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, Nexus® 1000v virtual switches, Nexus, ASA, ACI and more
- VMware vSphere®, ESX® and ESXi
- Microsoft Hyper-V®
- Windows Server® 2016, 2019, Database Deployment on SQL Server 2016 -2019 and Amazon® RDS
- Azure ® SQL database
- Software defined Networking

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.
**RECENT SOFTWARE UPDATES PROVIDED UNDER MAINTENANCE**

Below, you will find a list of features added to major SolarWinds products from 2015 until Q1 2020.

### ENTERPRISE CLASS NETWORK MANAGEMENT

<table>
<thead>
<tr>
<th>NETWORK PERFORMANCE MONITOR</th>
<th>NETFLOW TRAFFIC ANALYZER</th>
<th>NETWORK CONFIGURATION MANAGER</th>
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<tr>
<td>3 major and 8 minor releases</td>
<td>2 major and 7 minor releases</td>
<td>4 major and 4 minor releases</td>
</tr>
</tbody>
</table>

- Intelligent mapping & Orion maps enhancements
- 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
- Cisco® ACI support - Monitor your SDN environment with Cisco ACI support and set up SSO with SAML authentication support
- Display real-time data with new dashboard widgets: CPU load and memory utilization on node details
- Network Insight for Palo Alto firewalls
- Linux Agents metrics
- Support for Azure SQL database
- 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
- Alert on flow - Get alerted so you can quickly act if application traffic suddenly increases, decreases, or disappears completely
- IPv6 support
- Local NetFlow Source in SolarWinds NetFlow Traffic Analyzer (NTA) presents real flow data
- NTA in Microsoft Azure
- NTA extends visibility of the NCM Palo Alto Security Policy details
- Process flow data from Meraki MX deceives
- 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
- Multi-device baselines & Expanded XML support
- Network Insight for Palo Alto firewalls:
  - Policies pushed from Panorama
  - Improved configuration comparison interface
- Increased support for Lenovo, Juniper & F5 BIG-IP devices
### SOLARWINDS RENEWAL PROGRAM BENEFITS

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<tr>
<th>IP ADDRESS MANAGER</th>
<th>USER DEVICE TRACKER</th>
<th>VOIP &amp; NETWORK QUALITY MANAGER</th>
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<tr>
<td>7 minor releases</td>
<td>6 minor releases</td>
<td>6 minor releases</td>
</tr>
<tr>
<td>• Amazon® Route 53 and Azure DNS monitoring</td>
<td>• Integration with IP Address Manager for IP conflict resolution</td>
<td>• Support for Avaya® VoIP call monitoring and troubleshooting</td>
</tr>
<tr>
<td>• VMware vRealize® Orchestrator™ integration</td>
<td>• Vendor identification based on MAC address</td>
<td>• Faster search of CDR and CQE records</td>
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<tr>
<td>• Windows Server DHCP failover support</td>
<td>• Enhanced port discovery</td>
<td>• Call Manager phone registration resource</td>
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<tr>
<td>• IP conflict detection resource</td>
<td>• Improved scalability</td>
<td>• VoIP Gateway Details view</td>
</tr>
<tr>
<td>• Integration with User Device Tracker for IP conflict resolution</td>
<td>• Support for Ruckus® and Motorola® Wireless</td>
<td>• PRT trunk and channel utilization</td>
</tr>
<tr>
<td>• Automatic IPv4 and IPv6 subnet discover and status scanning</td>
<td>• Support of polling through Cisco VLAN Trunking Protocol</td>
<td>• Native integration with ServiceNow</td>
</tr>
<tr>
<td>• Automated MAC address to hardware vendor translation</td>
<td>• Support for Nexus &amp; Palo Alto devices</td>
<td>• Automatic Monitoring imports discovered devices</td>
</tr>
<tr>
<td>• Forward and reverse DNS record mismatch identification</td>
<td>• Advanced automatic import options</td>
<td>• Cisco SIP Trunk Monitoring</td>
</tr>
<tr>
<td>• Support for advanced DHCP configurations</td>
<td>• New Device Inventory and User Inventory pages</td>
<td>• IP Trunk monitoring on Cisco CUBE devices</td>
</tr>
<tr>
<td>• ISC DHCP and BIND DNS Management</td>
<td>• Infoblox® support - Get visibility into your Infoblox DHCP and DNS infrastructure</td>
<td>• Security improvements &amp; support for Cisco Unified Communications Manager 12.5</td>
</tr>
<tr>
<td>• Advanced IP Address Request form</td>
<td>• Extended Linux distribution support for Debian 10, Ubuntu Server 18.04 LTS and RHEL 8</td>
<td>• Support of polling through Cisco VLAN Trunking Protocol</td>
</tr>
<tr>
<td>• Extended Linux distribution support for Debian 10, Ubuntu Server 18.04 LTS and RHEL 8</td>
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<td>• Support for Nexus &amp; Palo Alto devices</td>
</tr>
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<td>• Infoblox® support - Get visibility into your Infoblox DHCP and DNS infrastructure</td>
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### ORION MAPS

Orion Maps are a troubleshooting feature that displays a map of physical and logical relationships between entities monitored by the Orion Platform products you have installed. Orion Maps help you quickly isolate and identify critical health and performance issues.

**Orion Maps applies to the following products**:

- Network Performance Monitor
- Server & Application Monitor
- Network Automation Monitor
- NetFlow Traffic Analyzer
- Virtualization Manager
- Web Performance Monitor
- Voice Over IP and Network Quality Manager
- User Device Tracker
### ENTERPRISE CLASS SYSTEMS MANAGEMENT

**SERVER & APPLICATION MONITOR**

1 major and 14 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
- AppInsight™ for Active Directory® & Cisco® Universal Computing System (UCS) support
- 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 RH EL®, 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
- Support for Docker®, Kubernetes®, and Mesos® container technologies
- For IIS™.NET based applications, ability to get Application Performance Monitor level insight into performance
- AppInsight for Active Directory
- Support for Microsoft Graph
- Container service monitoring for Azure Kubernetes
- New node-based licensing for SAM
- Hardware Health monitoring for Nutanix™ clusters
- Localized SAM templates in German and Japanese

### WEB PERFORMANCE MONITOR

2 major and 1 minor releases

- 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

### SERVER CONFIGURATION MONITOR

1 major and 3 minor releases

- Detect, track, and alert on Microsoft Windows and application changes
- Correlate system performance against configuration changes
- Compare server and application configurations against custom baselines
- Verify changes on applications and systems
- “Who made the change” detection
- Near real time change detection
- PowerShell® support
- Set baselines for multiple nodes at once, shorting time to reset baselines after systemwide changes
- Azure SQL database support
- Monitor Linux hardware, software, and files
- Test profile elements before deploying them to servers
## SolarWinds Renewal Program Benefits

### Virtualization Manager
- 4 major and 7 minor releases
- New virtualization wizard for adding virtual nodes
- Near real-time event monitoring, correlation, and alerting for VMware® environments
- Enhanced Cisco Universal Computing System (UCS) support (via SAM integration)
- VMware® vSAN software-defined storage support
- 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
- Container Monitoring Support for Docker®, Kubernetes®, and Mesos®
- 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
- Support for Azure SQL Database to host your Orion SQL database
- Virtual Disk Statistics: Monitor the IOPs, throughput and latency metrics at a virtual disk granularity
- Nutanix monitoring support: Now add a Nutanix cluster and begin basic Nutanix monitoring

### Storage Resource Monitor
- 4 major and 10 minor releases
- Support for EMC Unity, IBM FlashSystem V9000, Infinidat®, and Nimble® devices
- Hardware health support for additional EMC® and NetApp® arrays - EMC Isilon® v8, HPE 3PAR & Dell Compellent devices
- Support for Kaminario K2 and K2.N
- 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
- Support for Huawei® storage devices - OceanStor® v3/v5 Series and Dorado™ v3 Series devices
- The functionality of Storage Manager is still available
- Support for EMC Data Domain arrays
- Hardware Health monitoring for EMC Data Domain arrays
- Storage Controller monitoring for EMC VNX Clarion

### The AppStack Environment View
- Available from the following versions of Orion Platform products:
  - Storage Resource Monitor version 6.3
  - Web Performance Monitor version 2.2
  - Virtualization Manager 7.0

### The PerfStack Dashboard
- Available from the following versions of Orion Platform products:
  - Network Performance Monitor 12.1
  - Server & Application Monitor 6.3
  - Virtualization Manager 7.0
  - Network Traffic Analyzer 4.2.1
**Database Performance Management**

**Database Performance Analyzer**

4 major and 8 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
- Query Performance Analyzer (QPA), Table Tuning Advisor, Tuning Tab and PerfStack™ Support
- Anomaly Detection - Uses machine learning and allows users to know when their performance pattern deviates from expected
- Management API - REST API can be used to automate tasks; leverage Powershell scripts
- Upgraded Java - DPA now ships with OpenJDK 11
- Custom email templates for alert notifications
- The DPA REST API now includes additional endpoints that you can use
- Table tuning best practices
- Additional VM information on the Query Details page

**Database Performance Monitor**

New Product

- Broad Database Support: PostgreSQL • MongoDB • MySQL • Redis • Aurora
- Support for physical, virtual, and cloud-based databases including AWS RDS
- SaaS platform with a web-based user interface
- Lightweight agents via multiple configurations
- Monitors databases in the cloud, locally, or hybrid
- Real-time and historical data to pinpoint performance issues
- Multiple ways to protect sensitive data; GDPR and SOC2 compliant
- 24/7 down-to-the-second monitoring, for both real-time and historical analysis
- Compare queries, databases, and more with custom side-by-side views
- Comprehensive database performance analytics include query samples and explain plans
- Weekly and daily summary reports and customizable alerts
- Unified view of all your database types and servers to understand your system
- Meaningful summaries show you the top 5 queries, application overview, and events
## SOLARWINDS RENEWAL PROGRAM BENEFITS

### IT SECURITY AND COMPLIANCE

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<th>SECURITY EVENT MANAGER</th>
<th>PATCH MANAGER</th>
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<td><strong>2 major and 8 minor releases</strong></td>
<td><strong>3 minor releases</strong></td>
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<tr>
<td>Please note that this product was formerly Log &amp; Event Manager</td>
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</table>

#### SECURITY EVENT MANAGER

- New SEM Events console in HTML5
- Live mode for monitor and filter events
- Forward raw log messages from SEM to third party systems and other SIEM/log management tools
- HTML migration Log Filtering - new query builder to build and manage log filters via the SEM Events Console and Node Management
- Get a user-friendly log-in process with single sign-on integration
- Threat Intelligence Feed allows SEM to recognize and handle already known and proven threats
- Automatic Connector updates
- New “Getting Started” wizard speeds up SEM 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
- Configure FIM to monitor files, folders, and registry keys
- Create custom rules
- Filter and export search results to a CSV file
- Deploy SEM to Amazon Web Services (AWS)
- SEM Debian version upgrade
- Add and remove agents from connector profiles
- Visualize network and log data through the SEM Dashboard
- Create user-defined groups
- Set the global password policy for SEM users
- Enable the Threat Intelligence feed

#### PATCH MANAGER

- 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
- Generate Patch Manager reports in the Orion Web Console
- Patch Manager Web Console added to the Orion Installer
- New Lenovo third party catalog
## SOLARWINDS RENEWAL PROGRAM BENEFITS

### LOG ANALYZER

<table>
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<th>2 major and 3 minor releases</th>
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<tr>
<td>Please note that this product was called Log Manager for Orion</td>
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</table>

- Windows Event Support
- Collects Windows systems events to provide more comprehensive detail about what occurred on a system prior to an incident or performance problem (Orion Agent required)
- Enhanced usability with features such as Log Forwarding, export to CSV, and Rule Improvements
- LA 2.1 includes Microsoft Azure SQL and secure syslog support
- LA 2.1 is an Orion Platform product, and runs on Orion Platform 2019.2.
- Orion alert integration
- Enable full-text search in Microsoft SQL Server 2016
- Starting with LA 2019.4, you can use LA in German and Japanese

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

<table>
<thead>
<tr>
<th>7 minor releases</th>
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- 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
- Support for Explicit SSL when connected to SMTP server
- Support for HTTP Strict Transport Security
- Support for Secure LDAP protocol (Windows installation only)

### ACCESS RIGHTS MANAGER

| 1 major and 2 minor releases |

- Monitoring of Active Directory
- Auditing of Windows File Share
- Monitoring of Microsoft® Exchange
- User Provisioning and Management
- Integration with SQL Express, SAP, Azure AD, OneDrive & Sharepoint
- Extended support of Office 365
- User Permissions Analysis
- Custom Report Generation
- Self-service Permissions Portal
- OneDrive integrations
- New installation & configuration wizard
- Web client administrator dashboard
- AD Logga improvement

### IDENTIFY MONITOR

| 1 major release |

- Use Identity Monitor to automatically receive notification and take action on exposed employee and consumer accounts in your watchlist that show up in credential data leaks
- Users and administrators in Identity Monitor can receive automated email alerts when an employee or private user credentials have been detected in a data breach event
- Monitor several email domains, IP address, and private email addresses from the Identity Monitor portal for potential data breach event exposures
- Receive early warning notifications about leaked data credentials and take action when exposure has been detected and protect monitored domains and email addresses from ATO attacks
# SolarWinds Renewal Program Benefits

## Help Desk and Customer Support

### SolarWinds Service Desk

- 1 major and 5 minor releases
- A Complete Service Management Platform
- PinkVERIFY™ Certified ITIL-Ready Service Desk
- Employee Service Portal
- Service Level Management
- Knowledge Management
- Agent Mobile App
- Rest API integrations
- Request Management and Service Catalog
- Artificial Intelligence (AI): Increase the efficiency of your service desk by utilizing out-of-the-box AI technology.
- Employee Service Management: IT Asset Management and Configuration Management

## Web Help Desk®

- 3 major and 4 minor releases
- In-Ticket Checklist, Request Type Archive and Client Ticket
- Reporting
- 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
- Updated FAQ editor
- Updated Client profile and Client History window
- Includes Open Java Development Kit 11 (OpenJDK 11)

## DameWare® Remote Support, DameWare Mini Remote Control

- 2 major and 5 minor releases
- Windows Server 2016 support
- TLS 1.2 compliant to PCI and HIPAA industry requirements
- New Mirror Driver for Windows® 10 customers
- 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

## Mobile Admin®

- 1 minor release
- 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

## DameWare Remote Everywhere

- 1 major and minor release
- Fast and safe remote support
- Remote support from iOS and Android devices
- Remote access to sleeping and powered-off computers
- Thorough system information
- Session information details
- New Admin Area: delegate licensing responsibilities to technicians
- Enhanced Windows 7.00.11, macOS 6.00.11 & iOS 2.00.30 integration
### SolarWinds Renewal Program Benefits

**Tools for Network and System Engineers**

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<th>Engineer’s Toolset</th>
<th>Network Topology Mapper</th>
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<tr>
<td>5 minor releases</td>
<td>2 minor releases</td>
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</table>

- 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
- Engineer’s Toolset for Web is part of the Orion Platform and can be used alongside other Orion Platform products
- Ability to upgrade ETS using the Solarwinds Orion Installer

- 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

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**Kiwi CatTools**

- 1 minor release

- 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

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**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

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**Kiwi Syslog® Server**

- 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
SOLARWINDS RENEWAL PROGRAM BENEFITS

SOLARWINDS ORION PLATFORM 2019.4

Centralized upgrades
Automatically upgrade additional polling engines, additional web servers, and High Availability servers directly from the Orion Web Console; upgrades run in parallel, which can dramatically reduce the time required to upgrade large deployments

SAML authentication
Authenticate users with the SAML protocol, so users can log in to the Orion Web Console using Okta or Active Directory Federation Service credentials

Web based Orion diagnostics
Check the health status of your Orion deployment by collecting diagnostics from your polling engines directly from the Orion Web Console and access your deployment health directly from Settings

Device guard support for Microsoft® Windows®
Device Guard is Microsoft’s new strategy for protecting against malware, viruses, and other malicious and unscrupulous activities from modifying application code running on Windows to siphon off sensitive information such as passwords, inject ransomware, etc.; customers who enable Device Guard on their servers can rest assured that Orion will continue to function properly.

ENTERPRISE EXTENSION FOR SOLARWINDS ORION® PLATFORM

ENTERPRISE OPERATIONS CONSOLE

1 major and 7 minor releases

• Enhanced support for Network Traffic Analyzer
• Improved and Updated UI, Enterprise Summary Tile Enhancements, Enterprise Top 10 and Groups, New PerfStack™ Widgets in EOC
• Support for Virtual Infrastructure Management integration (IVIM)

• Compliant with FIPS
• Data from multiple sites in PerfStack
• Alert acknowledgement from all sites
• Support for Microsoft Azure Database: You can now use the Azure SQL Database to host your Orion SQL database
• Pass-through authentication
• Hide Alerts in Custom Tiles

*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)

APM products: AppOptics, Papertrail, Pingdom, Loggy, Librato
**PerfStack improvements**
We expanded PerfStack’s anomaly and analytics capabilities in this release

- **Node status improvements**
  - Customize what should be reflected in a node status - status of child entities, thresholds, or more

- **Orion Maps enhancements**
  - Build and customize map layouts using the new map editor.
  - Place Orion Maps on any dashboard or view using the Orion Map widget
  - Entity Library enhancements
  - Bulk Administration

- **Support for Azure SQL database & Linux agent metrics**
  - Deploy the Orion Platform in the cloud using Azure SQL Database managed instance as an alternative to MS SQL
  - Deploy the Orion Platform directly from Azure Marketplace

- **Installation improvements**
  - In-Product evaluations
  - Add or evaluate additional Orion Platform products from within the Orion Web Console
SOLARWINDS RENEWAL PROGRAM BENEFITS

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

ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) 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-prem, 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 www.solarwinds.com.