



SolarWinds Deployment Services

Database Management Onboarding Field Guide

Last updated in 2025.H2



Overview

The Onboarding Field Guide aims to describe and document the Deployment Services onboarding process. This document will serve as a program guideline and outline for the scheduled Deployment Services training plan. We'll use this field guide to track engagement success as we progress through the program, ensuring goals are clearly defined and consistently, adequately, and efficiently met.

Deployment Services are available for the following SolarWinds database management products:

- SolarWinds® Database Performance Analyzer (DPA)
- SQL Sentry®

DEPLOYMENT SERVICES PROGRAM

	SELF-LED	DS1 (30 HRS.)	DS2 (75 HRS.)	DS3 (125 HRS.)
• Database Performance Analyzer	✓	✓	✓	✓
• SQL Sentry	✓	✓	✓	

Key Differences Between the Deployment Services Options

ACTIVITIES	DPA		
	DS1	DS2	DS3
Install DPA	Up to One (1)	Up to Two (2)	Up to Three (3)
Introduce Fundamentals of Using DPA	✓	✓	✓
Basic configuration <ul style="list-style-type: none"> Register and License Database Instances Configure Email Stop Monitoring a Database Instance for a Period 	✓	✓	✓
Integrate DPA With SolarWinds Observability Self-Hosted	✓	✓	✓
Introduce How to Investigate With DPA	✓	✓	✓
Standard Alert configuration <ul style="list-style-type: none"> Configure Wait Time Alert Configure Resource Alerts Review Alert Configuration 	✓	✓	✓
Set Up Single Sign-On (SSO) Authentication		✓	✓
Find SQL Statements With DPA		✓	✓
Manage SQL Statements		✓	✓
Manage VM Performance Data		✓	✓
Assist in Configuring Canned DPA Alerts		✓	✓
Configure Custom Alerts			✓
Advanced configuration <ul style="list-style-type: none"> Introduce Database Instance Groups Introduce Monitoring SQL Server Availability Groups (AGs) 			✓
Group Databases			✓
Optimize Inefficient Queries Using the Table Tuning Advisor			✓
Introduce the DPA REST API			✓

ACTIVITIES	SQL SENTRY	
	DS1	DS2
Install SQL Sentry	Up to One (1)	Up to One (1)
Introduce Fundamentals of Using SQL Sentry	✓	✓
Basic configuration <ul style="list-style-type: none"> Add Users and Groups Configure Security and Access Configure SMTP 	✓	✓
Standard Alert configuration <ul style="list-style-type: none"> Configure General/Failsafe/Audit Condition Configure Basic Advisory Condition 	✓	✓
Use the Performance Analysis Dashboard	✓	✓
Introduce the Analytics Platform System	✓	✓
Advanced configuration <ul style="list-style-type: none"> Introduce Enabling Extended Events Add SQL Sentry Database to Availability Groups (AGs) Introduce SQL Sentry Mail Stored Procedures Introduce Watching and Stop Watching for Active Monitoring 		✓
Provide Advanced Alert Tuning Training		✓
Configure the Custom Web Portal		✓



Deployment Services Recommendations

Database Performance Analyzer

Deployment Services Level 1 (DS1) introduces the fundamentals of DPA, which is ideal for standard implementation and integration with SolarWinds Observability Self-Hosted tools, enabling users to leverage key DPA features, including the ability to investigate long-running and inefficient queries

Deployment Services Level 2 (DS2) is designed for enhanced DPA functionalities, including:

- Setting up SSO authentication
- Managing performance of virtual entities
- Finding and managing SQL statements
- Assisting with configuring prebuilt alerts

Deployment Services Level 3 (DS3) provides comprehensive coverage and advanced DPA capabilities, including:

- Grouping databases for streamlined management
- Configuring custom alerts
- Using DPA to optimize and tune inefficient queries
- Accessing and utilizing the DPA REST API

SQL Sentry

DS1 introduces the fundamentals of SQL Sentry, making it ideal for standard implementations and dashboard setups

DS2 offers comprehensive coverage with advanced capabilities, including:

- Performing additional customizations
- Providing guided training on advanced configuration and alert tuning in SQL Sentry



DEPLOYMENT SERVICES

We'll provide project plans and videos, best practices for setup, and guides to help you get started. We'll also help you get oriented to the Customer Success Center and the THWACK® community. By the end of the process, you'll know how to get the answers you need when you need them.

PURPOSE

- Set up your SolarWinds product according to the recommended best practices
- Provide an understanding of how to use and configure the product for its intended purpose
- Discuss the resources offered by SolarWinds to help you get the most from your product

PREPARATION

- Be prepared to start the engagement within a few weeks of purchase; Deployment Services onboarding engagements **must be completed within 60 days of purchase**
- Please have the necessary infrastructure required to install your product before starting the engagement
- Make sure you've allocated time to complete the entire course, allowing for schedule constraints

LIMITATIONS OF DEPLOYMENT SERVICES ENGAGEMENT

- The deployment engineer won't provide onsite support
- The deployment engineer won't develop custom scripts, templates, or queries
- The deployment engineer won't take control of the customer's environment to perform installations, configurations, customizations, or migrations
- The deployment engineer won't troubleshoot issues, but they'll help you reach the proper technical support resource to best address the issue



Program Descriptions

Session topics provide an overview of what each session is about. Targets and milestones describe achievable goals in each scheduled meeting.

Each session is scheduled in two four-hour blocks.

DEPLOYMENT SERVICES PHASES

1. Introduction
2. Platform Planning
3. Platform Setup
4. Platform Configuration
5. Observability And Alerts
6. Platform Training
7. Journey Success

PREREQUISITES

Deployment Services Welcome Call

Your partner success manager will reach out to schedule an introductory call to meet you along with your partner engineer, go over the program, and schedule your first Deployment Services session together.

SolarWinds Platform Training

We'll familiarize you with the SolarWinds Platform.



1. Database Performance Analyzer

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Introduction	<ul style="list-style-type: none"> Welcome Call Deployment Services Overview Project Status Tracking Customer Environment/Requirements Prerequisites Risks/Issues Check-In Calls Onboarding Sessions 			
Platform Planning	Duration	Up to 3 Hours	Up to 4 Hours	Up to 6 Hours
	Use Case Review	Up to Two (2)	Up to Four (4)	Up to Six (6)
	Deployment Planning Form	✓	✓	✓
	Deployment Project Plan	✓	✓	✓
Platform Installation	Conduct Preinstallation Environment Review	✓	✓	✓
	Install DPA on Supported Operating Systems	Up to One (1)	Up to Two (2)	Up to Three (3)
	Demonstrate "Central" Offering for Multiple DPAs		✓	✓
	Introduce the DPA Architecture	✓	✓	✓
	Provide Requirements/Configuration	✓	✓	✓
	Create User Accounts for DPA Web Console Usage/Administration	✓	✓	✓
	Manage Users and Permissions	✓	✓	✓
	Provide Options for Encrypting Passwords		✓	✓
	Configure DPA to Use One (1) Supported Single Sign-On Method		Up to One (1)	Up to Two (2)
	Introduce Requirements for Monitoring Database Instances Running in a VM Cluster		✓	✓
Platform Configuration	Register and License Database Instances for Analysis	Up to Fifteen (15)	Up to Twenty (20)	Up to Forty (40)
	Introduce Database Instance Groups			✓
	Introduce Monitoring SQL Server Availability Groups			✓
	Introduce Monitoring Oracle Multitenant Databases			✓
	Introduce Monitoring VM Performance Data		✓	✓
	Update VMware Connection Information		✓	✓
	Introduce Resource Metrics in DPA		✓	✓
	Update Connection Information for a Monitored Database Instance		✓	✓
	Scale DPA for Number of Monitored Instances	✓	✓	✓
	Introduce DPA Maximum Registered Instances Limit	250	250	250
	Configure Email	✓	✓	✓
	Stop Monitoring a Database Instance for a Period	✓	✓	✓
	Integrate DPA With SolarWinds Observability Self-Hosted Tools	✓	✓	✓

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Observability and Alerts	Configure Wait Time Alert	✓	✓	✓
	Configure Resource Alerts	✓	✓	✓
	Configure Administrative Alerts		✓	✓
	Configure Custom Alert			✓
	Review DPA Alert Configurations	✓	✓	✓
	Assist With Configuring Canned DPA Alerts		Up to Five (5)	Up to Ten (10)
	Introduce Alert Blackout Periods	✓	✓	✓
	Create DPA Reports	Up to Two (2)	Up to Five (5)	Up to Ten (10)
	Introduce Performance Analysis Reports	✓	✓	✓
	Identify Blocking and Deadlocks	Up to Two (2)	Up to Five (5)	Up to Ten (10)
	Monitor Database Performance and Learn How to Use DPA to Investigate	Up to One (1)	Up to Two (2)	Up to Four (4)
	Introduce Storage I/O		✓	✓
	Find SQL Statements in DPA		✓	✓
	Name SQL Statements		✓	✓
	Exclude SQL Statements		✓	✓
	Introduce Current Tab to See the Last Hour of Database Activity		✓	✓
	Introduce Wait Time Analysis and Follow the Big Bar Paradigm		✓	✓
	Add Annotations to Trend Charts			✓
	Use Table Tuning Advisor for Inefficient Queries			✓
	Introduce Anomaly Detection			✓
	Introduce the DPA REST API			✓
Platform Training	<ul style="list-style-type: none"> Working with support THWACK® SolarWinds Academy™ Virtual Classrooms Online Best Practices Articles General Overview Resources 			
Journey Success	<ul style="list-style-type: none"> Deployment Summary Customer Survey Optimization Opportunities Customer Success Manager Hand-Off Call 			



2. SQL Sentry

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
Introduction	<ul style="list-style-type: none"> Welcome Call Deployment Services Overview Project Status Tracking Customer Environment/Requirements Prerequisites Risks/Issues Check-In Calls Onboarding Sessions 		
Platform Planning	Duration	Up to 3 Hours	Up to 4 Hours
	Use Case Review	Up to Two (2)	Up to Five (5)
	Deployment Planning Form	✓	✓
	Deployment Project Plan	✓	✓
Platform Installation	Introduce SQL Sentry Requirements	✓	✓
	Introduce SQL Sentry Components and Architecture	✓	✓
	Conduct Preinstallation Environment Review	✓	✓
	Install SQL Sentry	Up to One (1)	Up to One (1)
	Introduce License Management	✓	✓
	Set Up the Basic Web Portal	✓	✓
	Set Up the Maintenance Plan	✓	✓
	Review the Back-End Configuration	✓	✓
Platform Configuration	Add Users and Groups	✓	✓
	Configure Security and Access	✓	✓
	Configure SMTP	✓	✓
	Adjust Retention and Collection	✓	✓
	Monitor and Organize Desired Targets	✓	✓
	Introduce Database Maintenance	✓	✓
	Introduce Enabling Extended Events		✓
	Introduce Adding SQL Sentry Database to an Availability Group (AG)		✓
	Introduce Sp_sentry_dbmail_20 and Sp_sentry_mail_20		✓
	Introduce Watching and Stop Watching for Active Monitoring		✓
Observability and Alerts	General Alerting Overview	✓	✓
	Contact Setup	✓	✓
	General/Failsafe/Audit Condition Configuration	✓	✓
	Basic Advisory Condition Configuration	✓	✓
	Performance Analysis Dashboard Review	✓	✓
	Analytics Platform System Overview	✓	✓
	Advanced Alert Tuning Training		✓
	Advanced Advisory Condition Configuration		✓
	Advanced Object Groups		✓
	Custom Web Portal Dashboard Configuration		✓
	Custom Event Calendar Views		✓



Platform Training	<ul style="list-style-type: none">• Working With Support• THWACK®• SolarWinds Academy™ Virtual Classrooms• Online Best Practices Articles• General Overview Resources
Journey Success	<ul style="list-style-type: none">• Deployment Summary• Customer Survey• Optimization• Opportunities• Customer Success Manager Hand-Off Call

ABOUT SOLARWINDS

SolarWinds is a leading provider of simple, powerful, and secure IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today's modern, distributed, and hybrid network environments. We continuously engage with technology professionals—IT service and operations professionals, DevOps and SecOps professionals, and database administrators—to understand the challenges they face in maintaining high-performing and highly available IT infrastructures, applications, and environments. The insights we gain from them, in places such as our [THWACK](#) community, allow us to address customers' needs now and in the future. Our focus on the user and our commitment to excellence in end-to-end hybrid IT management have established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at www.solarwinds.com.



*For additional information, please contact SolarWinds at [866.530.8100](tel:866.530.8100) or email sales@solarwinds.com.
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