SolarWinds Maintenance Benefits

it pays to keep your maintenance active!

> "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

Why Should I Stay On Maintenance?

SolarWinds licensed products include a year of maintenance from the date of purchase. Annual maintenance provides tremendous ongoing value to customers at a small fraction of the original purchase price. SolarWinds recommends customers renew their maintenance prior to the expiration date to ensure that you continue to reap the benefits of ongoing product improvements.

Active Maintenance Provides You with Access to:

- Product Updates (Major Enhancements, New Features, and Bug Fixes)
- 24/7 Technical Support (Phone and Email)
- Additional Product Components to Extend Functionality
- Beta Participation to Shape Future Product Direction

"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.

A multitude of minor product releases also enhanced functionality across our products. Many product improvements result from support calls that help us understand the needs of our customers and enable us to quickly respond by providing service releases that resolve issues. These important product updates are only available to customers on active maintenance.

24/7 Technical Support You Can Depend On

Unlike many software companies, SolarWindsTech Support provides a valuable service to your organization. Our experienced support team is dedicated to helping you keep your network running at peak performance.

We are happy to assist with any product issues that you encounter and we think you'll be pleased with the speed of response of our across-the-globe 24/7 Support Team. Technical Support will be offered through phone and email.

Additional Components

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
- **EOC Map Conversion Utility** — Convert SolarWinds Network Performance Monitor (NPM) maps for use with Orion EOC
- **SolarWinds Management Pack for Microsoft® System Center** — Display data from SolarWinds NPM
- **SolarWinds NetFlow Traffic Analyzer (NTA) in Microsoft System Center Operations Manager**

Renew Your Maintenance Today!

There are 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

Need help? Contact us at **maintenance@solarwinds.com**, and we will gladly walk you through the order process.
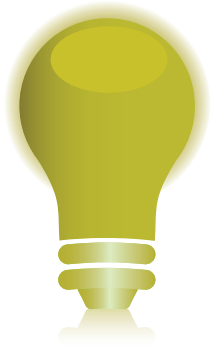
More Value, Lower Total Cost of Ownership

"By virtue of options for getting started at very low cost, combined with best-in-class maintenance rates, the SolarWinds ANPM solution tied for top ranking in terms of overall cost advantage," said Jim Frey, Research Director at Enterprise Management Associates (EMA), on the cost advantage of SolarWinds IT management products in the report **Application-Aware Network Performance Management — Q3 2010.**

SolarWinds pays close attention to the needs of the IT pros and builds easy-to-deploy and -use products that solve every day IT management problems out of the box.

"Technology providers that are focused on usability and ease of implementation without professional services create additional value in time savings and capital preservation," said Jonah Kowall, Research Director, Gartner.

Allowing your maintenance to expire can be a costly mistake. Your IT environment is constantly changing — new devices, new challenges — and our frequent updates help you stay on top of it. Renewing maintenance is far less expensive than purchasing a new license after your maintenance has expired. SolarWinds keeps maintenance simple, fair, and affordable and provides you the value for money spent.

Competition

At SolarWinds, we pride ourselves on doing things differently. Our products and our maintenance are highly competitive in the IT management marketplace.

How SolarWinds Differs from Point Products

- **Software Releases are Loaded with New Features** — SolarWinds developers rapidly introduce high quality software releases with new features in the same time span that some competitors merely provide bug fixes.
- **Community-Driven Roadmap** — Our thriving community includes thousands of network engineers directly contributing to the features included in product releases. This means we discover, design, and develop solutions to problems before you even have to deal with them.

How SolarWinds Differs from Traditional Enterprise Solutions

- **High-End Features Without the High Price** — SolarWinds gives IT professionals enterprise-class features at affordable prices. See how much you could save in annual maintenance alone!
- **Active Community** — The SolarWinds community connects you to thousands of your colleagues, so you'll never have to solve an IT management issue alone again.
- **Quick Time to Value** — Easy to install and use. No costly professional services needed.

Future Proof Your IT Environment

Moore's Law is driving technology change at a rapid pace, and with new technologies deployed on your network almost daily, SolarWinds products help you leverage these new technologies. 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**
- **Wireless AP support including: Meru®, Cisco®, HP®, and Aruba®**

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Maintenance Delivers Benefits

Active maintenance delivers valuable benefits, including access to additional components, beta participation, technical support, and most importantly, product releases that include new features and enhancements requested by our community. Below, you will find a list of recent features updates for each of our products that were completed in the last year.

"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

Enterprise Class Network Management			
SolarWinds Network Performance Monitor	**SolarWinds Network Configuration Manager**	**SolarWinds NetFlow Traffic Analyzer**	**SolarWinds IP Address Manager**
3 major and 5 minor releases since 2011	3 major and 3 minor releases since 2011	3 major releases since 2011	3 major and 1 minor release since 2011
• Hardware health monitoring • Out-of-the-box Support for BigIP® F5® Hardware • Out-of-the-box support for HP MSM760/765 Wireless Access Controllers • Drag-and-discover Interactive Charting • IPv6 Support • HP® ProCurve 420 Support • Dynamic Service Groups • Conditional Group Dependencies • Meru Networks® Wireless Support • German Localization	• Change Request Approvals • Enhanced Node Management • Enhanced Account Management • Enhanced SolarWinds NPM Integration • Enhanced Policy Reporting • One-click, Import or Export of Config Change Templates • Enhanced IPv6 Support • User Tracking • Intuitive Point-and-Click Interface • Global Configuration Search • Improved Scalability • Cisco® VLAN Reporting	• Border Gateway Protocol Support • Flow Navigator • End-Point Centric Resources • Top Talker Optimization • Advanced Application Monitoring • IP Address Groups • Multi-Vendor Flow Support • CBQoS Support • Ingess & Egress Support • Port Application Grouping • Japanese Localization • sFlow v2 & v4 Support • VMware vSwitch Flow Support • Improved Charting	• Microsoft® DHCP server management • Microsoft DNS server monitoring • Cisco DHCP Management (including support for Cisco ASA DHCP functionality) • DHCP Split-Scope Management • User Delegation • Import Wizard • Standalone or Integrated Operation • Create IPv6 Subnets & Plan IPv6 Migrations • Historical Address Tracking • Scheduled Scanning • Subnet Allocation Wizard
SolarWinds VoIP & Network Quality Manager (formerly IP SLA Manager)	**SolarWinds User Device Tracker**	**SolarWinds Enterprise Operations Console**	**SolarWinds Scalability Engines**
1 major release since 2011	3 major and 2 minor releases since 2011	2 major releases since 2011	1 minor release since 2011
• VoIP Call Monitoring and Troubleshooting • Alert on Call Performance Metrics • Search and Filter Call Detail Records • Cisco CallManager Support with Detailed Gateway Information • Improved Support in Firewalled Environments • Now available as a Stand-alone Product	• User Information from Active Directory • Wireless User and Device Support	• Support for SolarWinds IP Address Manager and User Device Tracker • User Defined Links • Performance Improvements	• Support for Storage Manager and IPAM

Enterprise Class Server, Application, Systems & Patch Management

SolarWinds Server & Application Monitor (formerly Application Performance Monitor)	SolarWinds Web Performance Monitor (formerly Synthetic End User Monitor)
3 major and 3 minor releases since 2011	3 major and 1 minor release since 2011
• Native Support for Hyper-V™ • Application Template Editing Improvements Including Multi-Edit Functionality • Hardware Health Summary Resource • Charting Improvements • Windows® Event Log Monitor Enhancements • Additional Hardware Monitoring Support • Enhancements to the Real-Time Process Explorer • Integrated virtual infrastructure monitoring • JMX MBeans Dynamic Service Groups • Conditional group dependencies • LUCID™ Interface • Module or standalone • Microsoft Active Directory™ • Support for native Nagios scripts • Expert Templates, Continuously updated • IPv6 Support	• Full support for Java web applications • AJAX, Flash® & Silverlight® Support • Waterfall Charts Isolate Responsiveness for Each Step to include Page Load Times • Monitor transactions from multiple locations & from the cloud with the Cloud Player Portal • Multi-tenant UI • Monitor Transactions from Behind the Firewall • Playback Recorded Transactions as frequently as every minute • Easily Edit Recordings as Web Applications Change

DameWare Remote Support (formerly DameWare NT Utilities) and DameWare Mini Remote Control	SolarWinds Patch Manager
2 major and 1 minor release since acquisition in December 2011	1 minor release since acquisition in February 2012
• Mac OS® X Support: Remotely Control the desktop of Macs • Linux Support: Remotely Control the desktop of Linux Computers • Agent backward capabilities: DameWare v9 supports DameWare 7 & 8 agents. You don't have to upgrade your agents to use DameWare v9. • Support for Intel vPro AMT, which lets you control computers regardless of their state. Great for troubleshooting computers that have crashed. • Chat: You can chat online with your remote user as you troubleshoot or configure the remote machine. Now, there is no need to call on the phone or open WordPad™ and to type back and forth. • Screenshot Capture: Simply click to quickly capture and save a screenshot from the remote machine. Now, there is no need to go through the process of pasting your screenshot into Paint™ and then saving it. • SolarWinds Maintenance: All DameWare purchases now include SolarWinds maintenance. • Windows 8® Support: Install on Win8 computers and remotely control them.	• Automatically receive pre-built patches for common 3rd party apps (such as Adobe® Acrobat, Reader®, Flash, Apple® iTunes, Google® Chrome, Mozilla® Firefox, Oracle® Java and more) that can be quickly deployed across tens of thousands of Windows servers, laptops and desktops • Leverage existing Microsoft Windows Server Update Services™ (WSUS) and Microsoft System Center Configuration Management™ 2007 & 2012 (SCCM) deployments • Extensive collection of simple, built-in reports to get visibility into patch compliance • Use PackageBoot™ technology to deploy complicated patches using before and after patch scripts and commands • SolarWinds Orion Integration provides important Patch Information in the same UI of the Orion Web Console. Integrates with all SolarWinds Orion suite of Network Management and Systems Management products. • Microsoft System Center Configuration Manager (SCCM) 2012 support

Enterprise Class Virtualization & Cloud Management	Enterprise Class Storage Management
SolarWinds Virtualization Manager	**SolarWinds Storage Manager & SolarWinds Backup Profiler**
6 major and 6 minor releases since 2011	4 major and 4 minor releases since 2011
• Support for Microsoft Hyper-V hypervisor • Addition of new Virtual Desktop Infrastructure (VDI) Dashboard • Alert recommendations • Improved Performance Charting • Host & Cluster Health Dashboards • Show-back dashboards • New alerts • New trends • Better usability (new widgets, dashboard selector, map view improvements)	• Support for Dell® Compellent™ Storage Arrays • Support for EMC® Isilon™ Storage Arrays • Discovery enhancements • HP Polyserve clustered file system for NAS support • Windows 64-bit support • Improved IBM SVC performance • Simplified UI • Support for IBM XIV, Hitachi Data Systems® VSP • Extensive cross-object linking • Target View (LUN view) - gives a single view of all LUN related information • Scalability Enhancements • Improved support for CLARiiON HDS and IBM SVC arrays
Security Information & Event Management (SIEM)	**Multi-vendor Firewall Security & Change Management**
SolarWinds Log & Event Manager	**SolarWinds Firewall Security Manager**
3 major and 2 minor releases since 2011	2 minor releases since acquisition from AthenaSecurity™ in August 2012
• Virtual appliance support on Hyper-V Server 2008 R2 • Web-based console • Authentication against active directory • Integration with other SolarWinds products • Support for additional data sources • Performance improvements • Support for Kiwi Syslog Server • nDepth log/event improvements • Custom report filtering, additional reports/categories • Native 64-bit Linux agent support • Improved support for Windows 7/2008 • Appliance platform/software updates • Improved implementation and configuration for faster time to value	• Virtual packet testing for firewall troubleshooting • Network-aware ACL change analysis • Integration with Orion NCM • Simplified and faster installation process • Improvements to importing devices • Support for Windows Server® 2012 and Windows 8

Tools for Network and System Engineers		
Kiwi Syslog Server	**Kiwi CatTools**	
1 major and 3 minor releases since 2011	2 major releases since 2011	
• Support for Windows Server 2012, Windows 8 and Windows SQL 2012 • Enhanced Web Access • Dynamic Filtering • Enhanced Update Notifications • Support for Windows 7	• Windows 8 and Windows Server 2012 support • Activities can now be applied to "All Devices" • Update of WodSSH COM component to fix or improve SSH connectivity with some devices such as Cisco ACS, Nexus, Extreme • Support for F5 v11 (tmos), Palo Alto devices, and SonicWall • Support for RunExternalScript added to F5.BigIP and F5.BigIP.GTM • New DNS settings tab in the CatTools Setup window (DNS resolver). Improves resolution of IPs to hostnames • Improvements in Thwack integration • Version report added for HP switchDevice Variations Feature Enhanced and Expanded Customer and Community Requested script Enhancements	
ipMonitor	**Engineer's Toolset**	**LANsurveyor**
3 major and 1 minor release since 2011	3 major releases since 2011	1 major release since 2011
• Improved Bandwidth Monitor • Printer Monitor • Exchange 2010 Monitor • Windows® 2008 R2 support • UI improvements • AD Integration • Monitor Clones	• New "Launch Pad" letting users quickly start new network gadgets • New UI that allows network utilities to be grouped by user • Database import to Workspace Studio • Firefox integration • Improved Toolset/Orion integration • Improved exporting • Enhancements to existing tools including NetFlow Real-time • SolarWinds Labs Experimental Gadgets	• Support added for Windows 7, Windows 2008, and Windows 2008 R2 • Export maps to Visio 2007 & 2010 • Improved map spacing for drawing maps • SNMP community string improvements • Password improvement

Power Up – IT Management via Mobile	Web-based IT Help Desk
Mobile Admin™	**Web Help Desk**
2 major and 1 minor release since acquisition from RoveIT in April 2012	1 minor release since acquisition in July 2012
• Support for 3 new applications: Microsoft ActiveSync, Amazon EC2 and SolarWinds Orion suite of products • Updated dashboard and notification system: includes a new top-level view showing the number and severity of events for each subscribed feed and a notification payload that indicates which feed triggered a notification. • Receive Notifications from Active Directory – so when a user is locked out, you are the first to know and can instantly unlock the account remotely. • Support for SolarWinds Network Performance Monitor, Network Configuration Manager, Server & Application Monitor, User Device Tracker, and NetFlow Traffic Analyzer	• Dashboard to track performance and business metrics in real-time • Action rules for automated escalations • SSO through SAML and CAS • Ad-hoc LDAP synching • RESTful API for integration with 3rd party applications • Custom CSS templates for the log-in page and client user interface • Improved search performance • Detailed email history tracking • Color-coded labels in the Tech user interface • Hundreds of other features and improvements

MC-1212

Need help? Contact us at <u>maintenance@solarwinds.com</u>, and we will gladly walk you through the order process.