

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 feature allows our customers to experience the SolarWinds difference, including frequent product releases and 24/7 support for a full year without an additional charge. After the first year, your annual renewal preserves your access to SolarWinds software updates, support, and virtual instructor-led product training.

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

- » Product updates (major enhancements, new features, and bug fixes).
- » Award-winning, worldwide, 24/7 technical support.
- » A full subscription to SolarWinds® Academy instructor-led and on-demand classes. For information and a class schedule: support.solarwinds.com/Success_Center/SolarWinds_Academy/Training_Classes.
- » Additional product components to extend functionality.
- » Beta participation to shape future product direction.

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

Our product managers and development teams incorporate feedback from our vibrant community of technology professionals into new releases. In the last several years, we released new versions of many of our products, featuring significant enhancements – many requested by the THWACK® community. Numerous 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 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.

RENEW TODAY!

SolarWinds provides four easy ways to renew:

- » Log into your customer portal on the SolarWinds website and select “Renew your Maintenance”
- » Contact the SolarWinds Renewal Team at renewals@solarwinds.com
- » If you previously ordered through a reseller, please contact them directly for pricing
- » 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

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 and help tickets. It's easy and simple to submit a ticket and track the progress through your Customer Portal. You can also utilize our Success Center, where you can search all support resources (documentation, videos, training, knowledge base articles, etc.) or browse resources by product: support.solarwinds.com/Success_Center.

AN UNLIMITED SUBSCRIPTION TO SOLARWINDS ACADEMY

With your initial purchase and annual maintenance renewal your entire team has access to all SolarWinds Academy instructor-led and on-demand courses. While some vendors may charge per class for instructor-led training, SolarWinds provides our customers this access at no additional charge because we truly want to see our customers succeed. While many of our classes are for customers using our products for the first time, we also offer courses on how to leverage the latest product features and provide curriculum for intermediate users of our products.

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
- » **NCM Connector for SmartAdvisor™** – Perform health checks on Cisco devices, and generate reports with SolarWinds® Network Configuration Manager (NCM) and SmartAdvisor.
- » **SolarWinds Management Pack for Microsoft® System Center** – Display data from SolarWinds Network Performance Monitor (NPM) and Server & Application Monitor (SAM)
- » **SolarWinds Kiwi Syslog® Utilities** – Forward Windows® Event Logs or Tunnel Syslog across the internet

HOW IS SOLARWINDS DIFFERENT FROM OTHER SOFTWARE COMPANIES?

Simple and fair pricing

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

Products Designed for Self-service

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

Frequent and significant product releases

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.

Adaptation to emerging infrastructure

Technology continues to change at a rapid pace, and SolarWinds products can 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 SolarWinds releases, which includes support for the latest technologies, such as:

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

Community-driven roadmap

THWACK®, the SolarWinds community includes thousands of IT professionals who directly contribute to the features included in our product releases. This allows us to discover, design, and develop solutions to problems before you may even have to deal with them. We often publish sections of our roadmap to our THWACK® forum as “What We’re Working On” posts.

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RECENT SOFTWARE UPDATES PROVIDED UNDER MAINTENANCE

Below, you will find a list of features added to major SolarWinds products from 2015 until Q2 2018.

ENTERPRISE CLASS NETWORK MANAGEMENT		
NETWORK PERFORMANCE MONITOR	NETFLOW TRAFFIC ANALYZER	NETWORK CONFIGURATION MANAGER
3 major and 5 minor releases	2 major and 4 minor releases	3 major and 2 minor releases
<ul style="list-style-type: none"> • Intelligent mapping • Increased scalability (up to 400,000 elements per instance) • Complete visibility into Cisco Adaptive Security Appliance firewalls and Cisco Nexus • NetPath™ Services Dashboard: Hop-by-hop network critical path analysis regardless of device location—on-premise, hybrid networks, and the cloud • Thorough monitoring of Cisco Meraki® products • Comprehensive monitoring of F5® Big-IP® family of products • Detailed monitoring of Cisco switch stacks • New and improved UI for better usability and navigation experience • Native integration with ServiceNow® • Wireless Heat Map: Visualize wireless signal strength and location of connected clients • Support for Aerohive® and Juniper® wireless controllers and devices • Deep Packet Inspection and Analysis: Identify network and application latency issues • PerfStack™ dashboard 2.0 	<ul style="list-style-type: none"> • Support for Cisco Network-Based Application Recognition (NBAR) • Integration with NetPath Services dashboard in Network Performance Monitor • Improved automatic sampling and support for manually sampling rate configuration • Integration with User Device Tracker • Improved ToS classification • Improved flow data retention and storage • Process flow data over 50,000 fps • Explore and analyze flow data with one-minute granularity • Improved webpage load time • Support for NetFlow-Lite • Support for VMware ESX vCenters • Support for Citrix® CloudBridge® IPFIX • PerfStack dashboard provides correlated time-based view of disparate historical data to discover system and application insights across hybrid IT 	<ul style="list-style-type: none"> • Complete visibility into Cisco Adaptive Security Appliance firewalls and Cisco Nexus devices • Integration with NetPath Services dashboard in Network Performance Monitor • Manage F5 Big-IP binary config files • Connector for Cisco SmartAdvisor generates reports on Cisco devices for EOL, PSIRT, field notices, IPv6, and medianet assessment • New device template wizard • Cisco vulnerability reports • Out-of-the-box compliance reports for DISA STIG, NIST FISMA, and PCI • Enhancements to change approval and control • Automatically or manually remediate policy violations in device configuration • Enhanced Architecture: Merged NCM and Orion Platform Core/NPM databases • Enhanced device EOL information management • PerfStack dashboard includes selected metrics provided by Network Configuration Manager
IP ADDRESS MANAGER	USER DEVICE TRACKER	VOIP & NETWORK QUALITY MANAGER
4 minor releases	4 minor releases	4 minor releases
<ul style="list-style-type: none"> • Amazon® Route 53 and Azure DNS monitoring • VMware vRealize® Orchestrator™ integration • Windows Server DHCP failover support • IP conflict detection resource • Integration with User Device Tracker for IP conflict resolution • Automatic IPv4 and IPv6 subnet discover and status scanning • Automated MAC address to hardware vendor translation • Forward and reverse DNS record mismatch identification • Support for advanced DHCP configurations • ISC DHCP and BIND DNS Management 	<ul style="list-style-type: none"> • Integration with IP Address Manager for IP conflict resolution • Vendor identification based on MAC address • Enhanced port discovery • Improved scalability • Support for Ruckus® and Motorola® Wireless • Support of polling through Cisco VLAN Trunking Protocol 	<ul style="list-style-type: none"> • Support for Avaya® VoIP call monitoring and troubleshooting • Faster search of CDR and CQE records • Call Manager phone registration resource • VoIP Gateway Details view • PRI trunk and channel utilization • Native integration with ServiceNow • Automatic Monitoring imports discovered devices • Cisco SIP Trunk Monitoring

Orion Maps are available since version 2018.02 in the following versions of Orion Platform products:

- Network Performance Monitor 12.3
- Virtualization Manager 8.2.1
- Server & Application Monitor 6.6.1
- Web Performance Monitor 2.2.3

For more info on any of the latest product releases, please contact us at renewals@solarwinds.com or download your free trial at solarwinds.com.
P: 866.530.8100 • F: 512.682.9301

ENTERPRISE CLASS SYSTEMS MANAGEMENT

SERVER & APPLICATION MONITOR

1 major and 7 minor releases

- Application dependencies and Orion[®] Maps to display monitored elements and their relationships to quickly identify critical health and performance issues
- Connection link details dashboard discovers the relationships between applications and servers, and shows network connection statistics, such as packet loss and latency
- New Orion Agent for IBM[®] AIX[®] systems
- Cloud Infrastructure Monitoring for Microsoft Azure environments
- New and improved UI for better usability and navigation experience
- Unique comparing of disparate metrics and events across hybrid infrastructure with new PerfStack dashboard
- Additional node discovery option by Active Directory[®] Organizational Units
- Application templates were updated to provide as much information as possible simply (including a new template for MS Office 365[®])
- Automatic application template assignment to dynamic groups
- A new Linux[®] Agent - Monitor RHEL[®], CentOS[®], and other Linux distributions and apps, including Tomcat[®], Apache[®], and Java[®]
- AppInsight[™] for IIS[™] provides deep monitoring of websites and application pools
- AppStack[™] dashboard provides contextual visibility of application health in relation to performance of supporting infrastructure (server, VM, storage, website, databases)
- Windows agent to monitor servers and applications in the cloud, DMZ, or in highly distributed environments
- Server capacity forecasting for CPU, memory, and disk resources
- Application-aware network traffic packet analysis with Quality of Experience (QoE) dashboard
- Monitoring Amazon Web Services[™] via CloudWatch[™] API

WEB PERFORMANCE MONITOR

1 major and 1 minor release

- Ability to create dependencies between transaction steps, nodes, and applications
- IT Environment AppStack Dashboard: Automatic relationship mapping between website transactions, steps with other IT infrastructure (app, server, storage)
- Web-based alerting on Orion console
- Web-based reporting on Orion console
- Custom properties for transactions and recordings
- Integration with Server & Application Monitor and Network Performance Monitor
- PerfStack dashboard allows you to discover end-to-end correlations between website transactions and other parts of your IT infrastructure

VIRTUALIZATION MANAGER

4 major and 3 minor releases

- New virtualization wizard for adding virtual nodes
- Monitoring VMs deployed in Microsoft Azure cloud
- All features and polling are merged into the Orion Platform. VMAN appliance is no longer required to monitor and manage virtual and cloud environments.
- vMotion[®]/Live Migration and Storage vMotion/Storage Live Migration actions
- Enhanced Recommendations - When VMAN identifies a way to optimize VM resources for active and potential issues, it makes a multiple-step recommendation for one click optimization
- VM management actions: power on/off, take/delete snapshots
- Sprawl management actions and VM right-sizing actions
- Script remediation actions
- Co-Stop % Counter to detect when too many vCPUs have been added to a VM, thereby slowing its performance
- AppStack dashboard provides dependency mapping of VMs, hosts, and datastores with applications, servers, storage arrays, websites, and databases
- Monitoring Amazon Web Services via CloudWatch API
- Compare performance of your VMs with any other metric measured in your environment in unique drag-and-drop PerfStack dashboard

STORAGE RESOURCE MONITOR

4 major and 6 minor releases

- Support for EMC Unity, IBM FlashSystem V9000, Infinidat[®], and Nimble[®] devices
- New storage monitoring product built on Orion Platform
- Automatic mapping between storage systems and databases due to integration with Database Performance Analyzer
- New features added with SRM Orion module
- Unique comparing of disparate metrics and events across storage and other parts of your hybrid infrastructure with new PerfStack dashboard
- SRM leverages standard features of Orion Platform, including customizable dashboards, flexible grouping, alerting, reporting, and custom properties
- AppStack dashboard: Quickly view the relationships between applications, virtual machines, and storage to identify performance issues and find the root cause
- NetApp[®] Clustered Data OnTAP (CDOT) Support
- Support for Pure Storage[®] and EMC[®] XtremIO[®] flash storage devices
- The functionality of Storage Manager is still available

The **AppStack Environment** view is available from 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 from the following versions of Orion Platform products:

- Network Performance Monitor 12.1
- Virtualization Manager 7
- Storage Resource Monitor 6.3
- Network Configuration Manager 7.7
- Server & Application Monitor 6.3
- Network Traffic Analyzer 4.2.1
- Web Performance Monitor 2.2
- VoIP & Network Quality Manager 4.4

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DATABASE PERFORMANCE MANAGEMENT

DATABASE PERFORMANCE ANALYZER

3 major and 5 minor releases

- Integration with PerfStack dashboard
- Subscription licensing for DPA servers for AWS
- The wait time indicator on the home page has been improved—there are three statuses (instead of two) and DPA evaluates every 10 minutes (instead of once an hour)
- Visibility into performance of Oracle® pluggable databases (PDBs)
- Monitor MySQL® (on-premise, cloud, and RDS MySQL instances)
- New optional Orion module for DPA delivers direct integration with Server & Application Monitor, providing deeper insight across the application and underlying database performance issues
- Identify performance bottlenecks in Amazon RDS and databases running on EC2 instances
- Monitor Amazon RDS instances for Oracle and SQL Server®
- Monitor SQL Server, Oracle, DB2®, SAP® ASE running on Amazon EC2® instances
- Compare performance of your databases with any other metric measured in your environment in unique drag-and-drop PerfStack dashboard
- Failover and status change alerts and annotation for SQL Server® Availability Group monitoring
- Monitor database infrastructure on Amazon® with subscription licensing—only pay for what you use
- Enhanced Oracle Plan Display
- Storage I/O Analysis: Monitor, correlate, and report on I/O performance
- Resource Metrics Baselines
- Updated resource collection for SQL Server
- SQL Statement Analysis and Advise Database File/drive tab
- Extended version support for SQL Server 2017 (Windows and Linux), Oracle 12c (single tenant), and DB2 11.1
- New blocking and locking analysis for SQL Server, MySQL, Oracle, and Sybase®
- Support for RDS Aurora and Azure SQL, availability groups, and enhanced Oracle adaptive plans
- Deadlock support for SQL Server 2012 and later
- Ability to use of MySQL as a repository

IT SECURITY AND COMPLIANCE

LOG & EVENT MANAGER

2 major and 3 minor releases

PATCH MANAGER

1 minor release

- New LEM Events console in HTML5
- Live mode for monitor and filter events
- Get a user-friendly log-in process with single sign-on integration
- Threat Intelligence Feed allows LEM to recognize and handle already known and proven threats
- Automatic Connector updates
- New “Getting Started” wizard speeds up LEM setup for email and AD connectivity
- New “Rules Configuration Wizard” simplifies enabling and applying rules based on pre-defined rule categories
- Support for SQL Server 2014 with SQL Auditor
- Workstation Edition licensing available
- File Integrity Monitoring for Windows
- Automatically publish and patch third-party applications, just like you would for Microsoft updates
- Computer and Group Scoping Options: Manage target computers by IP subnet range, OU, and AD Site
- Out-of-the-box patch status assessment reports
- Simplified installation, including “Pre-Install Wizard” that installs prerequisites and provides Express and Advanced installation options
- Support for Windows 8, Windows 8.1, and Windows Server 2012 R2

SERV-U® MANAGED FILE TRANSFER SERVER, SERV-U FTP SERVER

2 minor releases

- Support for TLS 1.1 and 1.2, and 15 new cipher suites
- Redesigned management console
- Automated file management (move/delete files)
- “Domain Setup Wizard” for File Sharing
- Support for multiple SSH/SFTP keys per user
- Custom Branding for Guest UI of File Sharing
- Improved Active Directory and LDAP support
- Support for Windows Server 2012 R2

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HELP DESK AND CUSTOMER SUPPORT

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

TOOLS FOR NETWORK AND SYSTEM ENGINEERS

ENGINEER'S TOOLSET	NETWORK TOPOLOGY MAPPER
3 minor releases	2 minor releases
<ul style="list-style-type: none"> • Support for Windows 10 • 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 • Silent installation support • Improved real-time charting and thresholds capabilities • Add and diagnose non-Orion managed nodes through web console • Supports new SolarWinds licensing framework that simplifies license activation and maintenance 	<ul style="list-style-type: none"> • Improved network discovery — build maps on the fly from a single scan • Enhanced EtherChannel support • "Do Not Scan" list • New industry-standard node icons • New credential management UI • Built-in Discovery Log and SNMPWALK Utility • Support for SNMP V3 AES 192 & 256 Encryption • Support for VLAN MIBS on Juniper, HP/3COM®, and Allied Telesis® devices

KIWI SYSLOG® SERVER

1 major and 2 minor releases

- Support for IPv6
- Support for SNMP v3
- Support for Windows Server 2012 R2
- Support to install Web Access on FIPS-enabled systems
- Active Directory authentication and HTTPS (SSL) support for Web Access
- Integration with Papertrail™ for log management in the cloud

KIWI CATTOOLS®

1 minor release

- Support for IPv6
- SSL/TLS Email Support
- Variations for HP.Switch.2500, RedHat® Linux, Checkpoint
- VPN, and Huawei® General
- ARP Report Support for Checkpoint Firewalls
- Support for Windows Server 2012 R2

ENTERPRISE EXTENSION FOR SOLARWINDS ORION® PLATFORM**ENTERPRISE OPERATIONS CONSOLE****1 major and 4 minor releases**

- Enhanced support for Network Traffic Analyzer
- Support for Virtual Infrastructure Management integration (IVIM)
- Compliant with FIPS
- Data from multiple sites in PerfStack
- Alert acknowledgement from all sites

*Orion Platform products include: SolarWinds Network Performance Monitor (NPM), SolarWinds Server & Application Monitor (SAM), SolarWinds Net-Flow 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).

ABOUT SOLARWINDS

SolarWinds is a leading provider of powerful and affordable IT infrastructure management software. Our products give organizations worldwide, regardless of type, size or IT infrastructure complexity, the power to monitor and manage the performance of their IT environments, whether on-premise, in the cloud, or in hybrid models. We continuously engage with all types of technology professionals – IT operations professionals, DevOps professionals, and managed service providers (MSPs) – to understand the challenges they face maintaining high-performing and highly available IT infrastructures. The insights we gain from engaging with them, in places like our THWACK online community, allow us to build products that solve well-understood IT management challenges in ways that technology professionals want them solved. This focus on the user and commitment to excellence in end-to-end hybrid IT performance management has established SolarWinds as a worldwide leader in network management software and MSP solutions. Learn more today at solarwinds.com.

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