access to SolarWinds world-class software updates, support, and virtual instructor led product training.

## ACTIVE MAINTENANCE PROVIDES YOU WITH FIXES, FEATURES AND ACCESS

- Product Updates (Major Enhancements, New Features, and Bug Fixes)
- 24/7 Technical Support
- Additional Product Components to Extend Functionality
- Beta Participation to Shape Future Product Direction
- Free Product Training (Virtual Classroom with Lab & Lecture). For more info & schedule, visit <https://customerportal.solarwinds.com/CustomerTraining>

## SOFTWARE UPDATES “BUILT BY IT PROS, FOR IT PROS”

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. Many minor releases have also enhanced functionality across our products. These releases often result from support calls that help us understand the needs of our customers, and allow enable us to quickly respond with service releases that resolve specific issues. Both major and minor releases of our product software are only available to customers on active maintenance.

## 24/7 TECHNICAL SUPPORT YOU CAN DEPEND ON

The SolarWinds Global Technical Support team is happy to assist with any product challenges you may encounter, and we pride ourselves on our speed and quality of response via phone or tickets. Remember, you can submit a ticket and track the progress through your customer portal. For your convenience, you can also utilize our Success Center, where you can search all support resources (documentation, videos, training, knowledge base articles) or browse resources by product. [https://support.solarwinds.com/Success\\_Center](https://support.solarwinds.com/Success_Center)

## EXTRA SOFTWARE TO EXTEND FUNCTIONALITY

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
- **Cisco SmartAdvisor Utility** — Perform health check on Cisco devices, and generate reports with SolarWinds NCM and SmartAdvisor.
- **SolarWinds Management Pack for Microsoft® System Center** — Display data from SolarWinds NPM and SAM
- **SolarWinds Kiwi Syslog Utilities** — Forward Windows Event Logs or Tunnel Syslog Across the Internet



*“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

## RENEW TODAY!

SolarWinds provides four easy ways to renew:

1. Log into your customer portal on the SolarWinds website and select “Renew your Maintenance”
2. Contact the SolarWinds Renewal Team at [renewals@solarwinds.com](mailto:renewals@solarwinds.com)
3. If you previously ordered through a reseller, please contact them directly for pricing
4. Access your emailed quote to upload your purchase order, request an invoice, or pay with a credit card.

Questions? Please contact us: [renewals@solarwinds.com](mailto:renewals@solarwinds.com)

## How is SolarWinds Different Than Other Software Companies?

### SIMPLE AND FAIR PRICING FOR LOWER TCO (TOTAL COST OF OWNERSHIP)

SolarWinds keeps its maintenance pricing simple, fair, and affordable to deliver maximum value for a minimum cost.

Jim Frey, Research Director for Enterprise Management Associates, noted that the application-aware Network Performance Management software present in SolarWinds software has a “virtue of options for getting started at very low cost,” “best-in-class maintenance rates,” and warrants a “top ranking in terms of overall cost advantage.”

### SELF-SERVICE FOR LOWER TCO

SolarWinds pays close attention to the needs of the IT professionals, and builds easy-to-deploy and use products that solve every day IT management problems out of the box. This allows our customers to deploy, configure and maintain our products with less training and fewer resources.

Jonah Kowall, a Research Director at Gartner, notes that “technology providers that are focused on usability and ease of implementation without professional services create additional value in time savings and capital preservation.”

### FREQUENT AND SIGNIFICANT PRODUCT RELEASES

We never rest on our laurels. SolarWinds frequently releases high quality software with major features, minor enhancements and bug fixes, and provides them to customers with active maintenance at no additional charge. (Many of our competitors merely provide bug fixes on their products or charge for updates.)

### ADAPTATION TO EMERGING INFRASTRUCTURE

Technology change continues at a rapid pace, and SolarWinds products help you plan for and then leverage these new technologies as they come to market and gain acceptance. Keeping your products under active maintenance allows you to access new software releases, which include support for the latest technologies, such as:

- Amazon Web Services
- Cisco Unified Computing System and Nexus® 1000v virtual switches
- VMware® vSphere, ESX® and ESXi™
- Microsoft Hyper-V®
- Wireless AP support including: Meru Networks®, Cisco, HP®, and Aruba®
- Windows Server 2016®

### COMMUNITY-DRIVEN ROADMAP

The SolarWinds community includes thousands of network engineers and system administrator who directly contribute to the features included in SolarWinds product releases. This allows us to discover, design, and develop solutions to problems before you even have to deal with them. Furthermore, we frequently publish sections of our roadmap to our THWACK® community forum as “what we’re working on” posts.

### “BETTER THAN ENTERPRISE” SOLUTIONS

SolarWinds gives IT professionals enterprise-class features at without high “enterprise software” prices. We also encourage you to participate in THWACK, our open community of like-minded professionals, so you never have to solve an IT management issues alone again. We also differ from the “consultant + software” model used by many enterprise software companies: when you purchase a SolarWinds product you know you’ll be deploying soon!



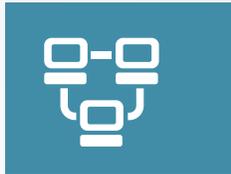
*“Newer versions require no additional training, no additional software to install, no additional licensing, and no additional effort. Upgrades are seamless and reliable.”*

— jp,  
comment posted  
on solarwinds.com

## RECENT SOFTWARE UPDATES PROVIDED UNDER MAINTENANCE

Below, you will find a list of features added to major SolarWinds products from 2015 until Q1 2017.

| Enterprise Class Network Management  |  |  |
|--|--|--|
| Network Performance Monitor  | NetFlow Traffic Analyzer   | Network Configuration Manager  |
| 2 major and 4 minor releases   | 2 major and 3 minor releases   | 2 major and 1 minor releases   |
| <ul style="list-style-type: none"> <li>• NethPath Services Dashboard: Hop-by-hop network critical path analysis regardless of device location—on-premises, hybrid networks, and the cloud</li> <li>• Thorough monitoring of Cisco Meraki products</li> <li>• Comprehensive monitoring of F5® Big-IP® family of products</li> <li>• Detailed monitoring of Cisco® switch stacks</li> <li>• New and improved UI for better usability and navigation experience</li> <li>• Native integration with ServiceNow®</li> <li>• Wireless Heat Map: Visualize wireless signal strength and location of connected clients</li> <li>• Support for Aerohive and Juniper wireless controllers and devices</li> <li>• Deep Packet Inspection and Analysis: Identify network and application latency issues</li> <li>• PerfStack™ dashboard provides correlated time based view of disparate historical data to discover system and application insights across hybrid IT</li> </ul> | <ul style="list-style-type: none"> <li>• Support for Cisco Network-Based Application Recognition (NBAR)</li> <li>• Integration with NetPath Services dashboard in Network Performance Monitor</li> <li>• Improved automatic sampling and support for manually sampling rate configuration</li> <li>• Integration with User Device Tracker</li> <li>• Improved ToS classification</li> <li>• Improved flow data retention and storage</li> <li>• Process flow data over 50,000 fps</li> <li>• Explore and analyze flow data with one-minute granularity</li> <li>• Improved web page load time</li> <li>• Support for NetFlow-Lite</li> <li>• Support for VMWare ESX vCenters</li> <li>• Support for Citrix CloudBridge IPFIX</li> <li>• PerfStack dashboard provides correlated time based view of disparate historical data to discover system and application insights across hybrid IT</li> </ul> | <ul style="list-style-type: none"> <li>• Integration with NetPath Services dashboard in Network Performance Monitor</li> <li>• Manage F5 Big-IP binary config files</li> <li>• Connector for Cisco SmartAdvisor generates reports on Cisco devices for EOL, PSIRT, field notices, IPv6, and medianet assessment.</li> <li>• New device template wizard</li> <li>• Cisco vulnerability reports</li> <li>• Out-of-the-box compliance reports for DISA STIG, NIST FISMA, and PCI</li> <li>• Enhancements to change approval and control</li> <li>• Automatically or manually remediate policy violations in device configuration</li> <li>• Enhanced Architecture: Merged NCM and Core/NPM databases</li> <li>• Enhanced device EOL information management</li> </ul> |
| IP Address Manager   | User Device Tracker  | VoIP & Network Quality Manager   |
| 2 minor releases   | 4 minor releases   | 3 minor releases   |
| <ul style="list-style-type: none"> <li>• IP conflict detection resource</li> <li>• Integration with User Device Tracker for IP conflict resolution</li> <li>• Automatic IPv4 subnet discovery</li> <li>• Automated MAC address to hardware vendor translation</li> <li>• Forward and reverse DNS record mismatch Identification</li> <li>• IPv6 discovery and status scanning</li> <li>• Support for advanced DHCP configurations</li> <li>• ISC DHCP and BIND DNS Management</li> </ul>   | <ul style="list-style-type: none"> <li>• Integration with IP Address Manager for IP conflict resolution</li> <li>• Vendor identification based on MAC address</li> <li>• Enhanced port discovery</li> <li>• Improved scalability</li> <li>• Support for Ruckus® and Motorola® Wireless</li> <li>• Support of polling through Cisco VLAN Trunking Protocol</li> </ul>   | <ul style="list-style-type: none"> <li>• Support for Avaya® VoIP call monitoring and troubleshooting</li> <li>• Faster search of CDR and CQE records</li> <li>• Call Manager phone registration resource</li> <li>• VoIP Gateway Details view</li> <li>• PRI trunk and channel utilization</li> <li>• Native integration with ServiceNow</li> <li>• Automatic Monitoring imports discovered devices</li> </ul>   |



The **PerfStack dashboard** is available in the following versions of Orion platform products:

- Network Performance Monitor 12.1
- Network Traffic Analyzer 4.2.1
- Server & Application Monitor 6.3, Virtualization Manager 7
- Storage Resource Monitor 6.3, and Web Performance Monitor 2.2



| Enterprise Class Systems Management  |   |
|--|---|
| Server & Application Monitor   | Web Performance Monitor   |
| <b>1 major and 5 minor releases</b>  | <b>1 major and 1 minor release</b>  |
| <ul style="list-style-type: none"> <li>• New and improved UI for better usability and navigation experience</li> <li>• Unique comparing of disparate metrics and events across hybrid infrastructure with completely new PerfStack dashboard</li> <li>• Additional node discovery option by Active Directory Organizational Units</li> <li>• Application templates were updated to provide as much information as possible in the simple way</li> <li>• Automatic application template assignment to dynamic groups</li> <li>• A new Linux Agent - Monitor RHEL, CentOS, and other Linux distributions and apps, including Tomcat®, Apache®, and Java™</li> <li>• AppInsight™ for IIS™ provides deep monitoring of websites and application pools</li> <li>• AppStack™ dashboard provides contextual visibility of application health in relation to performance of supporting infrastructure (server, VM, storage, website, databases)</li> <li>• Windows agent to monitor servers and applications in the cloud, DMZ, or in highly distributed environments</li> <li>• Server capacity forecasting for CPU, memory, and disk resources</li> <li>• Application-aware network traffic packet analysis with Quality of Experience (QoE) dashboard</li> <li>• Monitoring Amazon Web Services via CloudWatch API</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to create dependencies between transaction steps, nodes, and applications</li> <li>• IT Environment AppStack Dashboard: Automatic relationship mapping between website transactions, steps with other IT infrastructure (app, server, storage)</li> <li>• Web-based alerting on Orion console</li> <li>• Web-based reporting on Orion console</li> <li>• Custom properties for transactions and recordings</li> <li>• Integration with Server &amp; Application Monitor and Network Performance Monitor</li> <li>• PerfStack dashboard allows you to discover end-to-end correlations between website transactions and other parts of your IT infrastructure.</li> </ul>   |
| Virtualization Manager   | Storage Resource Monitor  |
| <b>3 major and 1 minor releases</b>  | <b>4 major and 4 minor releases</b>   |
| <ul style="list-style-type: none"> <li>• Optional stand-alone module available on Orion platform with web-based reports, web-based alerts, role-based access control, and dynamic thresholds</li> <li>• Virtual machine management actions on Orion console:                             <ul style="list-style-type: none"> <li>• vMotion®/Live Migration and Storage vMotion/Storage Live Migration actions</li> <li>• Built-in actionable intelligence that provides recommendations to fix active problems, prevent new ones, and optimize your VM environment</li> <li>• VM management actions: power on/off, take/delete snapshots</li> <li>• Sprawl management actions</li> <li>• VM right-sizing actions</li> <li>• Script remediation actions</li> </ul> </li> <li>• Co-Stop % Counter to detect when too many vCPUs have been added to a VM, thereby slowing its performance</li> <li>• AppStack dashboard provides dependency mapping of VMs, hosts, and datastores with applications, servers, storage arrays, websites, and databases</li> <li>• Monitoring Amazon Web Services via CloudWatch API</li> <li>• Compare performance of your VMs with any other metric measured in your environment in unique drag-and-drop PerfStack dashboard</li> </ul>  | <ul style="list-style-type: none"> <li>• New storage monitoring product built on Orion platform (Existing Storage Manager customers on active maintenance have access to SRM version 6.3)</li> <li>• Automatic mapping between storage systems and databases due to integration with Database Performance Analyzer</li> <li>• New features added with SRM Orion module:                             <ul style="list-style-type: none"> <li>• Unique comparing of disparate metrics and events across storage and other parts of your hybrid infrastructure with completely new PerfStack dashboard</li> <li>• SRM leverages standard features of Orion core platform, including customizable dashboards, flexible grouping, alerting, reporting, and custom properties</li> <li>• AppStack dashboard: Quickly view the relationships between applications, virtual machines, and storage to identify performance issues and find the root cause</li> <li>• NetApp® Clustered Data OnTAP (CDOT) Support</li> <li>• Support for Pure Storage® and EMC® XtremIO® flash storage devices</li> </ul> </li> <li>• The functionality of Storage Manager is still available</li> </ul> |

The **AppStack Environment view** is available in the following versions of Orion platform products:

- Storage Resource Monitor version 6.3
- Virtualization Manager 7.0
- Server & Application Monitor version 6.3
- Web Performance Monitor version 2.2
- Database Performance Analyzer 10.2

The **PerfStack dashboard** is available in the following versions of Orion platform products:

- Network Performance Monitor 12.1
- Server & Application Monitor 6.3, Virtualization Manager 7
- Network Traffic Analyzer 4.2.1
- Storage Resource Monitor 6.3, and Web Performance Monitor 2.2

For more info on any of the latest product releases, please contact us at [renewals@solarwinds.com](mailto:renewals@solarwinds.com) or download your free trial at [solarwinds.com](http://solarwinds.com).

**P: 866.530.8100 • F: 512.682.9301**



| Database Performance Management   |   |
|---|---|
| Database Performance Analyzer   |   |
| 3 major and 2 minor releases  |   |
| <ul style="list-style-type: none"> <li>• Visibility into performance of Oracle pluggable databases (PDBs)</li> <li>• Monitor MySQL (on-premises, cloud, and RDS MySQL instances)</li> <li>• New optional Orion module for DPA delivers direct integration with Server &amp; Application Monitor, providing deeper insight across the application and underlying database performance issues</li> <li>• Identify performance bottlenecks in Amazon RDS and databases running on EC2 instances</li> <li>• Monitor Amazon RDS instances for Oracle and SQL Server</li> <li>• Monitor SQL Server, Oracle, DB2, SAP ASE running on Amazon EC2 instances</li> </ul> | <ul style="list-style-type: none"> <li>• Enhanced Oracle Plan Display</li> <li>• Storage I/O Analysis: Monitor, correlate, and report on I/O performance</li> <li>• Resource Metrics Baselines</li> <li>• Updated resource collection for SQL Server</li> <li>• SQL Statement Analysis and Advise Database File/drive tab</li> <li>• Extended Version Support for SQL Server 2016, Oracle 12c (single tenant), and DB2 10.5</li> <li>• New blocking and locking analysis for SQL Server, MySQL, Oracle, and Sybase</li> <li>• Support for RDS Aurora and Azure SQL, availability groups, and enhanced Oracle adaptive plans</li> <li>• Deadlock support for SQL Server 2012 and later</li> <li>• Ability to use of MySQL as a repository</li> </ul> |



| IT Security & Compliance  |   |
|---|---|
| Log & Event Manager   | Patch Manager   |
| 2 major and 2 minor releases  | 1 minor release   |
| <ul style="list-style-type: none"> <li>• Get a user-friendly log-in process with single sign-on integration</li> <li>• Threat Intelligence Feed allows LEM to recognize and handle already known and proven threats</li> <li>• Automatic Connector updates</li> <li>• New "Getting Started" wizard speeds up LEM setup for email and AD connectivity</li> <li>• New "Rules Configuration Wizard" simplifies enabling and applying rules based on pre-defined rule categories</li> <li>• Support for SQL Server 2014 with SQL Auditor</li> <li>• Workstation Edition licensing support for Windows 8.1</li> <li>• File Integrity Monitoring for Windows</li> </ul> | <ul style="list-style-type: none"> <li>• Automatically publish and patch 3<sup>rd</sup>-party applications, just like you would for Microsoft updates</li> <li>• Computer and Group Scoping Options: Manage target computers by IP subnet range, OU, and AD Site</li> <li>• Out-of-the-box patch status assessment reports</li> <li>• Simplified installation, including "Pre-Install Wizard" that installs prerequisites and provides Express and Advanced installation options</li> <li>• Support for Windows 8, Windows 8.1, and Server 2012 R2</li> </ul>                                     |
|   | <p><b>Serv-U<sup>®</sup> Managed File Transfer Server, Serv-U FTP Server</b></p> <p><b>2 minor releases</b></p> <ul style="list-style-type: none"> <li>• Support for TLS 1.1 and 1.2, and 15 new cipher suites</li> <li>• Redesigned management console</li> <li>• Automated file management (move/delete files)</li> <li>• "Domain Setup Wizard" for File Sharing</li> <li>• Support for multiple SSH/SFTP keys per user</li> <li>• Custom Branding for Guest UI of File Sharing</li> <li>• Improved Active Directory* and LDAP support</li> <li>• Support for Windows Server 2012 R2</li> </ul> |



| Help Desk & Customer Support  |   |  |
|---|---|--|
| Web Help Desk®  | DameWare® Remote Support, DameWare Mini Remote Control  | Mobile Admin®  |
| <b>3 major and 2 minor releases</b>   | <b>2 major and 4 minor releases</b>   | <b>1 minor release</b>   |
| <ul style="list-style-type: none"> <li>• New and improved dashboard user interface and functionality</li> <li>• Improved security through support for FIPS 140-2 compatible cryptography and FIPS-mode SSL connections</li> <li>• Create Parent-Child relationships to link service requests</li> <li>• Native integration with DameWare:                             <ul style="list-style-type: none"> <li>• Launch remote session from IT tickets and IT asset inventory in Web Help Desk</li> <li>• Save DameWare remote session details back to Web Help Desk ticket</li> </ul> </li> <li>• Ticket escalation and de-escalation</li> </ul> | <ul style="list-style-type: none"> <li>• Windows Server 2016 support</li> <li>• Over-the-Internet remote connection for attended and unattended computers</li> <li>• Native Active Directory® integration for user account management and single sign on</li> <li>• Native integration with Web Help Desk:                             <ul style="list-style-type: none"> <li>• Launch remote session from help desk ticket or the IT asset inventory</li> <li>• Save DameWare remote session details back to Web Help Desk ticket</li> </ul> </li> <li>• Centralized user, license, and host list management with the new Central Server deployment</li> </ul> | <ul style="list-style-type: none"> <li>• Navigation and UI improvements for iOS® and Android™ clients</li> <li>• Extended support for Apple® iOS 7 SDK for better experience on iOS 7</li> <li>• Supports new SolarWinds licensing framework that simplifies license activation and maintenance</li> </ul> |

| Tools for Network and System Engineers  |   |
|---|---|
| Engineer's Toolset  | Network Topology Mapper   |
| <b>3 minor releases</b>   | <b>2 minor releases</b>   |
| <ul style="list-style-type: none"> <li>• Support for Windows 10</li> <li>• New Orion integration module provides access to five common troubleshooting tools from Orion web console: Response Time Monitor, Memory Monitor, CPU Monitor, Interface Monitor, and TraceRoute</li> <li>• Silent installation support</li> <li>• Improved real-time charting and thresholds capabilities</li> <li>• Add and diagnose non-Orion managed nodes through web console</li> <li>• Supports new SolarWinds licensing framework that simplifies license activation and maintenance</li> </ul> | <ul style="list-style-type: none"> <li>• Improved network discovery: Build maps on the fly from a single scan</li> <li>• Enhanced EtherChannel support</li> <li>• "Do Not Scan" list</li> <li>• New industry-standard node icons</li> <li>• New credential management UI</li> <li>• Built-in Discovery Log and SNMPWALK Utility</li> <li>• Support for SNMP V3 AES 192 &amp; 256 Encryption</li> <li>• Support for VLAN MIBS on Juniper®, HP®/3COM, and Allied Telesys devices</li> </ul> |
| Kiwi Syslog® Server   | Kiwi® CatTools®   |
| <b>1 major and 2 minor releases</b>   | <b>1 minor release</b>  |
| <ul style="list-style-type: none"> <li>• Support for IPv6</li> <li>• Support for SNMP v3</li> <li>• Support for Windows Server 2012 R2</li> <li>• Support to install Web Access on FIPS-enabled systems</li> <li>• Active Directory authentication and HTTPS (SSL) support for Web Access</li> <li>• Integration with Papertrail for log management in the cloud</li> </ul>   | <ul style="list-style-type: none"> <li>• Support for IPv6</li> <li>• SSL/TLS Email Support</li> <li>• Variations for HP.Switch.2500, RedHat Linux, Checkpoint VPN, and Huawei General</li> <li>• ARP Report Support for Checkpoint Firewalls</li> <li>• Support for Windows Server 2012 R2</li> </ul>   |



## Enterprise extension for SolarWinds Orion® Platform

### Enterprise Operations Console

#### 2 minor releases

- Enhanced support for Network Traffic Analyzer
- Support for Virtual Infrastructure Management integration (IVIM)
- Compliant with FIPS

\*Orion platform products include: SolarWinds Network Performance Monitor (NPM), SolarWinds Server & Application Monitor (SAM), SolarWinds NetFlow Traffic Analyzer (NTA), SolarWinds Network Configuration Manager (NCM), SolarWinds IP Address Manager (IPAM), SolarWinds VoIP & Network Quality Manager (VNQM), SolarWinds User Device Tracker (UDT), SolarWinds Engineer's Toolset (ETS), SolarWinds Storage Resource Monitor (SRM), SolarWinds Virtualization Manager (VMAN), SolarWinds Web Performance Monitor (WPM), and SolarWinds Database Performance Analyzer (DPA).

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