



eBook

SolarWinds Deployment Services

Database Management
Onboarding Field Guide



Overview

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

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

- Database Performance Analyzer (DPA)
- SQL Sentry

DEPLOYMENT SERVICES PROGRAM

	SELF-LED	DS LITE (5 HRS.)	DS1 (30 HRS.)	DS2 (75 HRS.)	DS3 (125 HRS.)
• Database Performance Analyzer (DPA)	✓		✓	✓	✓
• SQL Sentry	✓		✓	✓	



Key Differences Between the Deployment Services Options

ACTIVITIES	DPA			ACTIVITIES	SQL SENTRY	
	DS1	DS2	DS3		DS1	DS2
Installation of DPA	✓	✓	✓	Installation of SQL Sentry	✓	✓
Fundamentals of using DPA	✓	✓	✓	Fundamentals of using SQL Sentry	✓	✓
Integrate DPA with SolarWinds Observability Self-Hosted	✓	✓	✓	Using the Performance Analysis dashboard	✓	✓
Learn how to use DPA to investigate	✓	✓	✓	Introduce analytics platform system	✓	✓
Single sign-on authentication		✓	✓	Basic configuration	✓	✓
Find SQL statements in DPA		✓	✓	Advanced configuration		
Manage SQL statements		✓	✓	• Enabling Extended Events		
Manage VM		✓	✓	• Add SQL Sentry database to Availability Group (AG)		✓
Assist configuring canned DPA Alerts		✓	✓	• Introduce SQL Sentry mail stored procedures		
Custom SQL Alert			✓	• Watching and Stop Watching		
Database Grouping			✓	Advanced Alert training		✓
Use table tuning advisor for inefficient queries			✓	Custom web portal configuration		✓
Introduce DPA REST API			✓			

Deployment Service Recommendations

DPA

- DS 1 introduces the fundamentals of DPA, which is ideal for standard implementations and integration with SolarWinds Observability Self-Hosted tools. It enables users to leverage key DPA features, including investigating long-running and inefficient queries.
- DS 2 is designed for enhanced DPA functionalities, including:
 - Single Sign-On (SSO) authentication
 - Managing virtual entities with DPA
 - Finding and managing SQL statements in DPA
 - Assistance with configuring prebuilt DPA alerts
- DS 3 provides comprehensive coverage and advanced DPA capabilities, including:
 - Grouping databases for streamlined management
 - Configuring DPA to execute SQL statements based on alert thresholds
 - Using DPA to optimize and tune inefficient queries
 - Accessing and utilizing the DPA REST API

SQL Sentry

- DS 1 introduces the fundamentals of SQL Sentry, making it ideal for standard implementations and setting up dashboards.
- DS 2 offers comprehensive coverage with advanced capabilities, including:
 - Performing additional customizations
 - Guided training on advanced configuration and alert management in SQL Sentry



DEPLOYMENT SERVICES

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

PURPOSE

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

PREPARATION

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

LIMITATIONS OF DEPLOYMENT SERVICES ENGAGEMENT

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



Program Descriptions

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

Each session is scheduled in two four-hour blocks.

DEPLOYMENT SERVICES PHASES

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

PREREQUISITES

Deployment Services Welcome Call

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

SolarWinds Platform Training

We'll familiarize you with the SolarWinds Platform.



1. Database Performance Analyzer (DPA)

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 3 125-HOUR LIMIT
Introduction	<ul style="list-style-type: none"> Welcome Call Deployment Service Overview Tracking of Project Status Customer Environment/Requirements Prerequisites Risk/Issues Check-In Calls Onboarding Sessions 			
Platform Planning	Duration	Up to 3 Hours	Up to 4 Hours	Up to 6 Hours
	Use Case Review	Up To Two (2)	Up To Four (4)	Up To Six (6)
	Deployment Planning Form	✓	✓	✓
	Deployment Project Plan	✓	✓	✓
Platform Installation	Pre-installation Environment Review	✓	✓	✓
	Install DPA on supported operating systems	Up To One (1)	Up To Two (2)	Up To Three (3)
	Demonstrate 'Central' Offering for Multiple DPAs		✓	✓
	Introduce DPA architecture	✓	✓	✓
	Provide Requirements/Configuration	✓	✓	✓
	Create User Accounts for DPA Web Console Usage/Administration	✓	✓	✓
	Manage Users and Permissions	✓	✓	✓
	Options for Encrypting Passwords		✓	✓
	Configure DPA to Use One (1) Supported Single Sign-on Method		Up To One (1)	Up To Two (2)
	Introduce Requirements for Monitoring Database Instances Running in A VM Cluster		✓	✓
	Register and License Database Instances for Analysis	Up To Fifteen (15)	Up To Twenty (20)	Up To Forty (40)
	Introduce Database Instance Groups			✓
Platform Configuration	Introduce Monitoring SQL Server Availability Groups			✓
	Introduce Monitoring Oracle Multitenant Databases			✓
	Introduce Monitoring VM Performance Data		✓	✓
	Update VMware Connection Information		✓	✓
	Introduce Resource Metrics In DPA		✓	✓
	Update Connection Information for a Monitored Database Instance		✓	✓
	Scale DPA For Number Of Monitored Instances	✓	✓	✓
	DPA Maximum Registered Instances Limit	250	250	250
	Configure Email	✓	✓	✓
	Stop Monitoring a Database Instance for a Period	✓	✓	✓
	Integrate DPA with SolarWinds Observability Self-hosted Tools	✓	✓	✓
	Configure Wait Time Alert	✓	✓	✓
	Configure Resource Alerts	✓	✓	✓
	Configure Administrative Alerts		✓	✓
Observability and Alerts	Configure Custom SQL Alert			✓
	Review DPA Alert Configurations	✓	✓	✓
	Assist With Configuring Canned DPA Alerts		Up To Five (5)	Up To Ten (10)

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



2. SQL Sentry

CATEGORY	ACTIVITIES	DEPLOYMENT SERVICES LEVEL 1 30-HOUR LIMIT	DEPLOYMENT SERVICES LEVEL 2 75-HOUR LIMIT
Introduction	<ul style="list-style-type: none"> Welcome Call Deployment service overview Tracking of project status Customer environment/requirements Prerequisites Risk/issues Check-in calls Onboarding sessions 		
Platform Planning	Duration	Up to 3 Hours	Up to 4 Hours
	Use Case Review	Up To Two (2)	Up To Five (5)
	Deployment Planning Form	✓	✓
	Deployment Project Plan	✓	✓
Platform Installation	Introduce SQL Sentry Requirements	✓	✓
	Introduce SQL Sentry Components and Architecture	✓	✓
	Pre-installation Environment Review	✓	✓
	Installation of SQL Sentry	Up To One (1)	Up To One (1)
	License Management	✓	✓
	Basic Web Portal Setup	✓	✓
	Maintenance Plan Setup	✓	✓
	Back-end Configuration Review	✓	✓
Platform Configuration	Add User and Groups	✓	✓
	Security and Access	✓	✓
	SMTP Configuration	✓	✓
	Retention and Collection Adjustments	✓	✓
	Monitor and Organize Desired Targets	✓	✓
	Introduce Database Maintenance	✓	✓
	Introduce Enabling Extended Events		✓
	Introduce Adding SQL Sentry Database to an Availability Group (AG)		✓
	Introduce Sp_sentry_dbmail_20 and Sp_sentry_mail_20		✓
Observability and Alerts	Introduce Watching and Stop Watching		✓
	General Alerting Overview	✓	✓
	Contact Setup	✓	✓
	General/Failsafe/Audit Condition Configuration	✓	✓
	Basic Advisory Condition Configuration	✓	✓
	Review Performance Analysis Dashboard	✓	✓
	Introduce Analytics Platform System Overview	✓	✓
	Advanced Alert Tuning Training		✓
	Advanced Advisory Condition Configuration		✓
	Advanced Object Groups		✓
	Custom Web Portal Dashboard Configuration		✓
	Custom Event Calendar Views		✓

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SOLARWINDS DEPLOYMENT SERVICES

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



ABOUT SOLARWINDS

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