SolarWinds Renewal Program Benefits

It pays to keep your maintenance active

SOLARWINDS ANNUAL RENEWAL PROGRAM AND BENEFITS

SolarWinds automatically includes one year of maintenance with the purchase of our licensed products. This feature allows our customers to experience the SolarWinds difference, including frequent product releases and 24/7 support for a full year without an additional charge. After the first year, your annual renewal preserves your access to SolarWinds software updates, support, and virtual instructor-led product training.

ACTIVE MAINTENANCE PROVIDES YOU WITH FIXES, FEATURES, TRAINING, AND ACCESS

- Product updates (major enhancements, new features, and bug fixes).

- Award-winning, worldwide, 24/7 technical support.

- A full subscription to SolarWinds® Academy instructor-led and on-demand classes. For information and a class schedule: support.solarwinds.com/Success_Center/SolarWinds_Academy/Training_Classes.

- Additional product components to extend functionality.

- Beta participation to help shape future product direction.

SOFTWARE UPDATES "BUILT BY IT PROS, FOR IT PROS"

Our product managers and development teams incorporate feedback from our vibrant community of technology professionals into new releases. In the last several years, we released new versions of many of our products, featuring significant enhancements — many requested by the THWACK® community. Numerous minor releases have also enhanced functionality across our products. These releases often result from support calls that help us understand the needs of our customers and enable us to quickly respond with service releases to resolve specific issues. Both major and minor releases of our product software are only available to customers on active maintenance.

RENEW TODAY!

SolarWinds provides four easy ways to renew:

- Log in to your customer portal on the SolarWinds website and select "Renew your Maintenance"

- Contact the SolarWinds Renewal Team at renewals@solarwinds.com

- If you previously ordered through a reseller, please contact them directly for pricing

- Access your emailed quote to upload your purchase order, request an invoice, or pay with a credit card

Questions? Please contact us: renewals@solarwinds.com

24/7 TECHNICAL SUPPORT YOU CAN DEPEND ON

The SolarWinds Global Technical Support team is happy to assist with any product challenges you may encounter, and we pride ourselves on our speed and quality of response via phone and help tickets. It's easy and simple to submit a ticket and track the progress through your Customer Portal. You can also utilize our Success Center, where you can search all support resources (documentation, videos, training, knowledge base articles, etc.) or browse resources by product: support.solarwinds.com/Success_Center.

AN UNLIMITED SUBSCRIPTION TO SOLARWINDS ACADEMY

With your initial purchase and annual maintenance renewal, your entire team has access to all SolarWinds Academy instructor-led and on-demand courses. While some vendors may charge per class for instructor-led training, SolarWinds provides our customers this access at no additional charge because we want our customers to succeed. While many of our classes are built for customers using our products for the first time, we also offer courses on how to leverage the latest product features and provide curriculum for intermediate users of our products.

EXTRA SOFTWARE TO EXTEND FUNCTIONALITY

SolarWinds often provides additional software components that allow customers to extend the functionality of their licensed products. These components are only available to customers on active maintenance and can be downloaded directly from the SolarWinds customer portal. A few examples of these components include:

- **SolarWinds Poller Migration Utility** — Migrate a SolarWinds Poller into a complete SolarWinds installation

- **NCM Connector for SmartAdvisor™** — Perform health checks on Cisco devices, and generate reports with SolarWinds® Network Configuration Manager (NCM) and SmartAdvisor.

- **SolarWinds Management Pack for Microsoft® System Center** — Display data from SolarWinds Network Performance Monitor (NPM) and Server & Application Monitor (SAM)

- **SolarWinds Kiwi Syslog® Utilities** — Forward Windows® Event Logs or Tunnel Syslog across the internet

HOW IS SOLARWINDS DIFFERENT FROM OTHER SOFTWARE COMPANIES?

Simple and fair pricing

SolarWinds keeps its maintenance pricing simple, fair, and affordable to deliver maximum value for a minimum cost.

Products designed for self-service

SolarWinds pays close attention to the needs of IT professionals and builds easy-to-deploy-and-use products that solve every day IT management problems out of the box. This helps our customers deploy, configure, and maintain our products with less training and fewer resources.

Frequent and significant product releases

SolarWinds frequently releases high-quality software with major features, minor enhancements, and bug fixes, and provides them to customers with active maintenance at no additional charge.

Adaptation to emerging infrastructure

Technology continues to change at a rapid pace, and SolarWinds products can help you plan for and then leverage these new technologies as they come to market and gain acceptance. Keeping your products under active maintenance allows you to access new SolarWinds releases, which includes support for the latest technologies, such as:

- Microsoft Azure®
- Amazon Web Services
- Cisco Nexus C9236C and Cisco Catalyst 2800 Switch
- Cisco Adaptive Security Appliance firewall
- VMware vSphere®, ESX®, and ESXi™
- Microsoft Hyper-V®
- Wireless AP support including: Meru Networks, Cisco, HP®, and Aruba®
- Windows Server® 2019

Community-driven roadmap

THWACK®, the SolarWinds community includes tmore than 150,000 of IT professionals who directly contribute to the features included in our product releases. This allows us to discover, design, and develop solutions to problems before you may even have to deal with them. We often publish sections of our roadmap to our THWACK forum as "What We're Working On" posts.

RECENT SOFTWARE UPDATES PROVIDED UNDER MAINTENANCE

Below, you will find a list of features added to major SolarWinds products from 2019 until Q2 2021.

ENTERPRISE CLASS NETWORK MANAGEMENT		
NETWORK PERFORMANCE MONITOR	**NETFLOW TRAFFIC ANALYZER**	**NETWORK CONFIGURATION MANAGER**
• Device View • Visually display your network switches on Cisco 2960 and Juniper devices to check port status, utilization, and position from the Orion Web Console. • Real-time charts • Display real-time data with new dashboard widgets: • CPU Load and Memory Utilization on Node Details • Percent Utilization on Interface Details • Performance improvements • Improved load times for widgets. • Increased Scalability (up to 1 million elements per instance) • Updated and improved localization • Use NPM in German and Japanese • Improved interface port type mapping • Discover port types with more accuracy. • Monitor Azure cloud with NPM • Add a Microsoft Azure cloud account to NPM and monitor traffic on Azure Network Gateways and Site-to-Site Connections. • Update your MIB database from the Orion Web Console • Device View improvements • Visually display Cisco switch stacks and Cisco Catalyst 3750 switches on the Device View. • Use the improved filtering options, such as filtering by status or VLANs, and customize values to be displayed for filtering to only see the frequently used filters. • Historical Improvements: Historical data for interfaces were migrated to use TimeSeries, thus improving the performance of the Orion Web Console. • Advanced configuration was moved to Centralized Settings. • Interface availability data were migrated to use TimeSeries, thus improving the performance of the Orion Web Console. • NPM is signed with a new digital code-signing certificate.	• IPv6 support • Local NetFlow Source • The Local NetFlow Source in SolarWinds NetFlow Traffic Analyzer (NTA) presents real flow data. • SolarWinds NTA in Microsoft Azure • Palo Alto Conversations for the NCM Policy Detail page • Process flow data from Meraki MX devices • Flow Sources Management and CBQoS Polling Management pages • IP address groups unification with SolarWinds IPAM • VMware IPFIX support • Improvements in device configuration • Reconcile traffic volumes across multiple interfaces to accurately represent traffic flowing through a node and avoid double-counted traffic.	• The Policies and Policy Details views for Palo Alto devices now display information about policies pushed from the Panorama management server. • New firmware upgrade template settings • This setting can prevent errors for devices that have multiple up/down sequences after they reboot. • Added support for EtherWAN devices • Added support for Lenovo Campus NOS devices • New device template for F5 BIG-IP devices • New version numbering for NCM and other Orion Platform products • Version numbering is now consistent across all Orion Platform products. • Firmware upgrade operation improvements • Translation: The NCM interface has been translated to German and Japanese. • Added flexibility for roles required for baseline management

IP ADDRESS MANAGER	USER DEVICE TRACKER	VOIP & NETWORK QUALITY MANAGER
Advanced Import/Export functionality	**New Device Inventory and User Inventory pages**	**Cisco Unified Communications Manager 12.5**
New version of vRO package	• The Device Inventory page provides filtering and searching for the port inventory and connected endpoints. With the User Inventory page, you can quickly filter, search for, and review login history for users.	• Starting with version 2019.4, SolarWinds VNQM supports Cisco Communications Manager (CallManager) 12.5.
• Execution of vRA actions no longer duplicates REST hosts, by reusing existing host instead		
• All types of Orion Custom Properties creation supported	• New digital code-signing certificate.	**Security improvements: Communication with Cisco Unified Communications Manager via AXL**
• Package no longer logs sensitive information during execution	**Support for Cisco Viptela devices**	• The communication is performed using the CallManager's domain name in place of the IP address.
• Improved subnet discovery for F5 devices	• UDT now provides support for Viptela devices. Cisco Viptela devices can be added to UDT through the Add Node wizard or Network Sonar Discovery.	**IP SLA monitoring on Cisco Nexus devices**
• Removal of SWIS v2 schema		• VNQM now supports IP SLA monitoring on Cisco® Nexus devices, NX-OS-based, highly programmable, high-density switches.
• New digital code-signing certificate.		
Refreshed User Interface		
• Improved DHCP & DNS management		
• Dynamic filtering to find resources faster		
• Improved workflows to streamline key tasks		
• Legacy pages remain supported via toggle		
IP Address requests:		
• IPAM 2020.2.6 introduces improved IP Request implementation, providing improved security options and addressing more workflow scenarios.		
• DHCP Impersonation		

ORION MAPS ENHANCEMENTS

Entity Library enhancements

• Filter and refine your entity list based on any property.

• Bulk-select entities to add them to the canvas.

• Quickly identify contextual relationships through the entity library without leaving the editor.

Bulk Administration

• Multi-select from the canvas to move or delete multiple objects in groups.

Custom Images

• Custom images and backgrounds

Manual Topology Connections

• Define topology between any two entities directly from the Map Editor.

Customizable map refresh rate

• Specify the map refresh rate--typically in minutes--for the Orion Maps Viewer and Widgets.

2020.2 and above:

• Track historical changes to maps

• Create and customize text boxes and contextual labels

• Flexible controls for bulk administration

• Incorporate custom icons, adjust scale/positioning, or change styling

• Tools for adding shapes, moving images to front/back, or customizing layouts

ENTERPRISE CLASS SYSTEMS MANAGEMENT

SERVER & APPLICATION MONITOR

Node-based licensing

- Node status improvements
- Orion Maps enhancements
- Support for Microsoft®

Azure® database

- Orion agent rediscovery
- Linux agent metrics
- PerfStack™ links added to
- widgets
- Automatic removal of unknown volumes
- Secure Syslog alerts
- HSRP addresses
- Fortigate CPU and Memory
- Dynamic external nodes
- New SysObjectIDs
- Per-node diagnostics
- Expanded device support
- Simplified API monitoring for external REST API endpoints
- Hardware health monitoring for Nutanix™ clusters
- Enhanced Microsoft Active Directory monitoring with domain trust support
- Localized SAM templates in German and Japanese

- Out-of-the-box API Poller templates
- API Poller improvements
- WinRM-based application monitor polling for increased scalability
- Additional SAM 2020.2 improvements
- New features and improvements in Orion Platform 2020.2
- API Poller improvements
- New API Poller templates for Microsoft 365
- Orion Remote Collectors (ORCs) –
- Expanded integration with SolarWinds AppOptics: Manage Credentials page:
- API Poller improvements:
- Increased automation:
- Application Dependency updates
- AWS region updates:
- Improved Active Directory monitoring
- Disable dynamic components for AppInsight
- API Poller count increased by 10X: Now you can monitor 10 times as many API metrics per licensed node, as compared to the 1:1 ratio in earlier versions. For example, with a SAM100 license, you can monitor up to 1000 API metrics instead of 100.
- New API poller templates are available:
- Container Monitoring updates
- Application monitor polling improvements

WEB PERFORMANCE MONITOR	SERVER CONFIGURATION MONITOR
• **WPM Recorder updates:** The new WPM Recorder now supports responsive design so you can emulate a variety of device types, significantly increasing the number of sites and web apps you track performance for. • Signed with a new digital code-signing certificate. • Integration with SolarWinds Pingdom® • Improved authentication support • Record scenarios for websites where access is controlled with Basic, NTLM, or Digest authentication, as well as client certificate authentication. • Proxy server support • Support for Microsoft Windows Server 2012 R2 and SQL Server 2012 was added to this release to provide an upgrade path if you're still using WPM 2.2.3. • macOS support • Increased FIPS support	• A new, built-in alert (disabled by default) provides detailed information on changes to server configuration items. • Enhanced security and an improved user interface • A "Check text" field has been added to built-in (STIG) policies. • New digital code-signing certificate. • Policy compliance • Operationalize policy compliance monitoring for your servers and applications by tracking their compliance percentage across your environment • Additional Out-of-the-box policies: • Windows Server 2016 STIG • SQL Server 2016 Instance STIG • IIS 8.5 Server STIG • Compliance reports • New alerts • Import and export policies • Monitor databases for changes • Make use of new out-of-the-box database profiles for • MS SQL Server Essentials • PostgreSQL Essentials • MySQL Essentials • Assign credentials to elements • Improvements to the Content Comparison page • Watch for changes to file attributes • Monitor Linux hardware, software, and files • Execute Linux scripts (bash, python, or others) • Use new out-of-the-box Linux profiles • Test profile elements before deploying them to servers • View the structural diff preview • Assign or unassign SCM profiles from the Manage Nodes view

VIRTUALIZATION MANAGER

VMware tags

- VMAN now has visibility into your VMware tags and which objects you've assigned them to in vSphere.

Nutanix bulk registration

Chargeback report

- Improved chargeback reports based on VMware tags and custom properties assigned to monitored clusters or hosts.

Container monitoring improvements

- Amazon Web Service (AWS) region updates:
- Chargeback reports
- Nutanix custom properties

Expanded Nutanix monitoring support

- Storage statistics
- CPU/Memory/Network statistics
- Topology mapping (i.e. AppStack, Orion Maps)
- ·Basic management actions

FIPS compliance for VMware monitoring in VMAN

- VMAN Orion polling for VMware Centers, ESX hosts, and Nutanix is now FIPS-compliant.

Peaks in storage metrics

- Support for non-English Hyper-V hosts
- New digital code-signing certificate.

STORAGE RESOURCE MONITOR

- Hardware Health monitoring for NetApp 7-Mode arrays
- Storage Controller monitoring thresholds for EMC VNX Clariion
- New digital code-signing certificate.
- Support for EMC Data Domain arrays
- Hardware Health monitoring for EMC Data Domain arrays
- Storage Controller monitoring for EMC VNX Clariion

DATABASE PERFORMANCE MANAGEMENT

DATABASE PERFORMANCE ANALYZER

- Custom email templates for alert notifications
- Additions to the REST API
- Table tuning best practices
- VM co-stop metrics
- Additional VM information on the Query Details page
- New version numbering system
- Changes to system requirements
- new digital code-signing certificate.
- Monitoring PostgreSQL and EDB Postgres database instances
- Notification when a triggered alert returns to Normal
- Trusted certificate management
- Additions to the DPA API
- Changes to the DPA login dialog box
- Registering database instances with limited permissions

- Preventing browser cookies from saving the username
- Using the UTC time zone for log entries
- Password encryption for Sybase monitored instances
- New code-signing certificate
- Find SQL:
- With the Find SQL feature, you can search for any SQL statement based on what you know about it
- Tracking SQL Server database backups
- Tracking information about the SQL Server TempDB database
- Information about PostgreSQL wait types
- Updated UI for resource metric charts on the Resources tab
- Updated UI for charts on the DPA homepage
- New security role for user management

IT SECURITY AND COMPLIANCE

SECURITY EVENT MANAGER

HTML5 features

- Agent installer support for Windows 2019
- Deploy SEM to Amazon Web Services (AWS)
- Debian OS upgrade

New code-signing certificate

- Navigation: The SEM navigation bar has been updated, enabling narrower browser widths, separating Live Events and Historical Events, adding Admin, and renaming Groups as Configure

Saved and Scheduled Searches

LDAP Settings

- With this release, LDAP connections are now used for authentication and Directory Service groups.

Directory Service groups

- Directory service groups can be imported from your configured LDAP connections.

New code-signing certificate

PATCH MANAGER

- SCCM 2010 and 2013 support
- New digital code-signing certificate
- New post-update management shutdown option
- New Computer Update Status By Group report
- Streamlined web console installation for production environments
- Improved Patch Manager Web Console performance
- Updated computer group task scheduling
- Silent Mode installation support
- Patch Manager Web Console added to the Orion Installer
- New Lenovo third party catalog

SERV-U® MANAGED FILE TRANSFER SERVER, SERV-U FTP SERVER

- Increased password security: existing MD5 passwords converted using more secure algorithm
- Improved Management Console user interface
- Chinese and Korean characters support in file transfer
- Performance and stability improvements
- Improved Internet Explorer compatibility
- 3DES algorithm deprecations
- Support for the following KEX algorithms (key exchange algorithms) for SSH
- diffie-hellman-group-exchange-sha256
- diffie-hellman-group14-sha256
- diffie-hellman-group16-sha512
- OpenSSL has been updated
- Periodic buffer flush interval during SFTP file upload setting added to Limits
- New code-signing certificate

LOG ANALYZER

- Localization improvements
- LA in German and Japanese.
- Monitor Windows event logs
- stream, monitor, and alert on Windows event logs.
- Log forwarding
- Additional poller support and Centralizedx Upgrades
- Orion alert integration
- Log collection profiles
- can create log collection profiles to process Windows log files for additional system analysis and troubleshooting.
- Performance improvements
- Instantly view the initial log search results page as remaining pages are loaded.
- Export and import custom rules
- New trap/syslog forwarding options

ACCESS RIGHTS MANAGER

- Microsoft Teams Integration
- Recertification of Active Directory group memberships
- Graphical timeline analysis of events in the web client
- AAD Logga - Monitoring events in Azure Active Directory (AAD)
- Enhanced support for forwarding events to syslog servers
- Extended Configuration Wizard
- Diagnostic Tool
- The ARM Diagnostic tool allows you to easily collect diagnostic data and prepare it for sending it to SolarWinds support.
- New installation & configuration wizard

- Web client administrator dashboard
- AD Logga improvements
- Alerting improvements
- Extended support of Office 365
- Support for Microsoft 2019 products
- Windows Server 2019
- Exchange Server 2019
- SharePoint Server 2019
- Increased product security

HELP DESK AND CUSTOMER SUPPORT

WEB HELP DESK®

- Updated Client profile window
- Updated Client History window
- Open Java Development Kit 11
- Modern Authentication for Office 365 e-mail accounts
- Ticket approvals added to ticket history
- Updated cryptographic protocol support
- Updated error logging
- Updated log settings
- New digital code-signing certificate
- OAuth 2.0 integration with Google Gmail
- Password-protected tech and administrator accounts
- New FIPS cryptography with TLS 1.2 support
- New default administrator account setup
- Enhanced PostgreSQL database setup
- Content Security Policy headers
- Updated Open Java Development Kit
- Updated Apache Tomcat

DAMEWARE® REMOTE SUPPORT, DAMEWARE MINI REMOTE CONTROL

- Support for users who have disabled Server Message Block (SMB) v1.
- Updated Dameware diagnostics tool.
- SQLite has been updated to the current version.
- Security improvements and bug fixes
- Enhance the user experience.

MOBILE ADMIN®

- Mobile Admin is signed with a new code-signing certificate.
- TLS: Mobile Admin now works as expected when TLS 1.0 is disabled on the OS.

DAMEWARE® REMOTE SUPPORT, DAMEWARE MINI REMOTE CONTROL

- Addition of Session Widget
- Disable local license consumption
- More system information when auditing devices
- Addition of visual calendar
- Delegate licensing responsibilities to technicians
- Addition of German, French, and Italian language options
- Bulk creation of Technicians
- Additional security settings for management of Technicians
- Additional authentication and permissions options
- Length ofsession PIN codes
- Generate MSI packages from the Admin Area
- For full OS specific release notes visit: https://documentation.solarwinds.com/en/success_center/dre/content/release_notes/dre_7-0_release_notes.htm

TOOLS FOR NETWORK AND SYSTEM ENGINEERS	
ENGINEER'S TOOLSET	NETWORK TOPOLOGY MAPPER
• signed with a new digital code-signing certificate.	• NTM Updated March 15, 2018 • See : https://documentation.solarwinds.com/en/success_center/ntm/content/release_notes/ntm_2-1-1_release_notes.htm • for details

KIWI SYSLOG® SERVER	KIWI CATTOOLS®
• SLog to Database - Bulk Insert action • Windows 2019 Support • Log to Loggly action • SNMP Spoofing • Upgrade to NpCap library • .NET Framework 4.8 • Send multiple test messages • Signed with a new code-signing certificate.	• Windows 2019 Support • Kiwi CatTools now supports Windows Server 2019 for improved compatibility and communication with devices. • • signed with a new code-signing certificate.

ENTERPRISE EXTENSION FOR SOLARWINDS ORION®® PLATFORM	
ENTERPRISE OPERATIONS CONSOLE	
• Custom Properties Management • You can now create custom properties for remote Orion sites from a centralized location. • Centralized management of custom properties • Integration with Orion Maps • SolarWinds EOC no longer supports the SWIS v2 schema, and the SWIS v3 schema is used instead. • Enterprise Operations Console is signed with a new digital code-signing certificate	Compliant with FIPS Data from mulitple sites in PerfStack Alert acknowledgement from all sites Support for Microsoft Azure Database: You can now use the Azure SQL Database to host your Orion SQL database Pass-through authentication Hide Alerts in Custom Tiles

*Orion Platform products include: SolarWinds Network Performance Monitor (NPM), SolarWinds Server & Application Monitor (SAM), SolarWinds NetFlow Traffic Analyzer (NTA), SolarWinds Network Configuration Manager (NCM), SolarWinds IP Address Manager (IPAM) SolarWinds VoIP & Network Quality Manager (VNQM), SolarWinds User Device Tracker (UDT), Server Configuration Monitor (SCM), SolarWinds Storage Resource Monitor (SRM), SolarWinds Virtualization Manager (VMAN), SolarWinds Web Performance Monitor (WPM), and SolarWinds Log Analyzer (LA).

APM products: AppOptics, Papertrail, Pingdom, Loggy, Librato

SOLARWINDS ORION PLATFORM 2019.4

Orion Maps Improvements

- Several changes have been introduced including the ability to track historical changes to maps using time travel

- Performance Enhancements

- Build Powerful New Custom Summary Dashboards

- Enhanced Volume Status

- 3rd Party Language Pack Support

Orion Installer Improvements

- Distribute load on your monitoring environment by deploying Orion Remote Collectors (ORCs) - lightweight polling engines.

Upgrade Improvements:

- Centralized upgrade for offline environments

- Pre-stage future upgrades to minimize downtime using the offline installer

- signed with a new digital code-signing certificate.

Modern dashboard

- Improved password policy

- Starting with Orion Platform 2020.2.6, passwords for Orion individual accounts must use at least eight characters, combine lowercase, uppercase, numeric and special characters.

- After you upgrade to 2020.2.6, all passwords for individual Orion accounts will expire in 30 days.

- Guest account was removed.

- Lock out users for repeated failed login attempts

ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, and secure IT management software. Our solutions give organizations worldwide—regardless of type, size, or complexity—the power to accelerate business transformation in today's hybrid IT 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 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 wwww.solarwinds.com.