solarwinds

SOLARWINDS MAINTENANCE 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 any additional charge. After the first year, your annual maintenance renewal preserves access to SolarWinds world-class software updates and support.

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

SolarWinds Technical Support provides a valuable service to your organization by helping to install the software correctly, configure it for your specific use, assist with migrations and new processes, and isolate the occasional bug.

We are happy to assist with any product issues that you encounter, and we pride ourselves on the speed and quality of response from our 24x7 Global Support Team, whether through phone and email.

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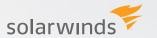
"For me, tech support is probably the most important consideration for any software or hardware product, and I can definitely give SolarWinds an A+!"

— Irishjd,
comment posted on thwack

RENEW YOUR MAINTENANCE TODAY!

SolarWinds supports 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

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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 during a review of SolarWinds that Application-Aware Network Performance Management that 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:

- 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 2012®

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.
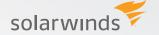
"BETTER THAN ENTERPRISE" SOLUTIONS

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

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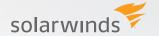**P: 866.530.8100 • F: 512.682.9301**

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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 2016.

Enterprise Class Network Management		
Network Performance Monitor	**NetFlow Traffic Analyzer**	**Network Configuration Manager**
2 major and 3 minor releases	2 major and 2 minor releases	2 major and 1 minor releases

• NethPath Services Dashboard: Hop-by-hop network critical path analysis regardless of device location—on-premises, hybrid networks and the cloud	• Support for Cisco Network Based Application Recognition (NBAR)	• Integration with NetPath Services dashboard in Network Performance Monitor
• Comprehensive monitoring of F5® Big-IP® family of products	• Integration with NetPath Services dashboard in Network Performance Monitor	• Manage F5 Big-IP binary config files
• Detailed monitoring of Cisco® switch stacks	• Improved automatic sampling & support for manually sampling rate configuration	• Connector for Cisco SmartAdvisor generates reports on Cisco devices for EOL, PSIRT, field notices, IPv6 and medianet assessment.
• New and improved UI for better usability and navigation experience	• Integration with User Device Tracker	• New device template wizard
• Native integration with ServiceNow®	• Improved ToS classification	• Cisco vulnerability reports
• Wireless Heat Map: Visualize wireless signal strength & location of connected clients	• Improved flow data retention & storage	• Out-of-the-box compliance reports for DISA STIG, NIST FISMA, and PCI
• Support for Aerohive and Juniper wireless controllers and devices	• Process flow data over 50,000 fps	• Enhancements to change approval and control
• Deep Packet Inspection & Analysis: Identify network & application latency issues	• Explore & analyze flow data with 1 minute granularity	• Automatically or manually remediate policy violations in device configuration
	• Improved web page load time	• Enhanced Architecture: Merged NCM and Core/NPM databases
	• Support for NetFlow-Lite	• Enhanced device EOL information Management
	• Support for VMWare ESX vCenters	
	• Support for Citrix CloudBridge IPFIX	

IP Address Manager	**User Device Tracker**	**VoIP & Network Quality Manager**
2 minor releases	3 minor releases	2 minor releases

• IP conflict detection resource	• Integration with IP Address Manager for IP conflict resolution	• Support for Avaya® VoIP call monitoring & troubleshooting
• Integration with User Device Tracker for IP conflict resolution	• Vendor identification based on MAC address	• Faster search of CDR and CQE records
• Automatic IPv4 subnet discovery	• Enhanced port discovery	• Call Manager phone registration resource
• Automated MAC address to hardware vendor translation	• Improved scalability	• VoIP Gateway Details view
• Forward & reverse DNS record mismatch Identification	• Support for Ruckus® and Motorola® Wireless	• PRI trunk and channel utilization
• IPv6 discovery & status scanning		
• Support for advanced DHCP configurations		
• ISC DHCP and BIND DNS Management		

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Enterprise Class Systems Management

Server & Application Monitor	Web Performance Monitor
1 major and 4 minor releases	**1 major and 1 minor release**

Server & Application Monitor

- New and improved UI for better usability and navigation experience
- Additional node discovery option by Active Directory Organizational Units.
- Automatic application template assignment to dynamic groups
- Native integration with ServiceNow
- 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)
- 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

Web Performance Monitor

- 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

Virtualization Manager	Storage Resource Monitor
2 major and 1 minor releases	**4 major and 3 minor releases**

Virtualization Manager

- Optional stand-alone module available on Orion platform with web-based reports, web-based alerts role-based access control, and dynamic thresholds.
- Virtual machine management actions on Orion console:
  - vMotion®/Live Migration and Storage vMotion/ Storage Live Migration actions
  - VM management actions: power on/off, take/delete snapshots
  - Sprawl management actions
  - 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 and website.

Storage Resource Monitor

- New storage monitoring product built on Orion platform. (Existing Storage Manager customers on active maintenance have access to SRM version 6.3)
- New features added with SRM Orion module:
  - SRM leverages standard features of Orion core platform including customizable dashboards, flexible grouping, alerting, reporting, and custom properties.
  - Application-Centric View: 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 in the following versions of Orion platform products:

- Storage Resource Monitor version 6.3
- Virtualization Manager 6.3
- Server & Application Monitor version 6.2
- Web Performance Monitor version 2.2

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Database Performance Management

Database Performance Analyzer
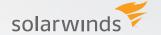
3 major and 1 minor releases

- Visibility into performance of Oracle pluggable databases (PDBs)
- Monitor MySQL (on-premises, 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

- 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 2014, Oracle 12c (single tenant), and DB2 10.5

IT Security & Compliance

Log & Event Manager

2 major and 1 minor releases

- 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 support for Windows 8.1
- File Integrity Monitoring for Windows

Patch Manager

1 minor release

- Automatically publish and patch 3rd party applications, just like you would for Microsoft updates
- Computer & 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 Server 2012 R2

Firewall Security Manager

1 minor release

- Orion® integration to view firewall details and reports through Orion's centralized, web console
- Improved readability and maintainability of firewall and Layer 3 network security device configs
- Support for Juniper® Junos devices including SRX firewalls and J-series routers
- Increased support for managing, tracking, searching and documenting business justification rules in IOS

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 & Customer Support

Web Help Desk®	DameWare® Remote Support, DameWare Mini Remote Control	Mobile Admin®
2 major and 2 minor releases	2 major and 3 minor releases	1 minor release

Web Help Desk®
- 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 & de-escalation

DameWare® Remote Support, DameWare Mini Remote Control
- Over-the-Internet remote connection for attended and unattended computers
- Native Active Directory® integration for user account management & single sign-on
- 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®
- Navigation & 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 & maintenance

Tools for Network and System Engineers

Engineer's Toolset	Network Topology Mapper
2 minor releases	2 minor releases

Engineer's Toolset
- New Orion® integration module provides access to 5 common troubleshooting tools from Orion web console: Response Time Monitor, Memory Monitor, CPU Monitor, Interface Monitor, and TraceRoute
- 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 & maintenance

Network Topology Mapper
- 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 & Allied Telesys devices

Kiwi Syslog® Server	Kiwi® CatTools®
1 major and 2 minor releases	1 minor release

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

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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) and SolarWinds Web Performance Monitor (WPM).

MC-1512

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