





# SolarWinds **Deployment Services**

SolarWinds Observability Self-Hosted Onboarding Field Guide



# **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 in the program to ensure goals are clearly defined and met consistently, adequately, and efficiently.

Deployment Services are available for the following SolarWinds® Observability Self-Hosted:

## **DEPLOYMENT SERVICES PROGRAM**

	SELF-LED	DS LITE (5 HRS.)	DS1 (30 HRS.)	DS2 (75 HRS.)	DS3 (125 HRS.)
Observability Self-Hosted – Essentials	✓		✓	✓	✓
Observability Self-Hosted – Essentials Enterprise Scale	✓		✓	✓	✓
Observability Self-Hosted - Advanced	✓		✓	✓	✓
Observability Self-Hosted – Advanced Enterprise Scale	✓		✓	✓	✓

#### SolarWinds Observability Self-Hosted Licensing Model

The SolarWinds Observability Self-Hosted license is offered in four categories: Essentials, Essentials Enterprise Scale, Advanced, and Advanced Enterprise Scale.

SOLARWINDS OBSERVABILITY SELF-HOSTED			ESSENTIALS	ESSENTIALS ENTERPRISE SCALE	ADVANCED	ADVANCED ENTERPRISE SCALE
	NPM	Network Performance Monitor	✓	✓	✓	✓
	SAM	Server Application Monitor	✓	✓	✓	✓
	LA	Log Analyzer	✓	✓	✓	✓
	UDT	User Device Tracker	✓	✓	✓	✓
	VNQM	Voice and Network Quality Manager	✓	✓	✓	✓
HCO Features	IPAM	IP Address Manager	✓	✓	✓	✓
	NTA	NetFlow Traffic Analyzer			✓	✓
	NCM	Network Configuration Manager			✓	✓
	SCM	Server Configuration Manager			✓	✓
	VMAN	Virtualization Manager			✓	✓
	DPA	Database Performance Analyzer		✓		✓
	APE	Additional Polling Engine		✓		✓
Scalability	AWS	Additional Web Server		✓		✓
Scalability	HA	High Availability *		✓		✓
	EOC	Enterprise Operations Console **		✓		✓
Success Services	Advanced S	<u>Support</u>		✓		✓
Success Services	Premium Si	<u>upport</u>	<u>Add-On</u>	<u>Add-On</u>	<u>Add-On</u>	Add-On

<sup>\*</sup> High Availability (HA) may be a separate license

<sup>\*\*</sup> EOC will have a separate install and license



## **DEPLOYMENT SERVICES**

We'll provide project plans and videos, best practices during setup, and guides for getting started. We'll also help you orient to the Customer Success Center and 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 best practices recommended by SolarWinds.
- Provide an understanding of how to use and configure the product for its intended purpose.
- Discuss resources SolarWinds offers to help you get the most out of 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 required infrastructure to run 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 program, partner success manager, and partner engineer won't provide onsite support.
- The program, partner success manager, and partner engineer won't develop custom scripts, templates, or queries.
- The program, partner success manager, and partner engineer won't take control of the customer's environment to perform installations, configurations, customizations, or migrations.
- The program, partner success manager, and partner 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 overall idea of what each session is all about. Targets and milestones describe the goals we aim to achieve in each scheduled meeting.

Each session is scheduled in one to 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 in which you'll meet your partner success manager and 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. SolarWinds Observability Self-Hosted - Essentials

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><li>Dep</li><li>Trac</li><li>Cus</li><li>Prer</li><li>Risk</li><li>Che</li></ul>	come Call loyment Service Overview cking of Project Status tomer Environment/Requirements requisites t/lssues ck-In Calls roarding Sessions			
		Duration	Up to 3 Hours	Up to 4 Hours	Up to 8 Hours
Platform	Use Case	Review	Up to Two (2)	Up to Three (3)	Up to Five (5)
Planning	Deployme	nt Planning Form	✓	✓	✓
	Deployme	nt Project Plan	✓	✓	✓
DI af		Duration	Up to 3 Hours	Up to 6 Hours	Up to 10 Hours
Platform Installation	Pre-install:	ation Environment Review	✓	✓	✓
	Install Mai	n Polling Engine	Up to One (1)	Up to One (1)	Up to Two (2)
		Duration	Up to 5 Hours	Up to 12 Hours	Up to 22 Hours
	Provision	of SNMP and WMI Credentials	Up to Five (5) Total	Up to Ten (10) Total	Up to Ten (10) Total
	Understan	d Permissions in Platform	✓	✓	✓
	Create Loc	eal Accounts	Up to Three (3)	Up to Three (3)	Up to Five (5)
	Credential Directory®	Integration of Orion® Account Group with Active or Azure®	×	Up to One (1)	Up to Two (2)
	Credential	Integration of Orion Account Groups with SAML	×	Up to One (1)	Up to Two (2)
	Configurat	tion of HTTPS Web Console Configuration for MPE and AWS	✓	✓	✓
	Introduce	Cloud Monitoring (Azure®/Amazon)	×	✓	✓
	Highlight important NPM Settings		✓	✓	✓
	NPM	Provide OIDs required by Hardware health on Network Devices	✓	✓	✓
Platform Configuration		Highlight important LA Settings	✓	✓	✓
<b>3</b>	LA	Provide required privileges and permissions	✓	✓	✓
		Provide device settings to send logs	✓	✓	✓
	UDT	SNMP requirements for monitored devices	×	✓	✓
	001	Highlight important UDT Settings	×	✓	✓
	SAM	Highlight important SAM Settings	✓	✓	✓
	SAIVI	Provide permissions for Hardware Health monitoring on Dell, HPE, and IBM devices	✓	✓	✓
		Introduce User Role Delegation	✓	✓	✓
	IDAM	Introduce permissions for managing the DNS server	✓	✓	✓
	IPAM	Introduce permissions for managing the DHCP server	✓	✓	✓
		Highlight important IPAM Settings	✓	✓	✓
	VNQM	Highlight important VNQM Settings	✓	✓	✓
Ob 1 ****		Duration	Up to 14 Hours	Up to 43 Hours	Up to 67 Hours
Observability and Alerts	Create and each	d run Network Discoveries with Up to Twenty (20) Devices	Up to Two (2)	Up to Five (5)	Up to Ten (10)
7 (10)	Introduce	Orion Agents	✓	✓	✓



CATEGORY		ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
	Agent depe - LA (Option - SAM (Opt	nal)	Up to Five (5)	Up to Ten (10)	Up to Twenty (20)
	Add Virtual	Servers (includes Hyper-V/Nutanix/VMWare)	Up to One (1)	Up to Two (2)	Up to Five (5)
	Add Cloud	Infrastructure	×	Up to One (1)	Up to Two (2)
	Introduce C	Custom Properties	✓	✓	✓
	Create Cus	tom Properties	Up to Three (3)	Up to Five (5)	Up to Fifteen (15)
	1. Up to On	ups with entities either le (1) Dynamic; OR ree (3) Static	Up to Five (5)	Up to Ten (10)	Up to Twenty (20)
	Introduce D	Dependencies	✓	✓	✓
	1. Up to On	endencies with entities either e (1) Dynamic; OR ree (3) Static	Up to One (1)	Up to Two (2)	Up to Five (5)
	Introduce A	alerts and Reports	✓	✓	✓
	Create Aler	ts using Up to Five (5) built-in fields each	Up to Three (3)	Up to Six (6)	Up to Ten (10)
	Create Rep	orts using Up to Five (5) built-in fields each	Up to Two (2)	Up to Five (5)	Up to Seven (7)
	1. Using bu	dern Dashboard with Up to Three (3) each uilt-in Widgets; OR aphical Query Builder	Up to One (1)	Up to Five (5)	Up to Five (5)
	Introduce F	PerfStack™	✓	✓	✓
	Create Perf	Stack™ with Up to Three (3) entities each	Up to One (1)	Up to Three (3)	Up to Five (5)
	Introduce N	Maps and Topology	✓	✓	✓
	Create Map	os with Up to Five (5) entities each	Up to One (1)	Up to Two (2)	Up to Three (3)
		Introduce NetPath™	✓	✓	✓
		Create NetPath™	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce UCS Poller	✓	✓	✓
		Set up UCS Poller	×	Up to One (1)	Up to Three (3)
	NPM	Introduce Hardware Health for Network Devices	✓	✓	✓
	INFIVI	Introduce Network Insights	✓	✓	✓
		Introduce Universal Device Poller (UnDP)	✓	✓	✓
		Create Universal Device Poller (UnDP)	Up to Two (2)	Up to Three (3)	Up to Five (5)
		Introduce Wireless Polling and Wireless Heatmap	✓	✓	✓
		Create Wireless Heat Map	×	Up to One (1)	Up to Three (3)
		Introduce key features of LA	✓	✓	✓
		Introduce Syslog/Traps/Windows Event Filter	✓	✓	✓
		Set up Windows event collection via Orion Agent	×	Up to One (1)	Up to Three (3)
	LA	Create Rule to drop unwanted messages	Up to One (1)	Up to One (1)	Up to One (1)
		Introduce LA Alerts	✓	✓	✓
		Create LA Alerts	Up to One (1)	Up to Three (3)	Up to Five (5)
		Review unlicensed and unmonitored log source reports	✓	✓	✓
	SAM	Introduce SAM	✓	✓	✓
	SAIVI	Introduce Component Monitor Wizard	✓	✓	✓



CATEGORY		ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Introduce Real-time Processing and Explorer	✓	✓	✓
		SAM Component Types Overview	✓	✓	✓
		Introduce Hardware Health for Dell, HP, HPE Proliant and IBM devices.	✓	✓	✓
		Create Application Monitors/Templates with Up to Five (5) Components each	Up to Five (5)	Up to Ten (10)	Up to Fifteen (15)
		Set up AppInsight™ for SQL Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Set up AppInsight™ for Exchange Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Set up AppInsight™ for IIS Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Set up AppInsight™ for Active Directory Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce Application Dependency	✓	✓	✓
		Enable Application Dependency (Connection Quality Polling requires Agent)	×	Up to One (1)	Up to Three (3)
		Introduce Manage Subnet and IP Address Page	✓	✓	✓
		Create Subnet/Supernet	Up to One (1)	Up to Two (2)	Up to Five (5)
		Manual IP Address Discoveries/ Imports	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce Neighbor Scanning	Up to One (1)	Up to Two (2)	Up to Five (5)
	IPAM	Introduce IP Address Request	✓	✓	✓
		Introduce DHCP/DNS server management	✓	✓	✓
		Add DHCP server	×	Up to One (1)	Up to Two (2)
		Create DHCP scope	×	Up to One (1)	Up to Three (3)
		Manage DHCP server	×	Up to One (1)	Up to Three (3)
		Add DNS server	×	Up to One (1)	Up to Three (3)
		Manage DNS scope	×	Up to One (1)	Up to Three (3)
		Introduce IP Conflict	✓	✓	✓
		Introduce IPAM Alerts and Reports	✓	✓	✓
		Introduce UDT	✓	✓	✓
		Discover and Add Ports from Node(s)	Up to of Five (5)	Up to of Ten (10)	Up to of Fifteen (15)
		Adding Active Directory® for User Tracking	✓	✓	✓
		Introduce how to Locate Users or Devices	✓	✓	✓
	UDT	Introduce Rogue Devices, the Whitelist, and the Watch List	✓	✓	✓
		Managing Whitelist	Up to One (1)	Up to Two (2)	Up to Five (5)
		Managing Watch List	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce UDT Alerts and Reports	✓	✓	✓
		Resolve IP address conflicts with IPAM and UDT integration	✓	✓	✓
		Introduce VNQM	✓	✓	✓
		Introduce how VNQM create Operations	✓	✓	✓
		Create IPSLA Operations	Up to Three (3)	Up to Six (6)	Up to Twelve (12)
	VNQM	Manage Call Manager	Up to One (1)	Up to Three (3)	Up to Five (5)
		Manage Voice Gateway	Up to One (1)	Up to Three (3)	Up to Five (5)
		Review VNQM Summary, IP SLA, and Call Manager Views	✓	✓	✓
		Introduce VNQM Alerts and Reports	✓	✓	✓

## SOLARWINDS DEPLOYMENT SERVICES

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Platform Training	<ul> <li>Working With Support</li> <li>THWACK®</li> <li>SolarWinds Academy Virtual Classrooms</li> <li>Online Best Practices Articles</li> <li>General Overview Resources</li> </ul>			
Journey Success	<ul> <li>Deployment Summary</li> <li>Customer Survey</li> <li>Optimization</li> <li>Opportunities</li> <li>Customer Succes Manager (CSM) Hand-Off Call</li> </ul>			



# 2. SolarWinds Observability Self-Hosted - Essentials Enterprise Scale

CATEGORY		ACTIVITIES		DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Introduction	Welcome Call     Deployment Set     Tracking of Proj     Customer Enviro     Prerequisites     Risk/Issues     Check-In Calls     Onboarding Ses	ect Status onment/Requirements				
		Duration		Up to 3 Hours	Up to 4 Hours	Up to 8 Hours
Platform	Use Case Review			Up to Two (2)	Up to Three (3)	Up to Five (5)
Planning	Deployment Planning I	Form		✓	✓	<b>✓</b>
	Deployment Project Pl	an		✓	✓	✓
		Duration		Up to 3 Hours	Up to 6 Hours	Up to 10 Hours
	Pre-installation Enviror	nment Review		✓	✓	✓
	Install Main Polling Eng	gine		Up to One (1)	Up to One (1)	Up to Two (2)
	Scalability	Install Scalability Engines	APE	×	Up to Either One (1)	Up to Five (5)
Platform Installation		install Scalability Engines	AWS	×	×	Up to Three (3)
		Install EOC		×	×	Up to One (1)
		Install HA	MPE	×	×	Up to Two (2)
		IIIStali NA	APE	×	×	Up to Five (5)
	DPA	Install or Upgrade DPA on Wir	ndows/Linux	Up to One (1)	Up to One (1)	Up to One (1)
	Duration			Up to 5 Hours	Up to 12 Hours	Up to 22 Hours
	Provision SNMP and WMI Credentials			Up to Five (5) Total	Up to Ten (10) Total	Up to Ten (10) Total
	Understand Permissions in Platform			(o) 10tai	✓	(10) 10tai
	Create Local Accounts			Up to Three (3)	Up to Three (3)	Up to Five (5)
	Credential Integration of Orion Account Group with Active Directory® or Azure®			×	Up to One (1)	Up to Two (2)
	Credential Integration of Orion Account Groups with SAML			×	Up to One (1)	Up to Two (2)
	Configuration of HTTPS Web Console Configuration for MPE, AWS and, EOC			✓	✓	✓
	Introduce Cloud Monit	oring (Azure®/Amazon)		×	✓	✓
Platform		Highlight important NPM Setting	js .	✓	✓	✓
Configuration	NPM	Provide OIDs required by Hardw Network Devices	are Health on	✓	✓	✓
		Highlight important LA Settings		✓	✓	✓
	LA	Provide required privileges and p	ermissions	✓	✓	✓
		Provide device setting to send lo	ogs	✓	✓	✓
	UDT	SNMP requirements for monitor	ed devices	×	✓	✓
	UDT	Highlight important UDT Setting	S	×	✓	✓
		Highlight important SAM Setting	S	✓	✓	✓
	SAM	Provide permissions for Hardwa monitoring on Dell, HPE, and IBN		✓	✓	✓
	IPAM	Introduce User Role Delegation		✓	✓	✓
	II AW	Introduce permissions for mana	ging DNS server	<b>✓</b>	✓	<b>→</b>

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CATEGORY		ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Introduce permissions for managing DHCP server	✓	✓	✓
		Highlight important IPAM Settings	✓	✓	✓
	VNQM	Highlight important VNQM Settings	✓	✓	✓
		Register and License Database Instances for - Analysis with DPA	Up to One (1)	Up to One (1)	Up to One (1)
		Requirements/Configuration	✓	✓	✓
		Scale DPA for Number of Monitored Instances	✓	✓	✓
		Configure Wait Time Alert	✓	<b>✓</b>	✓
	DPA	Configure Resource Alerts	<b>✓</b>	✓	✓
		Configure Email/LDAP/SSL (optional)	×	✓	✓
		Create User Accounts for DPA Web Console Usage/Administration	×	✓	✓
		Configure Administrative Alerts	×	×	✓
		Configure Custom SQL Alert	×	×	✓
		Duration	Up to 14 Hours	Up to 43 Hours	Up to 67 Hours
	Create and run Network	Discoveries with Up to Twenty (20) Devices each	Up to Two (2)	Up to Five (5)	Up to Ten (10)
	Introduce Orion Agents		✓	✓	✓
	Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)		Up to Five (5)	Up to Ten (10)	Up to Twenty (20)
	Add Virtual Servers (inc	ludes Hyper-V/Nutanix/VMWare)	Up to One (1)	Up to Two (2)	Up to Five (5)
	Add Cloud Infrastructur	е	×	Up to One (1)	Up to Two (2)
	Introduce Custom Prop	erties	✓	<b>✓</b>	✓
	Create Custom Properties		Up to Three (3)	Up to Five (5)	Up to Fifteen (15)
	Create Groups with enti 1. Up to One (1) Dynam 2. Up to Three (3) Statio	ic; OR	Up to Five (5)	Up to Ten (10)	Up to Twenty (20)
Observability	Introduce Dependencie	s	✓	✓	✓
and Alerts	Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static		Up to One (1)	Up to Two (2)	Up to Five (5)
	Introduce Alerts and Re	ports	✓	✓	✓
	Create Alerts using Up	to Five (5) built-in fields each	Up to Three (3)	Up to Six (6)	Up to Ten (10)
	Create Reports using U	p to Five (5) built-in fields each	Up to Two (2)	Up to Five (5)	Up to Seven (7)
	Create Modern Dashboard with Up to Three (3) each 1. Using built-in Widgets; OR 2. Using Graphical Query Builder		Up to One (1)	Up to Five (5)	Up to Five (5)
	Introduce PerfStack™		✓	✓	✓
	Create PerfStack™ with Up to Three (3) entities each		Up to One (1)	Up to Three (3)	Up to Five (5)
	Introduce Maps and To	pology	✓	✓	✓
	Create Maps with Up to	Five (5) entities each	Up to One (1)	Up to Two (2)	Up to Three (3)
		Introduce NetPath™	✓	✓	✓
	NPM	Create NetPath™	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce UCS Poller	<b>✓</b>	✓	✓



CATEGORY			DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Set up UCS Poller	×	Up to One (1)	Up to Three (3)
		Introduce Hardware Health for Network Devices	✓	✓	✓
		Introduce Network Insights	✓	✓	✓
		Introduce Universal Device Poller (UnDP)	✓	✓	✓
		Create Universal Device Poller (UnDP)	Up to Two (2)	Up to Three (3)	Up to Five (5)
		Introduce Wireless Polling and Wireless Heatmap	✓	✓	✓
		Create Wireless Heat Map	×	Up to One (1)	Up to Three (3)
		Introduce key features of LA	✓	✓	✓
		Introduce Syslog/Traps/Windows Event Filter	✓	✓	✓
		Set up Windows event collection via Orion Agent	×	Up to One (1)	Up to Three (3)
	LA	Create Rule to drop unwanted messages	Up to One (1)	Up to One (1)	Up to One (1)
		Introduce LA Alerts	✓	✓	✓
		Create LA Alerts	Up to One (1)	Up to Three (3)	Up to Five (5)
		Review unlicensed and unmonitored log source reports	✓	✓	✓
		Introduce SAM	✓	✓	✓
		Introduce Component Monitor Wizard	✓	✓	✓
		Introduce Real-time Processing and Explorer	✓	✓	✓
		SAM Component Types Overview	✓	✓	✓
	SAM	Introduce Hardware Health for Dell, HP, HPE Proliant, and IBM devices.	<b>✓</b>	✓	✓
		Create Application Monitors/Templates with Up to Five (5) Components each	Up to Five (5)	Up to Ten (10)	Up to Fifteen (15)
		Set up AppInsight™ for SQL Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Set up AppInsight™ for Exchange Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Set up AppInsight™ for IIS Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Set up Applnsight™ for Active Directory Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce Application Dependency	<b>✓</b>	✓	<b>✓</b>
		Enable Application Dependency (Connection Quality Polling requires Agent)	×	Up to One (1)	Up to Three (3)
		Introduce Manage Subnet and IP Address Page	✓	✓	✓
		Create Subnet/Supernet	Up to One (1)	Up to Two (2)	Up to Five (5)
		Manual IP Address Discoveries/ Imports	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce Neighbor Scanning	Up to One (1)	Up to Two (2)	Up to Five (5)
	IPAM	Introduce IP Address Request	✓	✓	✓
		Introduce DHCP/DNS server management	✓	✓	✓
		Add DHCP server	×	Up to One (1)	Up to Two (2)
		Create DHCP scope	×	Up to One (1)	Up to Three (3)
		Manage DHCP server	×	Up to One (1)	Up to Three (3)
		Add DNS server	×	Up to One (1)	Up to Three (3)
		Manage DNS scope	×	Up to One (1)	Up to Three (3)
		Introduce IP Conflict	✓	✓	✓
		Introduce IPAM Alerts and Reports	✓	✓	✓



CATEGORY		ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT	
		Introduce UDT	✓	✓	✓	
		Discover and Add Ports from Node(s)	Up to of Five (5)	Up to of Ten (10)	Up to of Fifteen (15)	
		Adding Active Directory® for User Tracking	✓	✓	<b>√</b>	
		Introduce how to Locate Users or Devices	✓	✓	✓	
	UDT	Introduce Rogue Devices, the Whitelist, and the Watch List	✓	✓	✓	
		Managing Whitelist	Up to One (1)	Up to Two (2)	Up to Five (5)	
		Managing Watch List	Up to One (1)	Up to Two (2)	Up to Five (5)	
		Introduce UDT Alerts and Reports	✓	✓	✓	
		Resolve IP address conflicts with IPAM and UDT integration	<b>✓</b>	✓	✓	
		Introduce VNQM	✓	✓	✓	
		Introduce how VNQM create Operations	✓	✓	✓	
		Create IPSLA Operations	Up to Three (3)	Up to Six (6)	Up to Twelve (12)	
	VNQM	Manage Call Manager	Up to One (1)	Up to Three (3)	Up to Five (5)	
		Manage Voice Gateway	Up to One (1)	Up to Three (3)	Up to Five (5)	
		Review VNQM Summary, IP SLA, and Call Manager Views	<b>✓</b>	✓	✓	
		Introduce VNQM Alerts and Reports	✓	✓	✓	
		Review DPA Alert Configurations	✓	✓	✓	
		Create DPA Reports	Up to One (1)	Up to Two (2)	Up to Five (5)	
	DPA	Performance Analysis Reports	✓	✓	✓	
		Monitored Database Performance and learn how to use DPA to investigate	Up to One (1)	Up to One (1)	Up to One (1)	
		Assist with Configuring Pre-Canned DPA Alerts	×	✓	✓	
Platform Training	<ul> <li>Working With Support</li> <li>THWACK®</li> <li>SolarWinds Academy Virtual Classrooms</li> <li>Online Best Practices Articles</li> <li>General Overview Resources</li> </ul>					
Journey Success	<ul><li>Deployment Sun</li><li>Customer Survey</li><li>Optimization</li><li>Opportunities</li></ul>	nmary				



# 3. SolarWinds Observability Self-Hosted - Advanced

CATEGORY		ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Introduction	Welcome Call     Deployment Se     Tracking of Pro     Customer Envir     Prerequisites     Risk/Issues     Check-In Calls     Onboarding Se	ject Status onment/Requirements			
		Duration	Up to 3 Hours	Up to 4 Hours	Up to 8 Hours
Platform	Use Case Review		Up to Two (2)	Up to Three (3)	Up to Five (5)
Planning	Deployment Planning	Form	✓	✓	✓
	Deployment Project P	an	✓	✓	✓
<b>51.4</b>		Duration	Up to 3 Hours	Up to 6 Hours	Up to 10 Hours
Platform Installation	Pre-installation Enviro	nment Review	✓	✓	✓
	Install Main Polling Er	gine	Up to One (1)	Up to One (1)	Up to Two (2)
		Duration	Up to 5 Hours	Up to 12 Hours	Up to 22 Hours
	Provision SNMP and \	VMI Credentials	Up to Five (5) Total	Up to Ten (10) Total	Up to Ten (10) Total
	Understand Permission	ons in Platform	(o) + o.c ✓	✓ · · · · · · · · · · · · · · · · · · ·	<b>√</b>
	Create Local Accounts	5	Up to Three (3)	Up to Three (3)	Up to Five (5)
	Credential Integration of Orion® Account Group with Active Directory® or Azure®		×	Up to One (1)	Up to Two (2)
	Credential Integration	of Orion Account Groups with SAML	×	Up to One (1)	Up to Two (2)
	Configuration of HTTF	PS Web Console Configuration for MPE	✓	✓	✓
	Introduce Cloud Moni	toring (Azure®/Amazon)	×	✓	✓
	NPM	Highlight important NPM Settings	✓	✓	✓
		Provide OIDs required by Hardware Health on Network Devices	✓	✓	✓
		Highlight important LA Settings	✓	✓	✓
Platform	LA	Provide required privileges and permissions	✓	✓	✓
Configuration		Provide device setting to send logs	✓	✓	✓
	UDT	SNMP requirements for monitored devices	×	<b>✓</b>	✓
	001	Highlight important UDT Settings	×	✓	✓
		Highlight important SAM Settings	✓	✓	✓
	SAM	Provide permissions for Hardware Health monitoring on Dell, HPE, and IBM devices	✓	✓	✓
		Introduce User Role Delegation	✓	✓	✓
		Introduce permissions for managing DNS server	✓	✓	✓
	IPAM	Introduce permissions for managing DHCP server	✓	✓	✓
		Highlight important IPAM Settings	✓	✓	✓
	VNQM	Highlight important VNQM Settings	✓	✓	✓
		Introduce User Role Delegation	<b>✓</b>	✓	✓
	NCM	Highlight important NCM Settings	✓	✓	✓
	NTA	Provide device setting to send NetFlow	✓	✓	✓



CATEGORY		ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Highlight important NTA Settings	✓	✓	✓
		Provide requirements of monitoring in VMAN	✓	✓	✓
	VMAN	Introduce VMAN Overview and Web Pages	✓	✓	✓
		Highlight important VMAN Settings	✓	✓	✓
	SCM	Provide permissions required by SCM	×	✓	✓
	SCIVI	Highlight important SCM Settings	×	✓	✓
		Duration	Up to 14 Hours	Up to 43 Hours	Up to 67 Hours
	Create and run Network	Discoveries with Up to Twenty (20) Devices each	Up to Two (2)	Up to Five (5)	Up to Ten (10)
	Introduce Orion Agents		✓	✓	✓
	Add Nodes Manually (ir Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file	ncluding Orion Agents) /registry/PowerShell monitoring)	Up to Five (5)	Up to Ten (10)	Up to Twenty (20)
	Add Virtual Servers (inc	ludes Hyper-V/Nutanix/VMWare)	Up to One (1)	Up to Two (2)	Up to Five (5)
	Add Cloud Infrastructur	е	×	Up to One (1)	Up to Two (2)
	Introduce Custom Prop	erties	✓	✓	✓
	Create Custom Properties		Up to Three (3)	Up to Five (5)	Up to Fifteen (15)
	Create Groups with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static		Up to Five (5)	Up to Ten (10)	Up to Twenty (20)
	Introduce Dependencies		✓	✓	✓
	Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static		Up to One (1)	Up to Two (2)	Up to Five (5)
	Introduce Alerts and Reports		✓	✓	✓
Observability and	Create Alerts using Up to Five (5) built-in fields each		Up to Three (3)	Up to Six (6)	Up to Ten (10)
Alerts	Create Reports using Up to Five (5) built-in fields each		Up to Two (2)	Up to Five (5)	Up to Seven (7)
	Create Modern Dashboard with Up to Three (3) each 1. Using built-in Widgets; OR 2. Using Graphical Query Builder		Up to One (1)	Up to Five (5)	Up to Five (5)
	Introduce PerfStack™		✓	✓	✓
	Create PerfStack™ with	Up to Three (3) entities each	Up to One (1)	Up to Three (3)	Up to Five (5)
	Introduce Maps and To	pology	✓	✓	✓
	Create Maps with Up to	Five (5) entities each	Up to One (1)	Up to Two (2)	Up to Three (3)
		Introduce NetPath™	✓	✓	✓
		Create NetPath™	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce UCS Poller	✓	✓	✓
		Set up UCS Poller	×	Up to One (1)	Up to Three (3)
		Introduce Hardware Health for Network Devices	✓	✓	✓
	NPM	Introduce Network Insights	✓	✓	✓
		Introduce Universal Device Poller (UnDP)	✓	✓	✓
		Create Universal Device Poller (UnDP)	Up to Two (2)	Up to Three (3)	Up to Five (5)
		Introduce Wireless Polling and Wireless Heatmap	✓	✓	✓
		Create Wireless Heat Map	×	Up to One (1)	Up to Three (3)



CATEGORY		ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Introduce key features of LA	✓	✓	✓
	LA	Introduce Syslog/Traps/Windows Event Filter	✓	✓	✓
		Set up Windows event collection via Orion Agent	×	Up to One (1)	Up to Three (3)
		Create Rule to drop unwanted messages	Up to One (1)	Up to One (1)	Up to One (1)
		Introduce LA Alerts	✓	✓	✓
		Create LA Alerts	Up to One (1)	Up to Three (3)	Up to Five (5)
		Review unlicensed and unmonitored log source reports	✓	✓	✓
		Introduce SAM	✓	✓	✓
		Introduce Component Monitor Wizard	✓	✓	✓
		Introduce Real-time Processing and Explorer	✓	✓	✓
		SAM Component Types Overview	✓	✓	✓
		Introduce Hardware Health for Dell, HP, HPE Proliant and IBM devices.	✓	✓	✓
	SAM	Create Application Monitors/Templates with <b>Up to Five (5)</b> Components each	Up to Five (5)	Up to Ten (10)	Up to Fifteen (15)
		Set up Applnsight™ for SQL Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Set up Applnsight™ for Exchange Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Set up Applnsight™ for IIS Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Set up Applnsight™ for Active Directory Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce Application Dependency	✓	✓	✓
		Enable Application Dependency (Connection Quality Polling requires Agent)	×	Up to One (1)	Up to Three (3)
		Introduce Manage Subnet and IP Address Page	✓	✓	✓
		Create Subnet/Supernet	Up to One (1)	Up to Two (2)	Up to Five (5)
		Manual IP Address Discoveries/ Imports	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce Neighbor Scanning	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce IP Address Request	✓	✓	✓
		Introduce DHCP/DNS server management	✓	✓	✓
	IPAM	Add DHCP server	×	Up to One (1)	Up to Two (2)
		Create DHCP scope	×	Up to One (1)	Up to Three (3)
		Manage DHCP server	×	Up to One (1)	Up to Three (3)
		Add DNS server	×	Up to One (1)	Up to Three (3)
		Manage DNS scope	×	Up to One (1)	Up to Three (3)
		Introduce IP Conflict	✓	✓	✓
		Introduce IPAM Alerts and Reports	✓	✓	✓
	UDT	Introduce UDT	✓	✓ Units of Tax	<b>√</b>
		Discover and Add Ports from Node(s)	Up to of Five (5)	Up to of Ten (10)	Up to of Fifteen (15)
		Adding Active Directory® for User Tracking	✓	✓	✓
		Introduce how to Locate Users or Devices	✓	✓	✓
		Introduce Rogue Devices, the White List, and the Watch List	✓	✓	✓
		Managing White List	Up to One (1)	Up to Two (2)	Up to Five (5)
		Managing Watch List	Up to One (1)	Up to Two (2)	Up to Five (5) page 15



CATEGORY		ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Introduce UDT Alerts and Reports	✓	✓	✓
		Resolve IP address conflicts with IPAM and UDT integration	✓	✓	✓
		Introduce VNQM	✓	✓	✓
		Introduce how VNQM creates Operations	✓	✓	✓
		Create IPSLA Operations	Up to Three (3)	Up to Six (6)	Up to Twelve (12)
	VNQM	Manage Call Manager	Up to One (1)	Up to Three (3)	Up to Five (5)
		Manage Voice Gateway	Up to One (1)	Up to Three (3)	Up to Five (5)
		Review VNQM Summary, IP SLA, and Call Manager Views	✓	✓	✓
		Introduce VNQM Alerts and Reports	✓	✓	✓
		Introduce NCM	✓	✓	✓
		Introduce Device Templates	✓	✓	✓
		Set up and run device configuration backup	Up to Two (2)	Up to Two (2)	Up to Five (5)
		Set up NCM Jobs	Up to Two (2)	Up to Two (2)	Up to Five (5)
		Introduce Config Change Templates	✓	✓	✓
		Introduce Firmware Upgrades	✓	✓	✓
	NCM	Introduce Firmware Vulnerability Data	✓	✓	✓
		Introduce Compliance Reports	✓	✓	✓
		Create Compliance Reports with Up to One (1) Policy and Up to Three (3) Rules	Up to Two (2)	Up to Five (5)	Up to Ten (10)
		Introduce Real-time Config Change Detection	✓	✓	✓
		Set up Real-time Config Change Detection	Up to One (1)	Up to Two (2)	Up to Three (3)
		Introduce Approval System for configuration changes	✓	✓	✓
		Introduce NCM Alerts and Reports	✓	✓	✓
		Introduce NTA	✓	<b>✓</b>	✓
		Provide NTA flow requirements	✓	✓	✓
		Provide information to set up NBAR on Cisco devices	Up to One (1)	Up to Two (2)	Up to Three (3)
	NTA	Provide information to set up VMWare support on NTA	Up to One (1)	Up to Two (2)	Up to Three (3)
		Introduce NTA Resources and Widgets	✓	✓	✓
		Introduce Flow Navigator and Quick Alerts	✓	✓	✓
		Introduce NTA Alerts and Reports	✓	✓	✓
		Introduce VMAN	✓	✓	✓
		Learn More about VMAN polling and pollers	✓	✓	✓
		Ensure that Virtual Servers added are using VMAN polling	✓	✓	✓
	VMAN	Introduce VMAN features: Recommendations, the Sprawl dashboard, snapshot management, orphan VMDK management, PerfStack™ and AppStack™	<b>~</b>	<b>~</b>	4
		Introduce VMAN Alerts and Reports	✓	✓	✓
		Introduce SCM	✓	✓	✓
	scм	Introduce near real-time change detection	✓	✓	✓
		Introduce compare configurations over time	✓	✓	✓
		1			page 16

## SOLARWINDS DEPLOYMENT SERVICES

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT		
	Introduce monitor compliance with the SCM policy engine	✓	✓	✓		
	Assign Out-of-the-box Profile to Nodes	Up to One (1)	Up to Three (3)	Up to Five (5)		
	Create Custom profile	Up to One (1)	Up to Three (3)	Up to Five (5)		
	Assign Custom profile	Up to One (1)	Up to Three (3)	Up to Five (5)		
	Introduce SCM Alerts and Reports	✓	✓	✓		
Platform Training	<ul> <li>Working With Support</li> <li>THWACK®</li> <li>SolarWinds Academy Virtual Classrooms</li> <li>Online Best Practices Articles</li> <li>General Overview Resources</li> </ul>					
Journey Success	<ul> <li>Deployment Summary</li> <li>Customer Survey</li> <li>Optimization</li> <li>Opportunities</li> <li>Customer Succes Manager (CSM) Hand-Off Call</li> </ul>					



# 4. SolarWinds Observability Self-Hosted - Advanced Enterprise Scale

CATEGORY	ACTIVITIES			DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT		
Introduction	Tracking of Proje	<ul> <li>Deployment Service Overview</li> <li>Tracking of Project Status</li> <li>Customer Environment/Requirements</li> <li>Prerequisites</li> <li>Risk/Issues</li> <li>Check-In Calls</li> </ul>						
		Duration		Up to 3 Hours	Up to 4 Hours	Up to 8 Hours		
Platform	Use Case Review			Up to Two (2)	Up to Three (3)	Up to Five (5)		
Planning	Deployment Planning F	orm		✓	✓	✓		
	Deployment Project Pla	ın		✓	✓	✓		
		Duration		Up to 3 Hours	Up to 6 Hours	Up to 10 Hours		
	Pre-installation Environ	ment Review		✓	✓	✓		
	Install Main Polling Eng	ine		Up to One (1)	Up to One (1)	Up to Two (2)		
			APE	×	Up to Either One	Up to Five (5)		
Platform Installation		Install Scalability Engines	AWS	×	(1)	Up to Three (3)		
Ilistaliation	Scalability	Install EOC	1	×	×	Up to One (1)		
			MPE	×	×	Up to Two (2)		
		Install HA	APE	×	×	Up to Five (5)		
	DPA Install or Upgrade DPA on Windows/Linux			Up to One (1)	Up to One (1)	Up to One (1)		
		Duration		Up to 5 Hours	Up to 5 Hours Up to 12 Hours Up to 22			
	Provision SNMP and W	Provision SNMP and WMI Credentials		Up to Five (5) Total	Up to Ten (10) Total	Up to Ten (10) Total		
	Understand Permissions in Platform			<b>(</b> 0) 10ta1	<b>√</b>	(10) 10ta1 ✓		
	Create Local Accounts			Up to Three (3)	Up to Three (3)	Up to Five (5)		
	Credential Integration of Orion® Account Group with Active Directory® or Azure®			×	Up to One (1)	Up to Two (2)		
	Credential Integration of	Credential Integration of Orion Account Groups with SAML			Up to One (1)	Up to Two (2)		
	Configuration of HTTPS	S Web Console Configuration for MP	E, AWS and EOC	✓	✓	✓		
	Introduce Cloud Monito	oring (Azure®/Amazon)		×	✓	<b>✓</b>		
Platform		Highlight important NPM Settings		✓	✓	✓		
Configuration	NPM	Provide OIDs required by Hardwar Network Devices	e Health on	✓	✓	✓		
		Highlight important LA Settings		✓	✓	✓		
	LA	Provide required privileges and pe	rmissions	✓	*	*		
		Provide device setting to send log	S	✓	✓	✓		
	UDT	SNMP requirements for monitored devices		×	✓	✓		
	ODT	Highlight important UDT Settings		×	✓	✓		
		Highlight important SAM Settings		✓	✓	✓		
	SAM	Provide permissions for Hardware monitoring on Dell, HPE, and IBM		✓	✓	✓		
	IPAM	Introduce User Role Delegation		✓	✓	✓		



Observability and Alerts  Observability Add Cloud Infrastructure  Introduce Custom Properties  Oreate Custom Properties  Oreate Groups with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static  Introduce Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static  Introduce Alerts and Reports  Oreate Alerts using Up to Five (5) built-in fields each  Observability Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)  Up to One (1) Up to Two (2)  Up to Twenty (20  Up to Twenty	CATEGORY		ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Highlight important IPMA Settings			Introduce permissions for managing DNS server	✓	✓	✓
VNQM			Introduce permissions for managing DHCP server	✓	✓	✓
NCM Introduce User Role Delegation			Highlight important IPAM Settings	✓	✓	✓
NCM  Highlight important NCM Settings  Provide device setting to send NetFlow Highlight important NTA Settings  Provide requirements of monitoring in VMAN  VMAN  Introduce VMAN Overview and Web Pages Highlight important NTA Settings  Provide requirements of monitoring in VMAN  SCM  Provide permissions required by SCM Highlight important SCM Settings  Provide permissions required by SCM Highlight important SCM Settings  Register and License Database Instances for Analysis with DFA Requirements/Configuration  Register and License Database Instances for Analysis with DFA Requirements/Configuration  Configure Web Time Alert  Configure Web Time Alert  Configure Resource Alerts  Configure Resource Alerts  Configure Resource Alerts  Configure Administration Configure Administrative Alerts  Configure Custom SQI Alert  X  Y  Create and run Network Discoveries with Up to Twenty (70) Devices seath Up to 14 Hours  Up to 34 Hours  Up to 67 Hours  Up to 67 Hours  Add Nakes Manuelly (including Orton Agents) Agent dependence - LA (Optional) - SCM (Required for file/registry/PowerShell monitoring)  Add (Cloud Infrastructure - X  Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)  Up to Time (3) - Up to Time (3) - Up to Time (3) - Up to Time (5) - Up to Time (6) - Up to Time (6) - Up to Time (6) - Up to Time (7) - Up to Time (7) - Up to Time (7) - Up to Time (8) - Up to Time (9) - Up to Time		VNQM	Highlight important VNQM Settings	✓	✓	✓
NTA Provide device setting to send NetFlow		NCM	Introduce User Role Delegation	✓	✓	✓
NTA		NCM	Highlight important NCM Settings	✓	✓	✓
Highlight Important NTA Settings		NTA	Provide device setting to send NetFlow	✓	✓	✓
Note   Provide permissions required by SCM		NIA	Highlight important NTA Settings	✓	✓	✓
Highlight important VMAN Settings			Provide requirements of monitoring in VMAN	✓	✓	✓
SCM Provide permissions required by SCM X Y Y Highlight important SCM Settings X Y Y Register and License Database Instances for - Analysis with DPA Requirements/Configuration Y Y Y Scale DPA for Number of Monitored Instances Configure Wait Time Alert Y Y Configure Email/LDAP/SSL (optional) X Y Configure Email/LDAP/SSL (optional) X Y Configure Email/LDAP/SSL (optional) X Y Create User Accounts for DPA Veb Console Usage/Administrative Alerts Configure Customs QL Alert X X Y Configure Customs QL Alert X X Y  Duration Up to 14 Hours Create and run Network Discoveries with Up to Twenty (20) Devices each Up to Two (2) Up to Five (5) Up to Ten (10) Introduce Orion Agents Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SCM (Required for file/registry/PowerShell monitoring) Add Virtual Servers (includes Hyper-V/Nutanix/VMWare) Up to One (1) Up to Two (2) Up to Five (5) Add Cloud Infrastructure X Up to Three (3) Create Custom Properties Up to Time (3) Up to Time (5) Up to Time (6) Up to Time (6) Up to Time (7) Up to Time (7) Up to Time (7) Up to Time (8) Up to Time (9) Up to Time (10) Up to Time (10)		VMAN	Introduce VMAN Overview and Web Pages	✓	✓	✓
Highlight important SCM Settings			Highlight important VMAN Settings	✓	✓	✓
Highlight Important SCM Settings		COM	Provide permissions required by SCM	×	✓	✓
Analysis with DPA Requirements/Configuration Scale DPA for Number of Monitored Instances Configure Resource Alerts Configure Caster Scounts for DPA Web Console Usage/Administrative Alerts Configure Custom SQL Alert  Puration Duration Up to 14 Hours Up to 43 Hours Up to 67 Hours Create and run Network Discoveries with Up to Twenty (20) Devices each Up to Two (2) Up to Five (5) Up to Five (5) Up to Ten (10) Up to Twenty (20) Conservability Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - Add Virtual Servers (includes Hyper-V/Nutanix/VMWare) Up to One (1) Up to Twenty (20) Create Custom Properties Up to Three (3) Up to Three (3) Up to Time (10) Up to Twenty (20) Up to Five (5) Up to Tree (10) Up to Twenty (20) Up to		SCM		×	✓	✓
DPA   Configure Wait Time Alert				Up to One (1)	Up to One (1)	Up to One (1)
Observability and Alerts  Observability and Alerts  Observability and Alerts  Observability and Alerts  Create Custom Properties  Observability and Alerts  Create Groups with entities either  1. Up to One (1) Dynamic, OR  Create Groups with entities either  1. Up to One (1) Dynamic, OR  Create Groups with entities either  1. Up to One (1) Up to Two (2) Up to Five (5) Up to Twenty (20)  Up to Five (3) Up to Tren (10)  Up to Two (2) Up to Two (2) Up to Five (5)  Add Dynamic, OR  Create Groups with entities either  1. Up to One (1) Up to Twe (2) Up to Twe (2)  Up to Two (2) Up to Five (5)  Add Dynamic, OR  Create Groups with entities either  1. Up to One (1) Up to Two (2) Up to Twenty (20)  Up to Two (2) Up to Twenty (20)  Up to Two (2) Up to Twenty (20)  Add Dioud Infrastructure  X Up to One (1) Up to Two (2) Up to Five (5)  Add Cloud Infrastructure  X Up to One (1) Up to Two (2) Up to Twe (2)  Up to Two (2) Up to Twe (3)  Create Groups with entities either  1. Up to One (1) Up to Twe (3)  Up to Twenty (20)  Create Dependencies  Create Dependencies  Create Dependencies  Create Alerts using Up to Five (5) built-in fields each  Up to Three (3)  Up to Three (3)  Up to Two (2) Up to Ten (10)			Requirements/Configuration	✓	✓	✓
Configure Resource Alerts  Configure Email/LDAP/SSL (optional)  Create User Accounts for DPA Web Console Usage/Administrative Alerts  Configure Custom SQL Alert  Configure Custom SQL Alert  Create and run Network Discoveries with Up to Twenty (20) Devices each Up to 14 Hours  Create and run Network Discoveries with Up to Twenty (20) Devices each Up to Two (2) Up to Five (5) Up to Ten (10)  Introduce Orion Agents  Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - Create a Groups with entities either 1. Up to One (1) - Up to Two (2) - Up to Tive (3) - Up to Tive (5) -			Scale DPA for Number of Monitored Instances	✓	✓	✓
Configure Email/LDAP/SSL (optional)  Create User Accounts for DPA Web Console Usage/Administration  Configure Administration  Configure Administrative Alerts  Configure Custom SQL Alert  ***  ***  ***  **  **  **  **  **  *			Configure Wait Time Alert	✓	✓	✓
Create User Accounts for DPA Web Console Usage/Administration Configure Administration Configure Custom SQL Alert   ***  **  **  **  **  **  **  **  **		DPA	Configure Resource Alerts	✓	✓	✓
Usage/Administration Configure Administrative Alerts Configure Custom SQL Alert  X  X  Y  Duration Up to 14 Hours Create and run Network Discoveries with Up to Twenty (20) Devices each Introduce Orion Agents Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring) Add Virtual Servers (includes Hyper-V/Nutanix/VMWare) Up to One (1) Up to Two (2) Up to Two (2) Up to Two (2) Up to Twenty (20) Up to Trive (3) Up to Five (5) Up to Trive (5) Up to Trive (10) Up to Twenty (20) U			, , , ,	×	✓	✓
Duration  Duration  Up to 14 Hours  Create and run Network Discoveries with Up to Twenty (20) Devices each Up to Two (2) Up to Five (5) Up to Ten (10) Up to Tree (10) Up to Twenty (20) Up to Twenty (20) Up to Tree (10) Up to Twenty (20) Up to Tree (3) Up to Tree (3) Up to Tree (3) Up to Tree (3) Up to Tree (10) Up to Twenty (20) U				×	✓	✓
Duration Create and run Network Discoveries with Up to Twenty (20) Devices each Up to Two (2) Up to Five (5) Up to Ten (10)  Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)  Add Virtual Servers (includes Hyper-V/Nutanix/VMWare) Up to One (1) Up to Two (2) Up to Two (2) Up to Two (2) Up to Two (2) Up to Two (10) Up to Two (2) Up to Two (3) Up to Five (5) Up to Five (5) Up to Five (5) Up to Ten (10) Up to Twenty (20 Up to Two (2) Up to Two (3) Static Introduce Alerts and Reports Create Alerts using Up to Five (5) built-in fields each Up to Three (3) Up to Three (3) Up to Six (6) Up to Ten (10)			Configure Administrative Alerts	×	×	✓
Create and run Network Discoveries with Up to Twenty (20) Devices each  Up to Two (2)  Up to Five (5)  Up to Ten (10)  Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)  Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)  Up to One (1)  Up to Two (2)  Up to Two (3)  Up to Five (5)  Up to Ten (10)  Up to Twenty (20  Create Custom Properties  Create Dependencies  Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static  Introduce Dependencies with entities either  1. Up to One (1)  Up to Two (2)  Up to Two (3)  Up to Two (4)  Up to Two (5)  Up to Two (5)  Up to Two (6)  Up to Two (7)  V			Configure Custom SQL Alert	×	×	✓
Introduce Orion Agents  Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SCM (Required for file/registry/PowerShell monitoring)  Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)  Add Cloud Infrastructure  Introduce Custom Properties  Create Custom Properties  Create Groups with entities either 1. Up to One (1) Up to Tive (5)  Up to Three (3) Up to Five (5)  Up to Three (3) Up to Twon (2)  Up to Three (3) Up to Twon (2)  Up to Three (3)  Up to Three (3)  Up to Three (3)  Up to Tome (10)  Up to Twenty (20  Up to Tive (5)  Up to Twenty (20  Up to Twenty (20  Up to Tive (5)  Up to Twenty (20  U			Duration	Up to 14 Hours	Up to 43 Hours	Up to 67 Hours
Add Nodes Manually (including Orion Agents) Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)  Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)  Up to One (1)  Up to Two (2)  Up to Three (3)  Up to Five (5)  Up to Five (5)  Up to Five (5)  Up to Three (15  Up to Twenty (20  Up		Create and run Network Discoveries with Up to Twenty (20) Devices each		Up to Two (2)	Up to Five (5)	Up to Ten (10)
Agent dependent: - LA (Optional) - SAM (Optional) - SCM (Required for file/registry/PowerShell monitoring)  Add Virtual Servers (includes Hyper-V/Nutanix/VMWare)  Add Cloud Infrastructure  Add Cloud Infrastructure  Introduce Custom Properties  Create Custom Properties  Create Groups with entities either 1. Up to One (1) Up to Two (2)  Up to Five (5)  Up to Three (3)  Up to Five (5)  Up to Five (5)  Up to Tree (3)  Up to Five (5)  Up to Five (5)  Up to Five (5)  Up to Five (5)  Up to Tree (10)  Up to Twenty (20)  Three (3) Static  Introduce Dependencies with entities either 1. Up to One (1) Dynamic; OR 2. Up to Three (3) Static  Up to One (1)  Up to One (1)  Up to Two (2)  Up to Tree (3)  Up to Tree (10)  Up to Two (2)  Up to Five (5)  Up to Tree (10)  Up to Two (2)  Up to Five (5)		Introduce Orion Agents		✓	✓	✓
Add Cloud Infrastructure  Add Cloud Infrastructure  Introduce Custom Properties  Create Groups with entities either 1. Up to One (1) Up to Three (3) Up to Five (5) Up to Fifteen (15)  Create Groups with entities either 1. Up to One (1) Dynamic; OR 2. Up to Three (3) Static  Introduce Dependencies  Create Dependencies with entities either 1. Up to One (1) Dynamic; OR 2. Up to Three (3) Static  Up to One (1) Up to Ten (10)  Up to Twenty (20  Up to Tore (10)  Up to Twenty (20  Up to Tore (10)  Up to Twenty (20  Up to Twenty (20  Up to Tree (3) Static  Up to One (1)  Up to Two (2)  Up to Twenty (20  Up to Twenty (20  Up to Tree (3)  Up to Twenty (20  Up to		Agent dependent: - LA (Optional) - SAM (Optional)		Up to Five (5)	Up to Ten (10)	Up to Twenty (20)
Observability and Alerts  Introduce Custom Properties  Create Groups with entities either 1. Up to One (1) Dynamic; OR 2. Up to Three (3) Static  Introduce Dependencies with entities either 1. Up to One (1) Dynamic; OR 2. Up to Three (3) Static  Up to Five (5) Up to Twenty (20  Create Dependencies with entities either 1. Up to One (1) Dynamic; OR 2. Up to Three (3) Static  Up to One (1) Up to Two (2) Up to Five (5)  Up to Twenty (20  Up to		Add Virtual Servers (inc	ludes Hyper-V/Nutanix/VMWare)	Up to One (1)	Up to Two (2)	Up to Five (5)
Alerts  Create Custom Properties  Up to Three (3)  Up to Five (5)  Up to Ten (10)  Up to Twenty (20  2. Up to Three (3) Static  Introduce Dependencies  Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static  Up to One (1)  Up to Two (2)  Up to Two (5)  Up to Twenty (20  Up to Twenty (20  Up to Toreate Alerts using Up to Five (5)  Up to Two (2)  Up to Two (2)  Up to Two (2)  Up to Two (3)  Up to Two (4)  Up to Two (5)  Up to Two (6)  Up to Toreate (1)		Add Cloud Infrastructure		×	Up to One (1)	Up to Two (2)
Create Custom Properties  Up to Three (3)  Up to Five (5)  Up to Fifteen (15)  Create Groups with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static  Up to Five (5)  Up to Ten (10)  Up to Twenty (20)  Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static  Up to One (1)  Up to Two (2)  Up to Five (5)	,	Introduce Custom Prop	erties	✓	✓	✓
1. Up to One (1) Dynamic; OR 2. Up to Three (3) Static  Introduce Dependencies  Create Dependencies with entities either 1. Up to One (1) Dynamic; OR 2. Up to Three (3) Static  Up to One (1)  Up to Twenty (20  Up to Ten (10)  Up to Twenty (20  Up to Ten (10)  Up to Twenty (20  Up t		Create Custom Propert	ies	Up to Three (3)	Up to Five (5)	Up to Fifteen (15)
Create Dependencies with entities either  1. Up to One (1) Dynamic; OR  2. Up to Three (3) Static  Introduce Alerts and Reports  Create Alerts using Up to Five (5) built-in fields each  Up to One (1)  Up to Two (2)  Up to Two (2)  Up to Five (5)  Up to Two (2)  Up to Five (5)		1. Up to One (1) Dynamic; OR		Up to Five (5)	Up to Ten (10)	Up to Twenty (20)
1. Up to One (1) Dynamic; OR 2. Up to Three (3) Static  Introduce Alerts and Reports  Create Alerts using Up to Five (5) built-in fields each  Up to One (1)  Up to Two (2)  Up to Two (2)  Up to Five (5)  Up to Three (3)  Up to Three (3)  Up to Six (6)  Up to Ten (10)				✓	✓	✓
Create Alerts using Up to Five (5) built-in fields each  Up to Three (3)  Up to Six (6)  Up to Ten (10)		1. Up to One (1) Dynamic; OR		Up to One (1)	Up to Two (2)	Up to Five (5)
				<b>✓</b>	✓	✓
Create Reports using Up to Five (5) built-in fields each  Up to Two (2)  Up to Five (5)  Up to Savon (7)		Create Alerts using Up	to Five (5) built-in fields each	Up to Three (3)	Up to Six (6)	Up to Ten (10)
Objective reports using on to tive (3) built in fields each   Op to 1 wo (2)   Op to 1 we (3)   Op to 3 even (7)		Create Reports using U	p to Five (5) built-in fields each	Up to Two (2)	Up to Five (5)	Up to Seven (7)



CATEGORY	ACTIVITIES		DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
	Create Modern Dashboard with Up to Three (3) each 1. Using built-in Widgets; OR 2. Using Graphical Query Builder		Up to One (1)	Up to Five (5)	Up to Five (5)
	Introduce PerfStack™		✓	✓	✓
	Create PerfStack™ with	Up to Three (3) entities each	Up to One (1)	Up to Three (3)	Up to Five (5)
	Introduce Maps and Topology		✓	✓	✓
	Create Maps with Up to	Five (5) entities each	Up to One (1)	Up to Two (2)	Up to Three (3)
		Introduce NetPath™	✓	✓	✓
		Create NetPath™	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce UCS Poller	✓	✓	✓
		Set up UCS Poller	×	Up to One (1)	Up to Three (3)
		Introduce Hardware Health for Network Devices	✓	✓	✓
	NPM	Introduce Network Insights	✓	✓	✓
		Introduce Universal Device Poller (UnDP)	✓	✓	✓
		Create Universal Device Poller (UnDP)	Up to Two (2)	Up to Three (3)	Up to Five (5)
		Introduce Wireless Polling and Wireless Heatmap	✓	✓	✓
		Create Wireless Heat Map	×	Up to One (1)	Up to Three (3)
		Introduce key features of LA	✓	✓	✓
		Introduce Syslog/Traps/Windows Event Filter	✓	✓	✓
		Set up Windows event collection via Orion Agent	×	Up to One (1)	Up to Three (3)
	LA	Create Rule to drop unwanted messages	Up to One (1)	Up to One (1)	Up to One (1)
		Introduce LA Alerts	✓	✓	✓
		Create LA Alerts	Up to One (1)	Up to Three (3)	Up to Five (5)
		Review unlicensed and unmonitored log source reports	✓	Up to Three (3) ✓	✓
		Introduce SAM	✓	✓	✓
		Introduce Component Monitor Wizard	✓	✓	✓
		Introduce Real-time Processing and Explorer	✓	✓	✓
		SAM Component Types Overview	✓	✓	✓
		Introduce Hardware Health for Dell, HP, HPE Proliant and IBM devices.	✓	✓	✓
	SAM	Create Application Monitors/Templates with Up to Five (5) Components each	Up to Five (5)	Up to Ten (10)	Up to Fifteen (15)
	OAW.	Set up AppInsight™ for SQL Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Set up AppInsight™ for Exchange Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Set up AppInsight™ for IIS Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Set up AppInsight <sup>™</sup> for Active Directory Monitor	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce Application Dependency	✓	✓	✓
		Enable Application Dependency (Connection Quality Polling requires Agent)	×	Up to One (1)	Up to Three (3)
		Introduce Manage Subnet and IP Address Page	✓	✓	✓
		Create Subnet/Supernet	Up to One (1)	Up to Two (2)	Up to Five (5)
	IPAM	Manual IP Address Discoveries/ Imports	Up to One (1)	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	Up to Five (5)
		Introduce Neighbor Scanning	Up to One (1)	Up to Two (2)	Up to Five (5)
ļ		Sadde Heighbor Courining	Sp 10 one (1)	OP 10 1 110 (2)	ορ (ο 1 1vc (ο)



CATEGORY	ACTIVITIES		DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Introduce IP Address Request	✓	✓	✓
		Introduce DHCP/DNS server management	✓	✓	✓
		Add DHCP server	×	Up to One (1)	Up to Two (2)
		Create DHCP scope	×	Up to One (1)	Up to Three (3)
		Manage DHCP server	×	Up to One (1)	Up to Three (3)
		Add DNS server	×	Up to One (1)	Up to Three (3)
		Manage DNS scope	×	Up to One (1)	Up to Three (3)
		Introduce IP Conflict	✓	✓	✓
		Introduce IPAM Alerts and Reports	✓	✓	✓
		Introduce UDT	✓	✓	✓
		Discover and Add Ports from Node(s)	Up to of Five (5)	Up to of Ten (10)	Up to of Fifteen (15)
		Adding Active Directory® for User Tracking	✓	(10) ✓	(13) ✓
		Introduce how to Locate Users or Devices	✓	✓	✓
	UDT	Introduce Rogue Devices, the Whitelist, and the Watch List	✓	✓	✓
		Managing Whitelist	Up to One (1)	Up to Two (2)	Up to Five (5)
		Managing Watch List	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce UDT Alerts and Reports	✓	✓	✓
		Resolve IP address conflicts with IPAM and UDT integration	✓	✓	✓
		Introduce VNQM	✓	✓	✓
		Introduce how VNQM creates Operations	✓	✓	✓
		Create IPSLA Operations	Up to Three (3)	Up to Six (6)	Up to Twelve (12)
	VNQM	Manage Call Manager	Up to One (1)	Up to Three (3)	Up to Five (5)
		Manage Voice Gateway	Up to One (1)	Up to Three (3)	Up to Five (5)
		Review VNQM Summary, IP SLA, and Call Manager Views	✓	✓	✓
		Introduce VNQM Alerts and Reports	✓	✓	✓
		Introduce NCM	✓	✓	✓
		Introduce Device Templates	✓	✓	✓
		Set up and run device configuration backup	Up to Two (2)	Up to Two (2)	Up to Five (5)
		Set up NCM Jobs	Up to Two (2)	Up to Two (2)	Up to Five (5)
		Introduce Config Change Templates	✓	✓	✓
		Introduce Firmware Upgrades	✓	✓	✓
	NCM	Introduce Firmware Vulnerability Data	✓	✓	✓
		Introduce Compliance Reports	✓	✓	✓
		Create Compliance Reports with Up to One (1) Policy and Up to Three (3) Rules	Up to Two (2)	Up to Five (5)	Up to Ten (10)
		Introduce Real-time Config Change Detection	✓	✓	✓
		Set up Real-time Config Change Detection	Up to One (1)	Up to Two (2)	Up to Three (3)
		Introduce Approval System for configuration changes	✓	✓	✓
		Introduce NCM Alerts and Reports	✓	✓	✓



CATEGORY	ACTIVITIES		DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		Introduce NTA	✓	✓	✓
		Provide NTA flow requirements	✓	✓	✓
		Provide information to set up NBAR on Cisco devices	Up to One (1)	Up to Two (2)	Up to Three (3)
	NTA	Provide information to set up VMWare support on NTA	Up to One (1)	Up to Two (2)	Up to Three (3)
		Introduce NTA Resources and Widgets	✓	✓	✓
		Introduce Flow Navigator and Quick Alerts	✓	✓	✓
		Introduce NTA Alerts and Reports	✓	✓	✓
		Introduce VMAN	✓	✓	✓
		Learn More about VMAN polling and pollers	✓	✓	✓
		Ensure that Virtual Servers added are using VMAN polling	✓	✓	✓
	VMAN	Introduce VMAN features: Recommendations, the Sprawl dashboard, snapshot management, orphan VMDK management, PerfStack™ and AppStack™	✓	✓	4
		Introduce VMAN Alerts and Reports	✓	✓	✓
		Introduce SCM	✓	✓	✓
		Introduce near-real-time change detection	✓	✓	✓
		Introduce compare configurations over time	✓	✓	✓
	SCM	Introduce monitor compliance with the SCM policy engine	✓	✓	✓
		Assign Out-of-the-box Profile to Nodes	Up to One (1)	Up to Three (3)	Up to Five (5)
		Create Custom profile	Up to One (1)	Up to Three (3)	Up to Five (5)
		Assign Custom profile	Up to One (1)	Up to Three (3)	Up to Five (5)
		Introduce SCM Alerts and Reports	✓	✓	✓
		Review DPA Alert Configurations	✓	✓	✓
		Create DPA Reports	Up to One (1)	Up to Two (2)	Up to Five (5)
	DPA	Performance Analysis Reports	✓	✓	✓
		Monitored Database Performance and learn how to use DPA to investigate	Up to One (1)	Up to One (1)	Up to One (1)
		Assist with Configuring Pre-Canned DPA Alerts	×	✓	✓
Platform Training	Working With Su     THWACK®     SolarWinds Acac     Online Best Prac     General Overviev	demy Virtual Classrooms tices Articles			
Journey Success	<ul> <li>Deployment Summary</li> <li>Customer Survey</li> <li>Optimization</li> <li>Opportunities</li> <li>Customer Succes Manager (CSM) Hand-Off Call</li> </ul>				



## **ABOUT SOLARWINDS**

SolarWinds (NYSE:SWI) 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 (DBAs)—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 like 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 <a href="https://www.solarwinds.com">www.solarwinds.com</a>.



For additional information, please contact SolarWinds at <u>866.530.8100</u> or email <u>sales@solarwinds.com</u>. To locate an international reseller near you, visit <u>SolarWinds Partner Page</u>.

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