



SolarWinds Deployment Services

SolarWinds Observability Self-Hosted Onboarding Field Guide

Last updated in 2025.H2



Overview

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

Deployment Services are available for the following products:

- SolarWinds® Observability Self-Hosted

DEPLOYMENT SERVICES PROGRAM

| | SELF-LED | DS LITE (5 HRS.) | DS1 (30 HRS.) | DS2 (75 HRS.) | DS3 (125 HRS.) |
|--|----------|---------------------|------------------|------------------|-------------------|
| • SolarWinds Observability Self-Hosted – Essentials | ✓ | | ✓ | ✓ | ✓ |
| • SolarWinds Observability Self-Hosted – Essentials Enterprise Scale | ✓ | | ✓ | ✓ | ✓ |
| • SolarWinds Observability Self-Hosted – Advanced | ✓ | | ✓ | ✓ | ✓ |
| • SolarWinds 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 |
|---|----------------------------------|-----------------------------------|-------------------------|-----------------------------------|-------------------------|---------------------------------|
| SolarWinds Observability Self-Hosted 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 | APE | Additional Polling Engine | | ✓ | | ✓ |
| | AWS | Additional Web Server | | ✓ | | ✓ |
| | HA | High Availability * | | ✓ | | ✓ |
| | EOC | Enterprise Operations Console ** | | ✓ | | ✓ |
| Success Services | Advanced Support | | | ✓ | | ✓ |
| | Premium Support | | Upgrade | Upgrade | Upgrade | Upgrade |

* High Availability (HA) may need a separate license

** Enterprise Operations Console (EOC) will have a separate installation and license

**Key Differences Between the Deployment Services Options**

| ACTIVITIES | CATEGORY | ESSENTIALS | | | ESSENTIALS ENTERPRISE SCALE | | | ADVANCED | | | ADVANCED ENTERPRISE SCALE | | |
|--|----------------------------------|------------|-----------|-----------|--------------------------------|-----------|-----------|----------|-----------|-----------|------------------------------|-----------|-----------|
| | | DS1 | DS2 | DS3 | DS1 | DS2 | DS3 | DS1 | DS2 | DS3 | DS1 | DS2 | DS3 |
| Provide Guidance to Migrate the Existing Platform Database to a New Microsoft SQL Server | Core | | | ✓ | | | ✓ | | | ✓ | | | ✓ |
| Discover Devices via Network Discovery | Core | Up to 40 | Up to 100 | Up to 200 | Up to 40 | Up to 100 | Up to 200 | Up to 40 | Up to 100 | Up to 200 | Up to 40 | Up to 100 | Up to 200 |
| Add Devices Manually (Including SolarWinds Platform Agents) | Core | Up to 5 | Up to 10 | Up to 20 | Up to 5 | Up to 10 | Up to 20 | Up to 5 | Up to 10 | Up to 20 | Up to 5 | Up to 10 | Up to 20 |
| Create Alerts, Reports, and Dashboards | Core | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Integrate Credentials for Active Directory®, Azure®, or SAML | Core | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Introduce AlertStack | Core | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Import Network Atlas Maps to Orion Maps | Core | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Use Cloud Infrastructure | Core | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Install Additional Polling Engine and Additional Website | Scalability | | | | ✓ | ✓ | ✓ | | | | ✓ | ✓ | ✓ |
| Install and Set Up High Availability and Enterprise Operations Console | Scalability | | | | | | ✓ | | | | | | ✓ |
| Add Anomaly-Based Alerts | Observability | | | | | | | | ✓ | ✓ | | ✓ | ✓ |
| Configure Platform Connect in a High Availability Environment | Observability | | | | | | | | | | | | ✓ |
| Create Wireless Heat Maps | Network Monitoring | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Set Up UCS Poller | Network Monitoring | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Set Up SD-WAN Devices | Network Monitoring | | | ✓ | | | ✓ | | | ✓ | | | ✓ |
| Set Up Windows Event Collection via SolarWinds Platform Agent | Analyze Logs | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Enable Application Dependency | Server Application Monitoring | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Set Up Real-Time Change Detection | Network Configuration Management | | | | | | | | ✓ | ✓ | | ✓ | ✓ |
| Set Up NetFlow for Network Address Translation (NAT) | Analyze Network | | | | | | | | | ✓ | | | ✓ |
| Add Active Directory for User Tracking | Device Port Management | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Resolve IP Address Conflicts With IPAM and UDT Integration | Device Port Management | | | ✓ | | | ✓ | | | ✓ | | | ✓ |
| Introduce DHCP and DNS Server Management | IP Address Management | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |



Deployment Services Recommendations

SolarWinds Observability Self-Hosted

Deployment Services Level 1 (DS1) is the most popular option, suitable for standard observability implementations and general use cases, such as:

- Connecting to the cloud infrastructure
- Importing Network Atlas maps into Orion Maps

Deployment Services Level 2 (DS2) is designed for advanced functionalities as follows:

- Integrating credentials with Active Directory, Azure, or Security Assertion Markup Language
- Introducing AlertStack
- Creating wireless heat maps
- Setting up UCS poller and SD-WAN devices
- Setting up Windows Event Collection via SolarWinds Platform Agent
- Enabling application dependency
- Adding Active Directory for user tracking in UDT
- Integrating DHCP and DNS in IPAM
- Setting up real-time change detection in NCM
- Adding anomaly-based alerts

Deployment Services Level 3 (DS3) offers comprehensive coverage by integrating advanced observability capabilities and robust features, covering the highest number of activities; it also provides extensive support for Enterprise variants, including HA and EOC:

- Assisted database migration
- IP address conflict resolution with IPAM and UDT integration
- SD-WAN devices setup
- NetFlow for Network Address Translation (NAT)



DEPLOYMENT SERVICES

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

PURPOSE

- Set up your SolarWinds product according to the recommended best practices
- Provide an understanding of how to use and configure the product for its intended purpose
- Discuss the resources 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 deployment engineer won't provide onsite support
- The deployment engineer won't develop custom scripts, templates, or queries
- The deployment engineer won't take control of the customer's environment to perform installations, configurations, customizations, or migrations
- The deployment engineer won't troubleshoot issues, but they'll help you reach the proper technical support resource to best address the issue



Program Descriptions

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

Each session is scheduled for 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 deployment manager will reach out to schedule an introductory call to meet you along with your deployment engineer, go over the program, and schedule your first Deployment Services session

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 Services Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions | | | |
| Platform Planning | Duration | Up to 3 Hours | Up to 4 Hours | Up to 8 Hours |
| | Use Case Review | Up to Two (2) | Up to Three (3) | Up to Five (5) |
| | Deployment Planning Form | ✓ | ✓ | ✓ |
| Platform Installation | Deployment Project Plan | ✓ | ✓ | ✓ |
| | Duration | Up to 3 Hours | Up to 6 Hours | Up to 10 Hours |
| | Conduct Preinstallation Environment Review | ✓ | ✓ | ✓ |
| | Install Main Polling Engine (MPE) | Up to One (1) | Up to One (1) | Up to Two (2) |
| | Provide Guidance to Migrate the Existing Platform Database to a New Microsoft SQL Server (The Platform database is required to be within at least one major version of the latest release.) | | | |
| Platform Configuration | Activities Include: | | | |
| | 1. Back Up the Current Platform Database From Microsoft SQL Server 2. Copy Backup to Another Microsoft SQL Server 3. Restore Backup to the Target Microsoft SQL Instance | | | ✓ |
| | Activity Limitations: | | | |
| | <ul style="list-style-type: none"> • In the event of SQL-related errors, customers are advised to seek assistance from their internal IT or database teams • Troubleshooting conducted by the Deployment Services (DS) engineer will utilize the allocated DS hours | | | |
| | A scoping call and service engagement manager approval are mandatory for this activity to be added to DS | | | |
| Network Performance Monitor (NPM) | Duration | Up to 5 Hours | Up to 12 Hours | Up to 22 Hours |
| | Provide SNMP and WMI Credentials | Up to Five (5) Total | Up to Ten (10) Total | Up to Ten (10) Total |
| | Explain Permissions in SolarWinds Platform | ✓ | ✓ | ✓ |
| | Create Local Accounts | Up to Three (3) | Up to Three (3) | Up to Five (5) |
| | Integrate Credentials of SolarWinds Platform Account Group Active Directory®, Azure®, or SAML | | Up to One (1) | Up to Two (2) |
| | Introduce Account Lists | ✓ | ✓ | ✓ |
| | Configure HTTPS Web Console for MPE and Additional Website (AWS) | ✓ | ✓ | ✓ |
| | Introduce Cloud Monitoring (Azure/Amazon Web Services/Google Cloud) | ✓ | ✓ | ✓ |
| | Provide Recommendations and Requirements for Monitoring Cloud Accounts | ✓ | ✓ | ✓ |
| | Add Cloud Accounts | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introduce Polling and Statistics Polling Intervals | ✓ | ✓ | ✓ |
| | Highlight Important NPM Settings | ✓ | ✓ | ✓ |
| | Provide OIDs Required by Hardware Health on Network Devices | ✓ | ✓ | ✓ |



| Category | Activities | | Deployment Services Level 1 30-Hour Limit | Deployment Services Level 2 75-Hour Limit | Deployment Services Level 3 125-Hour Limit |
|--------------------------|---|--|--|--|---|
| Observability and Alerts | Log Analyzer (LA) | Highlight Important LA Settings | ✓ | ✓ | ✓ |
| | | Provide Required Privileges and Permissions | ✓ | ✓ | ✓ |
| | | Provide Device Settings to Send Logs | ✓ | ✓ | ✓ |
| | User Device Tracker (UDT) | Fulfill SNMP Requirements for Monitored Devices | ✓ | ✓ | ✓ |
| | | Highlight Important UDT Settings | ✓ | ✓ | ✓ |
| | Server & Application Monitor (SAM) | Highlight Important SAM Settings | ✓ | ✓ | ✓ |
| | | Provide Permissions for Hardware Health Monitoring on Dell, HPE, and IBM Devices | ✓ | ✓ | ✓ |
| | IP Address Manager (IPAM) | Introduce User Role Delegation | ✓ | ✓ | ✓ |
| | | Introduce Permissions for Managing the DNS Server | ✓ | ✓ | ✓ |
| | | Introduce Permissions for Managing the DHCP Server | ✓ | ✓ | ✓ |
| | | Highlight Important IPAM Settings | ✓ | ✓ | ✓ |
| | VoIP & Network Quality Manager (VNQM) | Highlight Important VNQM Settings | ✓ | ✓ | ✓ |
| | | Introduce Permissions and Requirements for VNQM | ✓ | ✓ | ✓ |
| Duration | | | Up to 14 Hours | Up to 43 Hours | Up to 67 Hours |
| Observability and Alerts | Creating and Running Network Discoveries | | Up to 40 devices | Up to 100 devices | Up to 200 devices |
| | Introducing SolarWinds Platform Agents | | ✓ | ✓ | ✓ |
| | Adding Nodes Manually (Including SolarWinds Platform Agents) Agent Dependent: • LA (Optional) • SAM (Optional) | | Up to Five (5) | Up to Ten (10) | Up to Twenty (20) |
| | Adding Virtual Servers (Including Hyper-V/Nutanix/VMware) | | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing Custom Properties | | ✓ | ✓ | ✓ |
| | Introducing Dynamic vs. Static Custom Properties | | ✓ | ✓ | ✓ |
| | Creating Custom Properties | | Up to Three (3) | Up to Five (5) | Up to Fifteen (15) |
| | Creating Groups With Entities: 1. Up to One (1) Dynamic; or 2. Up to Three (3) Static | | Up to Three (3) | Up to Five (5) | Up to Fifteen (15) |
| | Introducing Custom Properties Use Case | | ✓ | ✓ | ✓ |
| | Introducing Dependencies | | ✓ | ✓ | ✓ |
| | Creating Dependencies With Entities: 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) |
| | Introducing Node Enhanced Status | | ✓ | ✓ | ✓ |
| | Introducing Child Entities Participation | | ✓ | ✓ | ✓ |
| | Introducing Alerts and Reports | | ✓ | ✓ | ✓ |
| | Introducing Alert Settings | | ✓ | ✓ | ✓ |
| | Introducing AlertStack | | | ✓ | ✓ |
| | Creating Alerts Using Up to Five (5) Built-In Fields Each | | Up to Three (3) | Up to Six (6) | Up to Ten (10) |
| | Creating Reports Using Up to Five (5) Built-In Fields Each | | Up to Two (2) | Up to Five (5) | Up to Seven (7) |
| | Creating a Modern Dashboard With Up to Three (3) Each, Using: 1. Built-In Widgets; or 2. Graphical Query Builder | | Up to One (1) | Up to Five (5) | 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 |
|----------|--|--|--|---|
| NPM | Introducing the PerfStack™ Feature | ✓ | ✓ | ✓ |
| | Creating a PerfStack Dashboard With Up to Three (3) Entities | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | Introducing Maps and Topology | ✓ | ✓ | ✓ |
| | Importing Network Atlas Maps to Orion Maps | ✓ | ✓ | ✓ |
| | Creating Maps With Up to Five (5) Entities Each | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introducing NetPath™ | ✓ | ✓ | ✓ |
| | Creating NetPath | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing UCS Poller | ✓ | ✓ | ✓ |
| | Setting up UCS Poller | | Up to One (1) | Up to Three (3) |
| | Introducing Hardware Health for Network Devices | ✓ | ✓ | ✓ |
| | Introducing Network Insights | ✓ | ✓ | ✓ |
| | Introducing Universal Device Poller (UnDP) | ✓ | ✓ | ✓ |
| | Creating UnDP | Up to Two (2) | Up to Three (3) | Up to Five (5) |
| | Introducing Wireless Polling and Wireless Heat Maps | ✓ | ✓ | ✓ |
| LA | Creating Wireless Heat Maps | | Up to One (1) | Up to Three (3) |
| | Introducing SD-WAN Devices | | | ✓ |
| | Adding SD-WAN Devices | | | Up to Two (2) |
| | Introducing Key Features of LA | ✓ | ✓ | ✓ |
| | Introducing Syslog/Traps/Windows Event Filter | ✓ | ✓ | ✓ |
| | Setting Up Windows Event Collection via SolarWinds Platform Agent | | Up to One (1) | Up to Three (3) |
| | Creating a Rule to Drop Unwanted Messages | Up to One (1) | Up to One (1) | Up to One (1) |
| SAM | Introducing LA Alerts | ✓ | ✓ | ✓ |
| | Creating LA Alerts | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | Reviewing Unlicensed and Unmonitored Log Source Reports | ✓ | ✓ | ✓ |
| | Introducing SAM | ✓ | ✓ | ✓ |
| | Introducing Component Monitor Wizard | ✓ | ✓ | ✓ |
| | Introducing Real-Time Processing and Explorer | ✓ | ✓ | ✓ |
| | Providing SAM Component Types Overview | ✓ | ✓ | ✓ |
| | Introducing Hardware Health for Dell, HP, HPE ProLiant, and IBM Devices | ✓ | ✓ | ✓ |
| | Creating Application Monitors/Templates With Up to Five (5) Components Each | Up to Five (5) | Up to Ten (10) | Up to Fifteen (15) |
| | Setting Up ApplnSight™ for SQL Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Setting Up ApplnSight for Exchange Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Setting Up ApplnSight for IIS Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Setting Up ApplnSight for Active Directory Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introducing Application Dependency | ✓ | ✓ | ✓ |
| | Enabling Application Dependency (Connection Quality Polling Requires an Agent) | | Up to One (1) | Up to Three (3) |
| IPAM | Introducing AppStack | ✓ | ✓ | ✓ |
| | Introducing AppStack Use Cases | ✓ | ✓ | ✓ |
| | Introducing the Manage Subnet and IP Address Page | ✓ | ✓ | ✓ |
| | Creating Subnet/Supernet | 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 |
|-------------------|---|--|--|---|
| UDT | Introducing Manual IP Address Discoveries/Imports | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing Neighbor Scanning | ✓ | ✓ | ✓ |
| | Adding Neighbor Scanning | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing IP Address Request | ✓ | ✓ | ✓ |
| | Introducing DHCP/DNS Server Management | ✓ | ✓ | ✓ |
| | Adding a DHCP Server | | Up to One (1) | Up to Two (2) |
| | Creating a DHCP Scope | | Up to One (1) | Up to Three (3) |
| | Managing the DHCP Server | | Up to One (1) | Up to Three (3) |
| | Adding a DNS Server | | Up to One (1) | Up to Two (2) |
| | Managing a DNS Scope | | Up to One (1) | Up to Three (3) |
| | Introducing IP Conflict | ✓ | ✓ | ✓ |
| | Introducing IPAM Alerts and Reports | ✓ | ✓ | ✓ |
| | Introducing UDT | ✓ | ✓ | ✓ |
| | Discovering and Adding Ports From Node(s) | Up to Five (5) | Up to Ten (10) | Up to Fifteen (15) |
| VNQM | Adding Active Directory for User Tracking | ✗ | ✓ | ✓ |
| | Introducing How to Locate Users or Devices | ✓ | ✓ | ✓ |
| | Introducing Rogue Devices, Whitelist, and 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) |
| | Introducing UDT Alerts and Reports | ✓ | ✓ | ✓ |
| | Resolving IP Address Conflicts With IPAM and UDT Integration | ✗ | ✗ | ✓ |
| Platform Training | Introducing VNQM | ✓ | ✓ | ✓ |
| | Introducing How VNQM Creates Operations | ✓ | ✓ | ✓ |
| | Creating IP SLA Operations | Up to Three (3) | Up to Six (6) | Up to Twelve (12) |
| | Managing Call Manager | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Managing Voice Gateway | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Reviewing VNQM Summary, IP SLA, and Call Manager Views | ✓ | ✓ | ✓ |
| | Introducing VNQM Alerts and Reports | ✓ | ✓ | ✓ |
| Journey Success | <ul style="list-style-type: none"> Working With Support THWACK® SolarWinds Academy™ Virtual Classrooms Online Best Practices Articles General Overview Resources | | | |
| Journey Success | <ul style="list-style-type: none"> Deployment Summary Customer Survey Optimization Opportunities Customer Success Manager Hand-Off Call | | | |



2. 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 Services Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions | | | | |
| Platform Planning | Duration | | Up to 3 Hours | Up to 4 Hours | Up to 8 Hours |
| | Use Case Review | | Up to Two (2) | Up to Three (3) | Up to Five (5) |
| | Deployment Planning Form | | ✓ | ✓ | ✓ |
| Platform Installation | Duration | | Up to 3 Hours | Up to 6 Hours | Up to 10 Hours |
| | Conduct Preinstallation Environment Review | | ✓ | ✓ | ✓ |
| | Install Main Polling Engine (MPE) | | Up to One (1) | Up to One (1) | Up to Two (2) |
| | Provide Guidance to Migrate the Existing Platform Database to a New Microsoft SQL Server (The Platform database is required to be within at least one major version of the latest release.) | | | | |
| | Activities Include: 1. Back Up the Current Platform Database From Microsoft SQL Server 2. Copy Backup to Another Microsoft SQL Server 3. Restore Backup to the Target Microsoft SQL Instance | | | | ✓ |
| | Activity Limitations: <ul style="list-style-type: none"> • In the event of SQL-related errors, customers are advised to seek assistance from their internal IT or database teams • Troubleshooting conducted by the Deployment Services (DS) engineer will utilize the allocated DS hours | | | | |
| | A scoping call and service engagement manager approval are mandatory for this activity to be added to DS | | | | |
| | Scalability | Install Scalability Engines | Additional Polling Engine (APE) | Up to Either One (1) | Up to Five (5) |
| | | | Additional Website (AWS) | | Up to Three (3) |
| | | Install Enterprise Operations Console (EOC) | | | Up to One (1) |
| | | Install High Availability | Main Polling Engine (MPE) | | Up to Two (2) |
| | | | Additional Polling Engine (APE) | | Up to Five (5) |
| Platform Configuration | Duration | | Up to 5 Hours | Up to 12 Hours | Up to 22 Hours |
| | Provide SNMP and WMI Credentials | | Up to Five (5) Total | Up to Ten (10) Total | Up to Ten (10) Total |
| | Explain Permissions in SolarWinds Platform | | ✓ | ✓ | ✓ |
| | Create Local Accounts | | Up to Three (3) | Up to Three (3) | Up to Five (5) |
| | Integrate Credentials of SolarWinds Platform Account Group Active Directory®, Azure®, or SAML | | | Up to One (1) | Up to Two (2) |
| | Configure HTTPS Web Console for MPE, AWS, and EOC | | ✓ | ✓ | ✓ |
| | Introduce Cloud Monitoring (Azure/Amazon Web Services/Google Cloud) | | ✓ | ✓ | ✓ |
| | Provide Recommendations and Requirements for Monitoring Cloud Accounts | | ✓ | ✓ | ✓ |
| | Add Cloud Accounts | | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introduce Polling and Statistics Polling Intervals | | ✓ | ✓ | ✓ |



| Category | Activities | | Deployment Services Level 1 30-Hour Limit | Deployment Services Level 2 75-Hour Limit | Deployment Services Level 3 125-Hour Limit |
|--------------------------|---|---|--|--|---|
| Observability and Alerts | Network Performance Monitor (NPM) | Highlight Important NPM Settings | ✓ | ✓ | ✓ |
| | | Provide OIDs Required by Hardware Health on Network Devices | ✓ | ✓ | ✓ |
| | Log Analyzer (LA) | Highlight Important LA Settings | ✓ | ✓ | ✓ |
| | | Provide Required Privileges and Permissions | ✓ | ✓ | ✓ |
| | | Provide Device Settings to Send Logs | ✓ | ✓ | ✓ |
| | User Device Tracker (UDT) | Fulfill SNMP Requirements for Monitored Devices | ✓ | ✓ | ✓ |
| | | Highlight Important UDT Settings | ✓ | ✓ | ✓ |
| | Server & Application Monitor (SAM) | Highlight Important SAM Settings | ✓ | ✓ | ✓ |
| | | Provide Permissions for Hardware Health Monitoring on Dell, HPE, and IBM Devices | ✓ | ✓ | ✓ |
| | IP Address Manager (IPAM) | Introduce User Role Delegation | ✓ | ✓ | ✓ |
| | | Introduce Permissions for Managing the DNS Server | ✓ | ✓ | ✓ |
| | | Introduce Permissions for Managing the DHCP Server | ✓ | ✓ | ✓ |
| | | Highlight Important IPAM Settings | ✓ | ✓ | ✓ |
| | VoIP & Network Quality Manager (VNQM) | Introduce Permissions and Requirements for VNQM | ✓ | ✓ | ✓ |
| | | Highlight Important VNQM Settings | ✓ | ✓ | ✓ |
| | High Availability (HA) | Introduce Differences Between and Requirements for Virtual IP and Virtual Host Name HA Setups | | ✓ | ✓ |
| | | Highlight Important HA Settings | | ✓ | ✓ |
| | | Introduce Multi-Member Functionality for APE | | | ✓ |
| | Enterprise Operations Console (EOC) | Highlight Important EOC Settings | | | ✓ |
| Duration | | | Up to 14 Hours | Up to 43 Hours | Up to 67 Hours |
| Observability and Alerts | Creating and Running Network Discoveries | | Up to 40 Devices | Up to 100 Devices | Up to 200 Devices |
| | Introducing SolarWinds Platform Agents | | ✓ | ✓ | ✓ |
| | Adding Nodes Manually (Including SolarWinds Platform Agents) Agent Dependent: <ul style="list-style-type: none">LA (Optional)SAM (Optional) | | Up to Five (5) | Up to Ten (10) | Up to Twenty (20) |
| | Adding Virtual Servers (Including Hyper-V/Nutanix/VMware) | | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing Custom Properties | | ✓ | ✓ | ✓ |
| | Introducing Dynamic vs. Static Custom Properties | | ✓ | ✓ | ✓ |
| | Creating Custom Properties | | Up to Three (3) | Up to Five (5) | Up to Fifteen (15) |
| | Creating Groups With Entities: 1. Up to One (1) Dynamic; or 2. Up to Three (3) Static | | Up to Three (3) | Up to Five (5) | Up to Fifteen (15) |
| | Introducing Custom Properties Use Case | | ✓ | ✓ | ✓ |
| | Introducing Dependencies | | ✓ | ✓ | ✓ |
| | Creating Dependencies With Entities 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) |
| | Introducing Node Enhanced Status | | ✓ | ✓ | ✓ |
| | Introducing Child Entities Participation | | ✓ | ✓ | ✓ |



| Category | Activities | Deployment Services Level 1 30-Hour Limit | Deployment Services Level 2 75-Hour Limit | Deployment Services Level 3 125-Hour Limit |
|------------|--|--|--|---|
| NPM | Introducing Alerts and Reports | ✓ | ✓ | ✓ |
| | Introducing Alert Settings | ✓ | ✓ | ✓ |
| | Introducing AlertStack | | ✓ | ✓ |
| | Creating Alerts Using Up to Five (5) Built-In Fields Each | Up to Three (3) | Up to Six (6) | Up to Ten (10) |
| | Creating Reports Using Up to Five (5) Built-In Fields Each | Up to Two (2) | Up to Five (5) | Up to Seven (7) |
| | Creating a Modern Dashboard With Up to Three (3) Each, Using: 1. Built-In Widgets; or 2. Graphical Query Builder | Up to One (1) | Up to Five (5) | Up to Five (5) |
| | Introducing the PerfStack™ Feature | ✓ | ✓ | ✓ |
| | Creating a PerfStack Dashboard With Up to Three (3) Entities | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | Introducing Maps and Topology | ✓ | ✓ | ✓ |
| | Importing Network Atlas Maps to Orion Maps | ✓ | ✓ | ✓ |
| | Creating Maps With Up to Five (5) Entities Each | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introducing NetPath™ | ✓ | ✓ | ✓ |
| | Creating NetPath | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing UCS Poller | ✓ | ✓ | ✓ |
| LA | Setting Up UCS Poller | | Up to One (1) | Up to Three (3) |
| | Introducing Hardware Health for Network Devices | ✓ | ✓ | ✓ |
| | Introducing Network Insights | ✓ | ✓ | ✓ |
| | Introducing Universal Device Poller (UnDP) | ✓ | ✓ | ✓ |
| | Creating UnDP | Up to Two (2) | Up to Three (3) | Up to Five (5) |
| | Introducing Wireless Polling and Wireless Heat Maps | ✓ | ✓ | ✓ |
| | Creating Wireless Heat Maps | | Up to One (1) | Up to Three (3) |
| | Introducing SD-WAN Devices | | | ✓ |
| | Adding SD-WAN Devices | | | Up to Two (2) |
| | Introducing Key Features of LA | ✓ | ✓ | ✓ |
| SAM | Introducing Syslog/Traps/Windows Event Filter | ✓ | ✓ | ✓ |
| | Setting Up Windows Event Collection via SolarWinds Platform Agent | | Up to One (1) | Up to Three (3) |
| | Creating a Rule to Drop Unwanted Messages | Up to One (1) | Up to One (1) | Up to One (1) |
| | Introducing LA Alerts | ✓ | ✓ | ✓ |
| | Creating LA Alerts | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | Reviewing Unlicensed and Unmonitored Log Source Reports | ✓ | ✓ | ✓ |
| | Introducing SAM | ✓ | ✓ | ✓ |
| | Introducing Component Monitor Wizard | ✓ | ✓ | ✓ |
| | Introducing Real-Time Processing and Explorer | ✓ | ✓ | ✓ |
| | Providing SAM Component Types Overview | ✓ | ✓ | ✓ |
| Monitoring | Introducing Hardware Health for Dell, HP, HPE ProLiant, and IBM Devices | ✓ | ✓ | ✓ |
| | Creating Application Monitors/Templates With Up to Five (5) Components Each | Up to Five (5) | Up to Ten (10) | Up to Fifteen (15) |
| Logs | Setting up ApplInsight™ for SQL Monitor | Up to One (1) | Up to Two (2) | 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 |
|----------|---|--|--|---|
| IPAM | Setting Up ApplInsight for Exchange Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Setting Up ApplInsight for IIS Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Setting Up ApplInsight for Active Directory Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introducing Application Dependency | ✓ | ✓ | ✓ |
| | Enabling Application Dependency (Connection Quality Polling Requires SolarWinds Platform Agent) | | Up to One (1) | Up to Three (3) |
| | Introducing AppStack | ✓ | ✓ | ✓ |
| | Introducing AppStack Use Case | ✓ | ✓ | ✓ |
| | Introducing the Manage Subnet and IP Address Page | ✓ | ✓ | ✓ |
| | Creating Subnet/Supernet | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing Manual IP Address Discoveries/Imports | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing Neighbor Scanning | ✓ | ✓ | ✓ |
| | Adding Neighbor Scanning | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing IP Address Request | ✓ | ✓ | ✓ |
| | Introducing DHCP/DNS Server Management | ✓ | ✓ | ✓ |
| UDT | Adding a DHCP Server | | Up to One (1) | Up to Two (2) |
| | Creating a DHCP Scope | | Up to One (1) | Up to Three (3) |
| | Managing the DHCP Server | | Up to One (1) | Up to Three (3) |
| | Adding a DNS Server | | Up to One (1) | Up to Two (2) |
| | Managing a DNS Scope | | Up to One (1) | Up to Three (3) |
| | Introducing IP Conflict | ✓ | ✓ | ✓ |
| | Introducing IPAM Alerts and Reports | ✓ | ✓ | ✓ |
| | Introducing UDT | ✓ | ✓ | ✓ |
| | Discovering and Adding Ports From Node(s) | Up to Five (5) | Up to Ten (10) | Up to Fifteen (15) |
| VNQM | Adding Active Directory for User Tracking | ✓ | ✓ | ✓ |
| | Introducing How to Locate Users or Devices | ✓ | ✓ | ✓ |
| | Introducing Rogue Devices, Whitelist, and 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) |
| | Introducing UDT Alerts and Reports | ✓ | ✓ | ✓ |
| | Resolving IP Address Conflicts With IPAM and UDT Integration | ✓ | ✓ | ✓ |
| | Introducing VNQM | ✓ | ✓ | ✓ |
| | Introducing How VNQM Creates Operations | ✓ | ✓ | ✓ |
| HA | Creating IP SLA Operations | Up to Three (3) | Up to Six (6) | Up to Twelve (12) |
| | Managing Call Manager | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Managing Voice Gateway | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Reviewing VNQM Summary, IP SLA, and Call Manager Views | ✓ | ✓ | ✓ |
| | Introducing VNQM Alerts and Reports | ✓ | ✓ | ✓ |
| | Creating an HA Pool | | | Up to Two (2) |



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 |
|-------------------|---|---|--|--|---|
| | EOC | Adding a SolarWinds Observability Self-Hosted Platform to EOC | | | Up to Two (2) |
| | | Configuring EOC Dashboard With Up to Three (3), Using: 1. Built-In Widgets; or 2. Graphical Query Builder | | | Up to Two (2) |
| Platform Training | <ul style="list-style-type: none">• Working With Support• THWACK®• SolarWinds Academy™ Virtual Classrooms• Online Best Practices Articles• General Overview Resources | | | | |
| Journey Success | <ul style="list-style-type: none">• Deployment Summary• Customer Survey• Optimization• Opportunities• Customer Success Manager Hand-Off Call | | | | |



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 Services Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions | | | |
| Platform Planning | Duration | Up to 3 Hours | Up to 4 Hours | Up to 8 Hours |
| | Use Case Review | Up to Two (2) | Up to Three (3) | Up to Five (5) |
| | Deployment Planning Form | ✓ | ✓ | ✓ |
| Platform Installation | Duration | Up to 3 Hours | Up to 6 Hours | Up to 10 Hours |
| | Conduct Preinstallation Environment Review | ✓ | ✓ | ✓ |
| | Install Main Polling Engine (MPE) | Up to One (1) | Up to One (1) | Up to Two (2) |
| | Provide Guidance to Migrate the Existing Platform Database to a New Microsoft SQL Server (The Platform database is required to be within at least one major version of the latest release.) | | | |
| | Activities Include: 1. Back Up the Current Platform Database From Microsoft SQL Server 2. Copy Backup to Another Microsoft SQL Server 3. Restore Backup to the Target Microsoft SQL Instance Activity Limitations: <ul style="list-style-type: none"> • In the event of SQL-related errors, customers are advised to seek assistance from their internal IT or database teams • Troubleshooting conducted by the Deployment Services (DS) engineer will utilize the allocated DS hours A scoping call and service engagement manager approval are mandatory for this activity to be added to DS | | | ✓ |
| Platform Configuration | Duration | Up to 5 Hours | Up to 12 Hours | Up to 22 Hours |
| | Provide SNMP and WMI Credentials | Up to Five (5) Total | Up to Ten (10) Total | Up to Ten (10) Total |
| | Explain Permissions in SolarWinds Platform | ✓ | ✓ | ✓ |
| | Create Local Accounts | Up to Three (3) | Up to Three (3) | Up to Five (5) |
| | Integrate Credentials of SolarWinds Platform Account Group Active Directory®, Azure®, or SAML | | Up to One (1) | Up to Two (2) |
| | Configure HTTPS Web Console for MPE | ✓ | ✓ | ✓ |
| | Introduce Cloud Monitoring (Azure/Amazon Web Services/Google Cloud) | ✓ | ✓ | ✓ |
| | Provide Recommendations and Requirements for Monitoring Cloud Accounts | ✓ | ✓ | ✓ |
| | Add Cloud Accounts | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introduce Polling and Statistics Polling Intervals | ✓ | ✓ | ✓ |
| | Introduce Anomaly-Based Alerts | ✓ | ✓ | ✓ |
| | Create SolarWinds® Observability Account | ✓ | ✓ | ✓ |



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 |
|--|---|---|--|--|---|
| Highlight Platform Connect Settings | | ✓ | ✓ | ✓ | |
| Create Anomaly-Based Alerts (Requires Platform Connect to Be Enabled) | | | Up to One (1) | Up to Two (2) | |
| Network Performance Monitor (NPM) | Highlight Important NPM Settings | | ✓ | ✓ | ✓ |
| | Provide OIDs Required by Hardware Health on Network Devices | | ✓ | ✓ | ✓ |
| Log Analyzer (LA) | Highlight Important LA Settings | | ✓ | ✓ | ✓ |
| | Provide Required Privileges and Permissions | | ✓ | ✓ | ✓ |
| | Provide Device Settings to Send Logs | | ✓ | ✓ | ✓ |
| User Device Tracker (UDT) | Fulfill SNMP Requirements for Monitored Devices | | ✓ | ✓ | ✓ |
| | Highlight Important UDT Settings | | ✓ | ✓ | ✓ |
| Server & Application Monitor (SAM) | Highlight Important SAM Settings | | ✓ | ✓ | ✓ |
| | Provide Permissions for Hardware Health Monitoring on Dell, HPE, and IBM Devices | | ✓ | ✓ | ✓ |
| IP Address Manager (IPAM) | Introduce User Role Delegation | | ✓ | ✓ | ✓ |
| | Introduce Permissions for Managing the DNS Server | | ✓ | ✓ | ✓ |
| | Introduce Permissions for Managing the DHCP Server | | ✓ | ✓ | ✓ |
| | Highlight Important IPAM Settings | | ✓ | ✓ | ✓ |
| VoIP & Network Quality Manager (VNQM) | Introduce Permissions and Requirements Required By VNQM | | ✓ | ✓ | ✓ |
| | Highlight Important VNQM Settings | | ✓ | ✓ | ✓ |
| Network Configuration Manager (NCM) | Introduce User Role Delegation | | ✓ | ✓ | ✓ |
| | Highlight Important NCM Settings | | ✓ | ✓ | ✓ |
| Network Traffic Analyzer (NTA) | Provide Device Settings to Send NetFlow Data | | ✓ | ✓ | ✓ |
| | Highlight Important NTA Settings | | ✓ | ✓ | ✓ |
| Virtualization Manager (VMAN) | Provide the Requirements of Monitoring in VMAN | | ✓ | ✓ | ✓ |
| | Introduce VMAN Overview and Web Pages | | ✓ | ✓ | ✓ |
| | Highlight Important VMAN Settings | | ✓ | ✓ | ✓ |
| Server Configuration Monitor (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 |
| | Creating and Running Network Discoveries | | Up to 40 devices | Up to 100 devices | Up to 200 devices |
| | Introducing SolarWinds Platform Agents | | ✓ | ✓ | ✓ |
| | Adding Nodes Manually (Including SolarWinds Platform 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) |
| | Adding Virtual Servers (Including Hyper-V/Nutanix/VMware) | | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing Custom Properties | | ✓ | ✓ | ✓ |
| | Introducing Dynamic vs. Static Custom Properties | | ✓ | ✓ | ✓ |
| | Creating Custom Properties | | Up to Three (3) | Up to Five (5) | Up to Fifteen (15) |
| | Creating Groups With Entities: 1. Up to One (1) Dynamic; or 2. Up to Three (3) Static | | Up to Three (3) | Up to Five (5) | Up to Fifteen (15) |



| Category | Activities | Deployment Services Level 1 30-Hour Limit | Deployment Services Level 2 75-Hour Limit | Deployment Services Level 3 125-Hour Limit |
|----------|--|--|--|---|
| NPM | Introducing Custom Properties Use Case | ✓ | ✓ | ✓ |
| | Introducing Dependencies | ✓ | ✓ | ✓ |
| | Creating Dependencies With Entities: 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) |
| | Introducing Node Enhanced Status | ✓ | ✓ | ✓ |
| | Introducing Child Entities Participation | ✓ | ✓ | ✓ |
| | Introducing Alerts and Reports | ✓ | ✓ | ✓ |
| | Introducing Alert Settings | ✓ | ✓ | ✓ |
| | Introducing AlertStack | | ✓ | ✓ |
| | Creating Alerts Using Up to Five (5) Built-In Fields Each | Up to Three (3) | Up to Six (6) | Up to Ten (10) |
| | Creating Reports Using Up to Five (5) Built-In Fields Each | Up to Two (2) | Up to Five (5) | Up to Seven (7) |
| | Creating a Modern Dashboard With Up to Three (3) Each, Using: 1. Built-In Widgets; or 2. Graphical Query Builder | Up to One (1) | Up to Five (5) | Up to Five (5) |
| | Introducing the PerfStack™ Feature | ✓ | ✓ | ✓ |
| | Creating a PerfStack Dashboard With Up to Three (3) Entities | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | Introducing Maps and Topology | ✓ | ✓ | ✓ |
| | Importing Network Atlas Maps to Orion Maps | ✓ | ✓ | ✓ |
| | Creating Maps With Up to Five (5) Entities Each | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introducing NetPath™ | ✓ | ✓ | ✓ |
| LA | Creating NetPath | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing UCS Poller | ✓ | ✓ | ✓ |
| | Setting Up UCS Poller | | Up to One (1) | Up to Three (3) |
| | Introducing Hardware Health for Network Devices | ✓ | ✓ | ✓ |
| | Introducing Network Insights | ✓ | ✓ | ✓ |
| | Introducing Universal Device Poller (UnDP) | ✓ | ✓ | ✓ |
| | Creating UnDP | Up to Two (2) | Up to Three (3) | Up to Five (5) |
| | Introducing Wireless Polling and Wireless Heat Maps | ✓ | ✓ | ✓ |
| | Creating Wireless Heat Maps | | Up to One (1) | Up to Three (3) |
| | Introducing SD-WAN Devices | | | ✓ |
| | Adding SD-WAN Device | | | Up to Two (2) |
| SAM | Introducing Key Features of LA | ✓ | ✓ | ✓ |
| | Introducing Syslog/Traps/Windows Event Filter | ✓ | ✓ | ✓ |
| | Setting Up Windows Event Collection via SolarWinds Platform Agent | | Up to One (1) | Up to Three (3) |
| | Creating a Rule to Drop Unwanted Messages | Up to One (1) | Up to One (1) | Up to One (1) |
| | Introducing LA Alerts | ✓ | ✓ | ✓ |
| | Creating LA Alerts | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | Reviewing Unlicensed and Unmonitored Log Source Reports | ✓ | ✓ | ✓ |
| | Introducing SAM | ✓ | ✓ | ✓ |
| | Introducing Component Monitor Wizard | ✓ | ✓ | ✓ |
| | Introducing Real-Time Processing and Explorer | ✓ | ✓ | ✓ |



| Category | Activities | Deployment Services Level 1 30-Hour Limit | Deployment Services Level 2 75-Hour Limit | Deployment Services Level 3 125-Hour Limit |
|----------|---|--|--|---|
| IPAM | Providing SAM Component Types Overview | ✓ | ✓ | ✓ |
| | Introducing Hardware Health for Dell, HP, HPE ProLiant, and IBM devices | ✓ | ✓ | ✓ |
| | Creating Application Monitors/Templates With Up to Five (5) Components Each | Up to Five (5) | Up to Ten (10) | Up to Fifteen (15) |
| | Setting Up ApplInsight™ for SQL Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Setting Up ApplInsight for Exchange Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Setting Up ApplInsight for IIS Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Setting Up ApplInsight for Active Directory Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introducing Application Dependency | ✓ | ✓ | ✓ |
| | Enabling Application Dependency (Connection Quality Polling Requires SolarWinds Platform Agent) | | Up to One (1) | Up to Three (3) |
| | Introducing AppStack | ✓ | ✓ | ✓ |
| | Introducing AppStack Use Case | ✓ | ✓ | ✓ |
| | Introducing the Manage Subnet and IP Address Page | ✓ | ✓ | ✓ |
| | Creating Subnet/Supernet | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing Manual IP Address Discoveries/Imports | Up to One (1) | Up to Two (2) | Up to Five (5) |
| UDT | Introducing Neighbor Scanning | ✓ | ✓ | ✓ |
| | Adding Neighbor Scanning | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing IP Address Request | ✓ | ✓ | ✓ |
| | Introducing DHCP/DNS Server Management | ✓ | ✓ | ✓ |
| | Adding a DHCP Server | | Up to One (1) | Up to Two (2) |
| | Creating a DHCP Scope | | Up to One (1) | Up to Three (3) |
| | Managing the DHCP Server | | Up to One (1) | Up to Three (3) |
| | Adding a DNS Server | | Up to One (1) | Up to Two (2) |
| | Managing a DNS Scope | | Up to One (1) | Up to Three (3) |
| | Introducing IP Conflict | ✓ | ✓ | ✓ |
| | Introducing IPAM Alerts and Reports | ✓ | ✓ | ✓ |
| | Introducing UDT | ✓ | ✓ | ✓ |
| | Discovering and Adding Ports From Node(s) | Up to Five (5) | Up to Ten (10) | Up to Fifteen (15) |
| | Adding Active Directory for User Tracking | | ✓ | ✓ |
| VNQM | Introducing How to Locate Users or Devices | ✓ | ✓ | ✓ |
| | Introducing Rogue Devices, Whitelist, and 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) |
| | Introducing UDT Alerts and Reports | ✓ | ✓ | ✓ |
| | Resolving IP Address Conflicts With IPAM and UDT Integration | ✓ | ✓ | ✓ |
| | Introducing VNQM | ✓ | ✓ | ✓ |
| | Introducing How VNQM Creates Operations | ✓ | ✓ | ✓ |
| | Creating IP SLA Operations | Up to Three (3) | Up to Six (6) | Up to Twelve (12) |
| | Managing Call Manager | Up to One (1) | Up to Two (2) | 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 |
|----------|---|--|--|--|---|
| NCM | Managing Voice Gateway | Managing Voice Gateway | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | | Reviewing VNQM Summary, IP SLA, and Call Manager Views | ✓ | ✓ | ✓ |
| | | Introducing VNQM Alerts and Reports | ✓ | ✓ | ✓ |
| | Introducing NCM | Introducing NCM | ✓ | ✓ | ✓ |
| | | Introducing Device Templates | ✓ | ✓ | ✓ |
| | | Setting Up and Running Device Configuration Backup | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | | Setting Up NCM Jobs | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | | Introducing Config Change Templates | ✓ | ✓ | ✓ |
| | | Introducing Firmware Upgrades | ✓ | ✓ | ✓ |
| | | Introducing Firmware Vulnerability Data | ✓ | ✓ | ✓ |
| | Introducing Compliance Reports | Introducing Compliance Reports | ✓ | ✓ | ✓ |
| | | Creating 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) |
| | | Introducing Real-Time Config Change Detection | ✓ | ✓ | ✓ |
| | | Setting Up Real-Time Config Change Detection | | Up to One (1) | Up to Two (2) |
| | | Setting Up and Running Device Configuration Backup | Up to One (1) | Up to Two (2) | Up to Five (5) |
| NTA | Introducing NTA | Introducing NTA | ✓ | ✓ | ✓ |
| | | Providing NTA Flow Requirements | ✓ | ✓ | ✓ |
| | Providing Information on Setting Up NBAR on Cisco Devices | Providing Information on Setting Up NBAR on Cisco Devices | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | | Providing Information on Setting Up VMware Support on NTA | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introducing NTA Resources and Widgets | Introducing NTA Resources and Widgets | ✓ | ✓ | ✓ |
| | | Introducing Flow Navigator and Quick Alerts | ✓ | ✓ | ✓ |
| | Introducing NTA Alerts and Reports | Introducing NTA Alerts and Reports | ✓ | ✓ | ✓ |
| | | Setting Up NetFlow Network Address Translation (NAT) | | | ✓ |
| VMAN | Introducing VMAN | Introducing VMAN | ✓ | ✓ | ✓ |
| | | Explaining the Difference Between VMAN and SolarWinds Observability Self-Hosted Platform Virtual Server Polling Methods | ✓ | ✓ | ✓ |
| | Ensuring the Virtual Servers Added Are Using VMAN Polling | Ensuring the Virtual Servers Added Are Using VMAN Polling | ✓ | ✓ | ✓ |
| | | Introducing VMAN Features: Recommendations, Sprawl Dashboard, Snapshot Management, Orphan VMDK Management, PerfStack, and AppStack | ✓ | ✓ | ✓ |
| | Introducing VMAN Alerts and Reports | Introducing VMAN Alerts and Reports | ✓ | ✓ | ✓ |
| | | | | | |
| SCM | Introducing SCM | Introducing SCM | ✓ | ✓ | ✓ |
| | | Introducing Near-Real-Time Change Detection | ✓ | ✓ | ✓ |
| | Introducing Compare Configurations Over Time | Introducing Compare Configurations Over Time | ✓ | ✓ | ✓ |
| | | Introducing Monitor Compliance With the SCM Policy Engine | ✓ | ✓ | ✓ |
| | Assigning Out-of-the-Box Profile to Nodes | Assigning Out-of-the-Box Profile to Nodes | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | | Creating a Custom Profile | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | Assigning a Custom Profile | Assigning a Custom Profile | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | | Introducing SCM 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 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 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 Call • Deployment Services Overview • Project Status Tracking • Customer Environment/Requirements • Prerequisites • Risks/Issues • Check-In Calls • Onboarding Sessions | | | | |
| Platform Planning | Duration | | Up to 3 Hours | Up to 4 Hours | Up to 8 Hours |
| | Use Case Review | | Up to Two (2) | Up to Three (3) | Up to Five (5) |
| | Deployment Planning Form | | ✓ | ✓ | ✓ |
| Platform Installation | Deployment Project Plan | | ✓ | ✓ | ✓ |
| | Duration | | Up to 3 Hours | Up to 6 Hours | Up to 10 Hours |
| | Conduct Preinstallation Environment Review | | ✓ | ✓ | ✓ |
| Platform Configuration | Provide Guidance to Migrate the Existing Platform Database to a New Microsoft SQL Server (The Platform database is required to be within at least one major version of the latest release.) | | | | |
| | Activities Include: <ol style="list-style-type: none"> 1. Back Up the Current Platform Database From Microsoft SQL Server 2. Copy Backup to Another Microsoft SQL Server 3. Restore Backup to the Target Microsoft SQL Instance Activity Limitations: <ul style="list-style-type: none"> • In the event of SQL-related errors, customers are advised to seek assistance from their internal IT or database teams • Troubleshooting conducted by the Deployment Services (DS) engineer will utilize the allocated DS hours A scoping call and service engagement manager approval are mandatory for this activity to be added to DS | | | ✓ | |
| | Install Main Polling Engine (MPE) | | Up to One (1) | Up to One (1) | Up to Two (2) |
| Scalability | Install Scalability Engines | Additional Polling Engine (APE) | | Up to Either One (1) | Up to Five (5) |
| | | Additional Website (AWS) | | | Up to Three (3) |
| | Install Enterprise Operations Console (EOC) | | | | Up to One (1) |
| Scalability | Install High Availability | Main Polling Engine (MPE) | | | Up to Two (2) |
| | | Additional Polling Engine (APE) | | | Up to Five (5) |
| | Duration | | Up to 5 Hours | Up to 12 Hours | Up to 22 Hours |
| Platform Configuration | Provide SNMP and WMI Credentials | | Up to Five (5) Total | Up to Ten (10) Total | Up to Ten (10) Total |
| | Explain Permissions in SolarWinds Platform | | ✓ | ✓ | ✓ |
| | Create Local Accounts | | Up to Two (2) | Up to Three (3) | Up to Five (5) |
| | Integrate Credentials of SolarWinds Platform Account Group Active Directory®, Azure®, or SAML | | | Up to One (1) | Up to Two (2) |
| | Configure HTTPS Web Console for MPE, AWS, and EOC | | ✓ | ✓ | ✓ |
| | Introduce Cloud Monitoring (Azure/Amazon Web Services/Google Cloud) | | ✓ | ✓ | ✓ |
| | Provide Recommendations and Requirements for Monitoring Cloud Accounts | | ✓ | ✓ | ✓ |
| | Add Cloud Accounts | | Up to One (1) | Up to Two (2) | Up to Three (3) |
| | Introduce Polling and Statistics Polling Intervals | | ✓ | ✓ | ✓ |



| Category | Activities | Deployment Services Level 1 30-Hour Limit | Deployment Services Level 2 75-Hour Limit | Deployment Services Level 3 125-Hour Limit |
|---------------------------------------|---|--|--|---|
| | Introduce Anomaly-Based Alerts | ✓ | ✓ | ✓ |
| | Create SolarWinds® Observability Account | ✓ | ✓ | ✓ |
| | Generate SolarWinds Observability API Token | ✓ | ✓ | ✓ |
| | Set Up Platform Connect | ✓ | ✓ | ✓ |
| | Highlight Platform Connect Settings | ✓ | ✓ | ✓ |
| | Create Anomaly-Based Alerts (Requires Platform Connect to Be Enabled) | | Up to One (1) | Up to Two (2) |
| | Connect SolarWinds Observability Self-Hosted Platform in HA Mode Using Platform Connect | | | ✓ |
| Network Performance Monitor (NPM) | Highlight Important NPM Settings | ✓ | ✓ | ✓ |
| | Provide OIDs Required by Hardware Health on Network Devices | ✓ | ✓ | ✓ |
| Log Analyzer (LA) | Highlight Important LA Settings | ✓ | ✓ | ✓ |
| | Provide Required Privileges and Permissions | ✓ | ✓ | ✓ |
| | Provide Device Settings to Send Logs | ✓ | ✓ | ✓ |
| User Device Tracker (UDT) | Fulfill SNMP Requirements for Monitored Devices | ✓ | ✓ | ✓ |
| | Highlight Important UDT Settings | ✓ | ✓ | ✓ |
| Server & Application Monitor (SAM) | Highlight Important SAM Settings | ✓ | ✓ | ✓ |
| | Provide Permissions for Hardware Health Monitoring on Dell, HPE, and IBM devices | ✓ | ✓ | ✓ |
| IP Address Manager (IPAM) | Introduce User Role Delegation | ✓ | ✓ | ✓ |
| | Introduce Permissions for Managing the DNS Server | ✓ | ✓ | ✓ |
| | Introduce Permissions for Managing the DHCP Server | ✓ | ✓ | ✓ |
| | Highlight Important IPAM Settings | ✓ | ✓ | ✓ |
| VoIP & Network Quality Manager (VNQM) | Introduce the Permissions and Requirements for VNQM | ✓ | ✓ | ✓ |
| | Highlight Important VNQM Settings | ✓ | ✓ | ✓ |
| Network Configuration Manager (NCM) | Introduce User Role Delegation | ✓ | ✓ | ✓ |
| | Highlight Important NCM Settings | ✓ | ✓ | ✓ |
| Network Traffic Analyzer (NTA) | Provide Device Settings to Send NetFlow Data | ✓ | ✓ | ✓ |
| | Highlight Important NTA Settings | ✓ | ✓ | ✓ |
| Virtualization Manager (VMAN) | Provide the Requirements of Monitoring in VMAN | ✓ | ✓ | ✓ |
| | Introduce VMAN Overview and Web Pages | ✓ | ✓ | ✓ |
| | Highlight Important VMAN Settings | ✓ | ✓ | ✓ |
| Server Configuration Monitor (SCM) | Provide Permissions Required by SCM | ✓ | ✓ | ✓ |
| | Highlight Important SCM Settings | ✓ | ✓ | ✓ |
| High Availability (HA) | Introduce Differences Between and Requirements for Virtual IP and Virtual Host Name HA Setups | | ✓ | ✓ |
| | Highlight Important HA Settings | | ✓ | ✓ |
| | Introduce Multi-Member Functionality for APE | | | ✓ |
| Enterprise Operations Console (EOC) | Highlight Important EOC Settings | | | ✓ |



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 |
|--------------------------|---|--|--|---|
| Observability and Alerts | Duration | Up to 14 Hours | Up to 43 Hours | Up to 67 Hours |
| | Creating and Running Network Discoveries | Up to 40 devices | Up to 100 devices | Up to 200 devices |
| | Introducing SolarWinds Platform Agents | ✓ | ✓ | ✓ |
| | Adding Nodes Manually (Including SolarWinds Platform 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) |
| | Adding Virtual Servers (Including Hyper-V/Nutanix/VMware) | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing Custom Properties | ✓ | ✓ | ✓ |
| | Introducing Dynamic vs. Static Custom Properties | ✓ | ✓ | ✓ |
| | Creating Custom Properties | Up to Three (3) | Up to Five (5) | Up to Fifteen (15) |
| | Creating Groups With Entities: 1. Up to One (1) Dynamic; or 2. Up to Three (3) Static | Up to Three (3) | Up to Five (5) | Up to Fifteen (15) |
| | Introducing Custom Properties Use Case | ✓ | ✓ | ✓ |
| | Introducing Dependencies | ✓ | ✓ | ✓ |
| | Creating Dependencies With Entities: 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) |
| | Introducing Node Enhanced Status | ✓ | ✓ | ✓ |
| | Introducing Child Entities Participation | ✓ | ✓ | ✓ |
| | Introducing Alerts and Reports | ✓ | ✓ | ✓ |
| | Introducing Alert Settings | ✓ | ✓ | ✓ |
| | Introducing AlertStack | | ✓ | ✓ |
| | Creating Alerts Using Up to Five (5) Built-In Fields Each | Up to Three (3) | Up to Six (6) | Up to Ten (10) |
| | Creating Reports Using Up to Five (5) Built-In Fields Each | Up to Two (2) | Up to Five (5) | Up to Seven (7) |
| | Creating a Modern Dashboard With Up to Three (3) Each, Using: 1. Built-In Widgets; or 2. Graphical Query Builder | Up to One (1) | Up to Five (5) | Up to Five (5) |
| | Introducing the PerfStack™ Feature | ✓ | ✓ | ✓ |
| | Creating a PerfStack Dashboard With Up to Three (3) Entities | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | Introducing Maps and Topology | ✓ | ✓ | ✓ |
| | Importing Network Atlas Maps to Orion Maps | ✓ | ✓ | ✓ |
| | Creating Maps With Up to Five (5) Entities Each | Up to One (1) | Up to Two (2) | Up to Three (3) |
| NPM | Introducing NetPath™ | ✓ | ✓ | ✓ |
| | Creating NetPath | Up to One (1) | Up to Two (2) | Up to Five (5) |
| | Introducing UCS Poller | ✓ | ✓ | ✓ |
| | Setting Up UCS Poller | | Up to One (1) | Up to Three (3) |
| | Introducing Hardware Health for Network Devices | ✓ | ✓ | ✓ |
| | Introducing Network Insights | ✓ | ✓ | ✓ |
| | Introducing Universal Device Poller (UnDP) | ✓ | ✓ | ✓ |
| | Creating UnDP | Up to Two (2) | Up to Three (3) | Up to Five (5) |
| | Introducing Wireless Polling and Wireless Heat Maps | ✓ | ✓ | ✓ |
| | Creating Wireless Heat Maps | | Up to One (1) | Up to Three (3) |
| | Introducing SD-WAN Devices | | | ✓ |
| | Adding SD-WAN Devices | | | Up to Two (2) |



| Category | Activities | | Deployment Services Level 1 30-Hour Limit | Deployment Services Level 2 75-Hour Limit | Deployment Services Level 3 125-Hour Limit |
|----------|---|----------------|--|--|---|
| LA | Introducing Key Features of LA | ✓ | ✓ | ✓ | ✓ |
| | Introducing Syslog/Traps/Windows Event Filter | ✓ | ✓ | ✓ | ✓ |
| | Setting Up Windows Event Collection via SolarWinds Platform Agent | | Up to One (1) | Up to Three (3) | |
| | Creating a Rule to Drop Unwanted Messages | Up to One (1) | Up to One (1) | Up to One (1) | |
| | Introducing LA Alerts | ✓ | ✓ | ✓ | ✓ |
| | Creating LA Alerts | Up to One (1) | Up to Three (3) | Up to Five (5) | |
| | Reviewing Unlicensed and Unmonitored Log Source Reports | ✓ | ✓ | ✓ | ✓ |
| SAM | Introducing SAM | ✓ | ✓ | ✓ | ✓ |
| | Introducing Component Monitor Wizard | ✓ | ✓ | ✓ | ✓ |
| | Introducing Real-Time Processing and Explorer | ✓ | ✓ | ✓ | ✓ |
| | Providing SAM Component Types Overview | ✓ | ✓ | ✓ | ✓ |
| | Introducing Hardware Health for Dell, HP, HPE ProLiant, and IBM devices | ✓ | ✓ | ✓ | ✓ |
| | Creating Application Monitors/Templates With Up to Five (5) Components Each | Up to Five (5) | Up to Ten (10) | Up to Fifteen (15) | |
| | Setting Up ApplInsight™ for SQL Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) | |
| | Setting Up ApplInsight for Exchange Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) | |
| | Setting Up ApplInsight for IIS Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) | |
| | Setting Up ApplInsight for Active Directory Monitor | Up to One (1) | Up to Two (2) | Up to Three (3) | |
| | Introducing Application Dependency | ✓ | ✓ | ✓ | ✓ |
| | Enabling Application Dependency (Connection Quality Polling Requires SolarWinds Platform Agent) | | Up to One (1) | Up to Three (3) | |
| | Introducing AppStack | ✓ | ✓ | ✓ | ✓ |
| | Introducing AppStack Use Case | ✓ | ✓ | ✓ | ✓ |
| IPAM | Introducing the Manage Subnet and IP Address Page | ✓ | ✓ | ✓ | ✓ |
| | Creating Subnet/Supernet | Up to One (1) | Up to Two (2) | Up to Five (5) | |
| | Introducing Manual IP Address Discoveries/Imports | Up to One (1) | Up to Two (2) | Up to Five (5) | |
| | Introducing Neighbor Scanning | ✓ | ✓ | ✓ | ✓ |
| | Adding Neighbor Scanning | Up to One (1) | Up to Two (2) | Up to Five (5) | |
| | Introducing IP Address Request | ✓ | ✓ | ✓ | ✓ |
| | Introducing DHCP/DNS Server Management | ✓ | ✓ | ✓ | ✓ |
| | Adding a DHCP Server | | Up to One (1) | Up to Two (2) | |
| | Creating a DHCP Scope | | Up to One (1) | Up to Three (3) | |
| | Managing the DHCP Server | | Up to One (1) | Up to Two (2) | |
| | Adding a DNS Server | | Up to One (1) | Up to Three (3) | |
| | Managing a DNS Scope | | Up to One (1) | Up to Three (3) | |
| | Introducing IP Conflict | ✓ | ✓ | ✓ | ✓ |
| | Introducing IPAM Alerts and Reports | ✓ | ✓ | ✓ | ✓ |
| UDT | Introducing UDT | ✓ | ✓ | ✓ | ✓ |
| | Discovering and Adding Ports From Node(s) | Up to Five (5) | Up to Ten (10) | Up to Fifteen (15) | |



| Category | Activities | | Deployment Services Level 1 30-Hour Limit | Deployment Services Level 2 75-Hour Limit | Deployment Services Level 3 125-Hour Limit |
|----------|---|-----------------|--|--|---|
| VNQM | Adding Active Directory for User Tracking | | | ✓ | ✓ |
| | Introducing How to Locate Users or Devices | ✓ | ✓ | ✓ | ✓ |
| | Introducing Rogue Devices, Whitelist, and 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) | |
| | Introducing UDT Alerts and Reports | ✓ | ✓ | ✓ | ✓ |
| | Resolving IP Address Conflicts With IPAM and UDT Integration | ✗ | ✗ | ✓ | ✓ |
| NCM | Introducing VNQM | ✓ | ✓ | ✓ | ✓ |
| | Introducing How VNQM Creates Operations | ✓ | ✓ | ✓ | ✓ |
| | Creating IP SLA Operations | Up to Three (3) | Up to Six (6) | Up to Twelve (12) | |
| | Managing Call Manager | Up to One (1) | Up to Two (2) | Up to Three (3) | |
| | Managing Voice Gateway | Up to One (1) | Up to Two (2) | Up to Three (3) | |
| | Reviewing VNQM Summary, IP SLA, and Call Manager Views | ✓ | ✓ | ✓ | ✓ |
| | Introducing VNQM Alerts and Reports | ✓ | ✓ | ✓ | ✓ |
| NTA | Introducing NCM | ✓ | ✓ | ✓ | ✓ |
| | Introducing Device Templates | ✓ | ✓ | ✓ | ✓ |
| | Setting Up and Running Device Configuration Backup | Up to One (1) | Up to Two (2) | Up to Five (5) | |
| | Setting Up NCM Jobs | Up to One (1) | Up to Two (2) | Up to Five (5) | |
| | Introducing Config Change Templates | ✓ | ✓ | ✓ | ✓ |
| | Introducing Firmware Upgrades | ✓ | ✓ | ✓ | ✓ |
| | Introducing Firmware Vulnerability Data | ✓ | ✓ | ✓ | ✓ |
| VMAN | Introducing Compliance Reports | ✓ | ✓ | ✓ | ✓ |
| | Creating 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) | |
| | Introducing Real-Time Config Change Detection | ✓ | ✓ | ✓ | ✓ |
| | Setting Up Real-Time Config Change Detection | | Up to One (1) | Up to Two (2) | |
| | Introducing the Approval System for Configuration Changes | ✓ | ✓ | ✓ | ✓ |
| | Introducing NCM Alerts and Reports | ✓ | ✓ | ✓ | ✓ |
| | Introducing NTA | ✓ | ✓ | ✓ | ✓ |
| NTA | Providing NTA Flow Requirements | ✓ | ✓ | ✓ | ✓ |
| | Providing Information on Setting Up NBAR on Cisco Devices | Up to One (1) | Up to Two (2) | Up to Three (3) | |
| | Providing information on Setting Up VMware Support on NTA | Up to One (1) | Up to Two (2) | Up to Three (3) | |
| | Introducing NTA Resources and Widgets | ✓ | ✓ | ✓ | ✓ |
| | Introducing Flow Navigator and Quick Alerts | ✓ | ✓ | ✓ | ✓ |
| | Introducing NTA Alerts and Reports | ✓ | ✓ | ✓ | ✓ |
| | Setting Up NetFlow Network Address Translation (NAT) | | | | ✓ |
| VMAN | Introducing VMAN | ✓ | ✓ | ✓ | ✓ |



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 |
|--------------------------|---|---|--|--|---|
| SCM | | Explaining the Difference Between VMAN and SolarWinds Observability Self-Hosted Platform Virtual Server Polling Methods | ✓ | ✓ | ✓ |
| | | Ensuring the Virtual Servers Added Are Using VMAN Polling | ✓ | ✓ | ✓ |
| | | Introducing VMAN Features: Recommendations, Sprawl Dashboard, Snapshot Management, Orphan VMDK Management, PerfStack, and AppStack | ✓ | ✓ | ✓ |
| | | Introducing VMAN Alerts and Reports | ✓ | ✓ | ✓ |
| | | Introducing SCM | ✓ | ✓ | ✓ |
| | | Introducing Near-Real-Time Change Detection | ✓ | ✓ | ✓ |
| | | Introducing Compare Configurations Over Time | ✓ | ✓ | ✓ |
| | | Introducing Monitor Compliance With the SCM Policy Engine | ✓ | ✓ | ✓ |
| | | Assigning Out-of-the-Box Profile to Nodes | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | | Creating a Custom Profile | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | HA | Assigning a Custom Profile | Up to One (1) | Up to Three (3) | Up to Five (5) |
| | | Introducing SCM Alerts and Reports | ✓ | ✓ | ✓ |
| Platform Training | HA | | Creating an HA Pool | | |
| | EOC | Adding a SolarWinds Observability Self-Hosted Platform to EOC | | | Up to Two (2) |
| | | Configuring an EOC Dashboard With Up to Three (3), Using: 1. Built-In Widgets; or 2. Graphical Query Builder | | | Up to Two (2) |
| | <ul style="list-style-type: none"> Working With Support THWACK® SolarWinds Academy™ Virtual Classrooms Online Best Practices Articles General Overview Resources | | | | |
| Journey Success | <ul style="list-style-type: none"> Deployment Summary Customer Survey Optimization Opportunities Customer Success Manager Hand-Off Call | | | | |



ABOUT SOLARWINDS

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



For additional information, please contact SolarWinds at [866.530.8100](tel:866.530.8100) or email sales@solarwinds.com. To locate an international reseller near you, visit [SolarWinds Partner Page](#).

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