



SolarWinds Deployment Services

SolarWinds Observability Self-Hosted Onboarding Field Guide

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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	✓	✓	✓
	Deployment Project Plan	✓	✓	✓
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)
	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	✓	✓	✓
	Network Performance Monitor (NPM)	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
	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	✓	✓	✓
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)		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
	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)
	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 AppInsight™ for SQL Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Setting Up AppInsight for Exchange Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Setting Up AppInsight for IIS Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Setting Up AppInsight 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)
		Introducing AppStack	✓	✓	✓
		Introducing AppStack Use Cases	✓	✓	✓
	IPAM	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
		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	✓	✓	✓
	UDT	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	✗	✓	✓
		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	✗	✗	✓
	VNQM	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	✓	✓	✓
Platform Training	<ul style="list-style-type: none"> Working With Support THWACK® SolarWinds Academy™ Virtual Classrooms Online Best Practices Articles General Overview Resources 				
Journey Success	<ul style="list-style-type: none"> Deployment Summary Customer Survey Optimization Opportunities Customer Success Manager Hand-Off Call 				



2. 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		✓	✓	✓
	Deployment Project Plan		✓	✓	✓
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
	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			✓
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)		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
	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 Five (5)
		Introducing UCS Poller	✓	✓
		Setting Up UCS Poller		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 Five (5)
		Introducing Wireless Polling and Wireless Heat Maps	✓	✓
		Creating Wireless Heat Maps		Up to Three (3)
		Introducing SD-WAN Devices		✓
		Adding SD-WAN Devices		Up to Two (2)
	LA	Introducing Key Features of LA	✓	✓
		Introducing Syslog/Traps/Windows Event Filter	✓	✓
		Setting Up Windows Event Collection via SolarWinds Platform Agent		Up to Three (3)
		Creating a Rule to Drop Unwanted Messages	Up to One (1)	Up to One (1)
		Introducing LA Alerts	✓	✓
		Creating LA Alerts	Up to One (1)	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 Fifteen (15)
		Setting up ApplInsight™ for SQL Monitor	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
		Setting Up AppInsight for Exchange Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Setting Up AppInsight for IIS Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Setting Up AppInsight 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 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	✓	✓	✓
	UDT	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	✗	✓	✓
		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	✗	✗	✓
	VNQM	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	✓	✓	✓
	HA	Creating an HA Pool			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
	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	✓	✓	✓
	Deployment Project Plan	✓	✓	✓
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: <ol style="list-style-type: none"> Back Up the Current Platform Database From Microsoft SQL Server Copy Backup to Another Microsoft SQL Server 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	✓	✓	✓
	Generate SolarWinds Observability API Token	✓	✓	✓
	Set Up Platform Connect	✓	✓	✓

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: <ul style="list-style-type: none"> 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
	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 Device			Up to Two (2)
	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	✓	✓	✓

CATEGORY	ACTIVITIES		DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		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 AppInsight™ for SQL Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Setting Up AppInsight for Exchange Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Setting Up AppInsight for IIS Monitor	Up to One (1)	Up to Two (2)	Up to Three (3)
		Setting Up AppInsight 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 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	✓	✓	✓
	UDT	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		✓	✓
		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	✗	✗	✓
	VNQM	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
		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	✓	✓	✓
	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	✓	✓	✓
		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	✓	✓	✓
		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	✓	✓	✓
		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	✓	✓	✓
	SCM	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)
		Assigning a Custom Profile	Up to One (1)	Up to Three (3)	Up to Five (5)
		Introducing SCM 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 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 Services OverviewProject Status TrackingCustomer Environment/RequirementsPrerequisitesRisks/IssuesCheck-In CallsOnboarding Sessions					
	Duration			Up to 3 Hours	Up to 4 Hours	Up to 8 Hours
Platform Planning	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
	Conduct Preinstallation Environment Review			✓	✓	✓
	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 teamsTroubleshooting 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)
		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
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		✓

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: <ul style="list-style-type: none"> 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
		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	✗	✗	✓
	VNQM	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	✓	✓	✓
	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	✓	✓	✓
		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	✓	✓	✓
	NTA	Introducing 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	✓	✓	✓



CATEGORY	ACTIVITIES		DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
		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	✓	✓	✓
	SCM	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)
		Assigning a Custom Profile	Up to One (1)	Up to Three (3)	Up to Five (5)
		Introducing SCM Alerts and Reports	✓	✓	✓
	HA	Creating an HA Pool			Up to Two (2)
	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)
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 				

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