



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
HCO Features	NPM	Network Performance Monitor	✓	✓	✓	✓
	SAM	Server Application Monitor	✓	✓	✓	✓
	LA	Log Analyzer	✓	✓	✓	✓
	UDT	User Device Tracker	✓	✓	✓	✓
	VNQM	Voice and Network Quality Manager	✓	✓	✓	✓
	IPAM	IP Address Manager	✓	✓	✓	✓
	NTA	NetFlow Traffic Analyzer			✓	✓
	NCM	Network Configuration Manager			✓	✓
	SCM	Server Configuration Manager			✓	✓
	VMAN	Virtualization Manager			✓	✓
Scalability	DPA	Database Performance Analyzer		✓		✓
	APE	Additional Polling Engine		✓		✓
	AWS	Additional Web Server		✓		✓
	HA	High Availability *		✓		✓
Success Services	EOC	Enterprise Operations Console **		✓		✓
	Advanced Support			✓		✓
	Premium Support		Add-On	Add-On	Add-On	Add-On

* High Availability (HA) may be a separate license

** 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 on-site 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 style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 			
Platform Planning	Duration	Up to 3 Hours	Up to 4 Hours	Up to 8 Hours
	Use Case Review	Up to Two (2)	Up to Three (3)	Up to Five (5)
	Deployment Planning Form	✓	✓	✓
	Deployment Project Plan	✓	✓	✓
Platform Installation	Duration	Up to 3 Hours	Up to 6 Hours	Up to 10 Hours
	Pre-installation Environment Review	✓	✓	✓
	Install Main Polling Engine	Up to One (1)	Up to One (1)	Up to Two (2)
Platform Configuration	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
	Understand Permissions in Platform	✓	✓	✓
	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 and AWS	✓	✓	✓
	Introduce Cloud Monitoring (Azure®/Amazon)	×	✓	✓
	NPM	Highlight important NPM Settings	✓	✓
		Provide OIDs required by Hardware health on Network Devices	✓	✓
	LA	Highlight important LA Settings	✓	✓
		Provide required privileges and permissions	✓	✓
		Provide device settings to send logs	✓	✓
	UDT	SNMP requirements for monitored devices	×	✓
		Highlight important UDT Settings	×	✓
	SAM	Highlight important SAM Settings	✓	✓
		Provide permissions for Hardware Health monitoring on Dell, HPE, and IBM devices	✓	✓
	IPAM	Introduce User Role Delegation	✓	✓
		Introduce permissions for managing the DNS server	✓	✓
		Introduce permissions for managing the DHCP server	✓	✓
		Highlight important IPAM Settings	✓	✓
	VNQM	Highlight important VNQM Settings	✓	✓
Observability and Alerts	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	✓	✓	✓



CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
	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 (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 Custom Properties	✓	✓	✓
	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	✓	✓	✓
	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 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 Topology	✓	✓	✓
	Create Maps with Up to Five (5) entities each	Up to One (1)	Up to Two (2)	Up to Three (3)
NPM	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	✓	✓	✓
	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)
LA	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)
	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	✓	✓	✓
	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)
	IPAM	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	✓	✓	✓
		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	✓	✓	✓
		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 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	✓	✓	✓
	VNQM	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)
		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	✓	✓	✓



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 style="list-style-type: none">Working With SupportTHWACK®SolarWinds Academy Virtual ClassroomsOnline Best Practices ArticlesGeneral Overview Resources			
Journey Success	<ul style="list-style-type: none">Deployment SummaryCustomer SurveyOptimizationOpportunitiesCustomer Success Manager (CSM) Hand-Off Call			



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	<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 				
Platform Planning	Duration		Up to 3 Hours	Up to 4 Hours	Up to 8 Hours
	Use Case Review		Up to Two (2)	Up to Three (3)	Up to Five (5)
	Deployment Planning Form		✓	✓	✓
	Deployment Project Plan		✓	✓	✓
Platform Installation	Duration		Up to 3 Hours	Up to 6 Hours	Up to 10 Hours
	Pre-installation Environment Review		✓	✓	✓
	Install Main Polling Engine		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)
			AWS	×	Up to Three (3)
		Install EOC		×	Up to One (1)
		Install HA	MPE	×	Up to Two (2)
			APE	×	Up to Five (5)
	DPA	Install or Upgrade DPA on Windows/Linux		Up to One (1)	Up to One (1)
Platform Configuration	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		✓	✓	✓
	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 Monitoring (Azure®/Amazon)		×	✓	✓
	NPM	Highlight important NPM Settings		✓	✓
		Provide OIDs required by Hardware Health on Network Devices		✓	✓
	LA	Highlight important LA Settings		✓	✓
		Provide required privileges and permissions		✓	✓
		Provide device setting to send logs		✓	✓
	UDT	SNMP requirements for monitored devices		×	✓
		Highlight important UDT Settings		×	✓
	SAM	Highlight important SAM Settings		✓	✓
		Provide permissions for Hardware Health monitoring on Dell, HPE, and IBM devices		✓	✓
	IPAM	Introduce User Role Delegation		✓	✓
		Introduce permissions for managing DNS server		✓	✓



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	✓	✓	✓
	DPA	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	✓	✓	✓
		Configure Resource Alerts	✓	✓	✓
		Configure Email/LDAP/SSL (optional)	✗	✓	✓
		Create User Accounts for DPA Web Console Usage/Administration	✗	✓	✓
		Configure Administrative Alerts	✗	✗	✓
		Configure Custom SQL Alert	✗	✗	✓
Observability and Alerts	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 (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 Custom Properties		✓	✓	✓
	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		✓	✓	✓
	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 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 Topology		✓	✓	✓
	Create Maps with Up to Five (5) entities each		Up to One (1)	Up to Two (2)	Up to Three (3)
	NPM	Introduce NetPath™	✓	✓	✓
		Create NetPath™	Up to One (1)	Up to Two (2)	Up to Five (5)
		Introduce UCS Poller	✓	✓	✓

CATEGORY	ACTIVITIES		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)
	LA	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)
		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	✓	✓	✓
		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.	✓	✓	✓
		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)
	IPAM	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	✓	✓	✓
		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
	UDT	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	✓	✓	✓
		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	✓	✓	✓
	VNQM	Introduce VNQM	✓	✓	✓
		Introduce how VNQM create Operations	✓	✓	✓
		Create IPSLA Operations	Up to Three (3)	Up to Six (6)	Up to Twelve (12)
		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	✓	✓	✓
	DPA	Review DPA Alert Configurations	✓	✓	✓
		Create DPA Reports	Up to One (1)	Up to Two (2)	Up to Five (5)
		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 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 (CSM) Hand-Off Call 				



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	<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 				
Platform Planning	Duration		Up to 3 Hours	Up to 4 Hours	Up to 8 Hours
	Use Case Review		Up to Two (2)	Up to Three (3)	Up to Five (5)
	Deployment Planning Form		✓	✓	✓
	Deployment Project Plan		✓	✓	✓
Platform Installation	Duration		Up to 3 Hours	Up to 6 Hours	Up to 10 Hours
	Pre-installation Environment Review		✓	✓	✓
	Install Main Polling Engine		Up to One (1)	Up to One (1)	Up to Two (2)
Platform Configuration	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		✓	✓	✓
	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		✓	✓	✓
	Introduce Cloud Monitoring (Azure®/Amazon)		×	✓	✓
	NPM	Highlight important NPM Settings	✓	✓	✓
		Provide OIDs required by Hardware Health on Network Devices	✓	✓	✓
	LA	Highlight important LA Settings	✓	✓	✓
		Provide required privileges and permissions	✓	✓	✓
		Provide device setting to send logs	✓	✓	✓
	UDT	SNMP requirements for monitored devices	×	✓	✓
		Highlight important UDT Settings	×	✓	✓
	SAM	Highlight important SAM Settings	✓	✓	✓
		Provide permissions for Hardware Health monitoring on Dell, HPE, and IBM devices	✓	✓	✓
	IPAM	Introduce User Role Delegation	✓	✓	✓
		Introduce permissions for managing DNS server	✓	✓	✓
		Introduce permissions for managing DHCP server	✓	✓	✓
		Highlight important IPAM Settings	✓	✓	✓
	VNQM	Highlight important VNQM Settings	✓	✓	✓
	NCM	Introduce User Role Delegation	✓	✓	✓
		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
	VMAN	Highlight important NTA Settings	✓	✓	✓
		Provide requirements of monitoring in VMAN	✓	✓	✓
		Introduce VMAN Overview and Web Pages	✓	✓	✓
		Highlight important VMAN Settings	✓	✓	✓
	SCM	Provide permissions required by SCM	×	✓	✓
		Highlight important SCM Settings	×	✓	✓
Observability and Alerts	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 (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 Custom Properties		✓	✓	✓
	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		✓	✓	✓
	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 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 Topology		✓	✓	✓
	Create Maps with Up to Five (5) entities each		Up to One (1)	Up to Two (2)	Up to Three (3)
	NPM	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	✓	✓	✓
		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
	LA	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)
		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	✓	✓	✓
		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.	✓	✓	✓
		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)
	IPAM	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	✓	✓	✓
		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	✓	✓	✓
		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)

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	✓	✓	✓
	VNQM	Introduce VNQM	✓	✓	✓
		Introduce how VNQM creates Operations	✓	✓	✓
		Create IPSLA Operations	Up to Three (3)	Up to Six (6)	Up to Twelve (12)
		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	✓	✓	✓
	NCM	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	✓	✓	✓
		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	✓	✓	✓
	NTA	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)
		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	✓	✓	✓
	VMAN	Introduce VMAN	✓	✓	✓
		Learn More about VMAN polling and pollers	✓	✓	✓
		Ensure that Virtual Servers added are using VMAN polling	✓	✓	✓
		Introduce VMAN features: Recommendations, the Sprawl dashboard, snapshot management, orphan VMDK management, PerfStack™ and AppStack™	✓	✓	✓
		Introduce VMAN Alerts and Reports	✓	✓	✓
	SCM	Introduce SCM	✓	✓	✓
		Introduce near real-time change detection	✓	✓	✓
		Introduce compare configurations over time	✓	✓	✓

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 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 (CSM) Hand-Off Call 				



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	<ul style="list-style-type: none">Welcome CallDeployment Service OverviewTracking of Project StatusCustomer Environment/RequirementsPrerequisitesRisk/IssuesCheck-In CallsOnboarding Sessions						
	Platform Planning	Duration			Up to 3 Hours	Up to 4 Hours	Up to 8 Hours
		Use Case Review			Up to Two (2)	Up to Three (3)	Up to Five (5)
		Deployment Planning Form			✓	✓	✓
		Deployment Project Plan			✓	✓	✓
	Platform Installation	Duration			Up to 3 Hours	Up to 6 Hours	Up to 10 Hours
		Pre-installation Environment Review			✓	✓	✓
		Install Main Polling Engine			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)	
			AWS	×		Up to Three (3)	
		Install EOC		×	×	Up to One (1)	
		Install HA	MPE	×	×	Up to Two (2)	
			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)	
Platform Configuration	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			✓	✓	✓	
	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 Monitoring (Azure®/Amazon)			×	✓	✓	
	NPM	Highlight important NPM Settings		✓	✓	✓	
		Provide OIDs required by Hardware Health on Network Devices		✓	✓	✓	
	LA	Highlight important LA Settings		✓	✓	✓	
		Provide required privileges and permissions		✓	✓	✓	
		Provide device setting to send logs		✓	✓	✓	
	UDT	SNMP requirements for monitored devices		×	✓	✓	
		Highlight important UDT Settings		×	✓	✓	
	SAM	Highlight important SAM Settings		✓	✓	✓	
		Provide permissions for Hardware Health monitoring on Dell, HPE, and IBM devices		✓	✓	✓	
	IPAM	Introduce User Role Delegation		✓	✓	✓	



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 DNS server	✓	✓	✓
		Introduce permissions for managing DHCP server	✓	✓	✓
		Highlight important IPAM Settings	✓	✓	✓
	VNQM	Highlight important VNQM Settings	✓	✓	✓
	NCM	Introduce User Role Delegation	✓	✓	✓
		Highlight important NCM Settings	✓	✓	✓
	NTA	Provide device setting to send NetFlow	✓	✓	✓
		Highlight important NTA Settings	✓	✓	✓
	VMAN	Provide requirements of monitoring in VMAN	✓	✓	✓
		Introduce VMAN Overview and Web Pages	✓	✓	✓
		Highlight important VMAN Settings	✓	✓	✓
	SCM	Provide permissions required by SCM	✗	✓	✓
		Highlight important SCM Settings	✗	✓	✓
	DPA	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	✓	✓	✓
		Configure Resource Alerts	✓	✓	✓
		Configure Email/LDAP/SSL (optional)	✗	✓	✓
		Create User Accounts for DPA Web Console Usage/Administration	✗	✓	✓
		Configure Administrative Alerts	✗	✗	✓
		Configure Custom SQL Alert	✗	✗	✓
Observability and Alerts	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 (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 Custom Properties		✓	✓	✓
	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		✓	✓	✓
	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 Up 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)
NPM	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	✓	✓	✓
	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)
LA	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)
	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	✓	✓	✓
	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.	✓	✓	✓
	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)
IPAM	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)

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	✓	✓	✓
	UDT	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	✓	✓	✓
		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	✓	✓	✓
	VNQM	Introduce VNQM	✓	✓	✓
		Introduce how VNQM creates Operations	✓	✓	✓
		Create IPSLA Operations	Up to Three (3)	Up to Six (6)	Up to Twelve (12)
		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	✓	✓	✓
	NCM	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	✓	✓	✓
		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
	NTA	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)
		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	✓	✓	✓
	VMAN	Introduce VMAN	✓	✓	✓
		Learn More about VMAN polling and pollers	✓	✓	✓
		Ensure that Virtual Servers added are using VMAN polling	✓	✓	✓
		Introduce VMAN features: Recommendations, the Sprawl dashboard, snapshot management, orphan VMDK management, PerfStack™ and AppStack™	✓	✓	✓
		Introduce VMAN Alerts and Reports	✓	✓	✓
	SCM	Introduce SCM	✓	✓	✓
		Introduce near-real-time change detection	✓	✓	✓
		Introduce compare configurations over time	✓	✓	✓
		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	✓	✓	✓
	DPA	Review DPA Alert Configurations	✓	✓	✓
		Create DPA Reports	Up to One (1)	Up to Two (2)	Up to Five (5)
		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 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 (CSM) Hand-Off Call 				



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 www.solarwinds.com.



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