Quick Reference Guide

PERFORMANCE MANAGEMENT   **IT SECURITY**   **SERVICE MANAGEMENT**

OP - Orion Platform   **CI** - Console Integration   **HI** - Hybrid Integration   **AS** - Application Stack   **CCC** - Common Criteria Cert   **PD -** PerfStack Dashboard   **ODC** - Other DoD Cert   **SaaS** – Software as a Service

NAME/DESCRIPTION	KEY FEATURES	QUESTIONS	LICENSING	LINKS/CODES	CROSS-SELL
WEB PERFORMANCE MONITOR (WPM) Troubleshoot web performance issues for internal-facing apps.	• Complete performance monitoring • Incl. continuous synthetic transactions • Detailed load time metrics • Regular expression text matching	• When there's an issue with a website or web app, are you the person they call? How do you start troubleshooting?	Tiers of capacity by total number of deployed recordings and number of locations	Product Page Demo Datasheet **OP, CCC, ODC, AS, PD**	• **Pingdom®** to get holistic monitoring by adding end-user experience monitoring from outside the firewall
PINGDOM Synthetic and real user monitoring for web applications from outside the firewall	• Real user monitoring (RUM) and alerts • Transaction, page speed, and uptime monitoring • Root cause analysis	• Do you rely on web-based apps? • Need more visibility into customer facing web-based apps?	Tiers based on • Uptime checks, • Advanced checks • Page views	Product Page Guided Tour video Datasheet **SaaS**	• **WPM** to monitor behind the firewall • **AppOptics™** to show the server-side metrics behind the end-user experience issue
SERVER & APPLICATION MONITOR (SAM) Comprehensive server and application monitoring made simple	• Monitor Azure and AWS IaaS, PaaS, and SaaS • 1,200+ monitoring templates • Customizable server monitoring • Visualize application dependencies	• Visualize communication-based relationships between applications and servers • Monitor multi-vendor applications, servers, cloud, and hybrid environments	• Node-based: tiers based on the number of nodes • Component-based: tiers based on the number of components	Product Page Demo Datasheet **OP, CCC, ODC, AS, PD, PSL**	• **Log Analyzer** for log monitoring • **AppOptics** to monitor custom applications • **DPA** for database management • **VMAN** for virtualization details and recommendations
APPOPTICS Application performance monitoring for on-prem, hybrid, and cloud environments	• Full-stack visibility • Reduce MTTR • Auto-instrumented root cause • Simple setup	• How do you monitor your custom applications? • Minimal learning curve • Low cost	• Tiers based on number of hosts monitored	Product Page Overview Video Datasheet **SaaS**	• **Loggly®** to provide one click from traces to relevant log events • **Pingdom** to monitor end user experience
LOGGLY Cost-effective, hosted, and scalable full-stack, multi-source log management solution	• Log aggregation, monitoring, and analysis • Reduce time to repair and failure points • AWS, Azure, and hybrid support	• How do you monitor logs associated with your custom apps and their infrastructure, incl. cloud infrastructure?	Tiers of capacity based on: • Data ingestion rates • Data retention period	Product Page Guided Tour Video Datasheet **SaaS**	• **AppOptics** for application performance • **Pingdom** for "outside in" end-user performance
DATABASE PERFORMANCE ANALYZER (DPA) Cross-platform database optimization and tuning for cloud and on-premises	• Anomaly detection with machine learning • Index and query tuning advisors • Real-time and historical data	• How much time to track down performance problems? • Is the performance issue the database, query, or VM?	• Per database instance • Or AWS subscription	Product Page Demo Datasheet **CI, HI, AS, PD, PSL**	• **SAM** to get insights into infrastructure and overall system performance
DATABASE PERFORMANCE MONITOR (DPM) SaaS-based database performance monitoring for open-source and NoSQL databases	• Lightweight agents via multiple configurations • Monitors databases in the cloud, locally, or hybrid • Real-time and historical data to pinpoint performance issues	• Using any open-source databases? • Who is responsible for the performance? • Need to validate new code	SaaS-based service licensed by the number of DB instances.	Product Page Datasheet **SaaS**	• **AppOptics** to continue troubleshooting web-based applications • **Loggly** to correlate DB performance with the logs they generate
VIRTUALIZATION MANAGER (VMAN) VM machine monitoring and management to optimize performance across multiple hypervisors	• Consolidate virtualization performance management • Reclaim resources • Manage across on-premises, hybrid, and cloud	• How many hypervisors do you have in your environment? • How are you currently identifying VMs that are bottlenecks?	Tiers of capacity determined by number of populated CPU sockets	Product Page Demo Datasheet **OP, CI, HI, AS, ODC, PD, PSL**	• **SRM** to match **VM** performance to supporting storage arrays • **LA** to capture critical info from VMware logs

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ipMONITOR® Essential up/down and performance monitoring for networks, servers, and applications	• Availability and performance alerts • Monitor status on maps and NOC view • Automate remediation actions • Reports and dashboards	• Do you have unified visibility to network and application issues? • Can you easily identify when and where a problem is occurring?	Tiers of capacity based on number of monitors (monitors are equivalent to components in SAM)	Product Page Datasheet **ODC**	• Up-sell to **NPM** and **SAM** for larger, more complex network monitoring
STORAGE RESOURCE MONITOR (SRM) Multi-vendor storage performance and capacity monitoring	• Increased visibility to storage performance • Hotspot detection • Automated storage capacity planning • Cross-stack IT data correlation	• How do you monitor your storage resources across multiple vendors? • How are you doing storage capacity planning today?	Tiers of capacity based on number of physical disks	Product Page Demo Datasheet **OP, AS, PD, PSL**	• **LA** to capture critical info from your storage logs
LOG ANALYZER (LA) Aggregate, search, tag, and chart network and windows application log data	• Orion® Platform integration • Log and event collection and analysis • Powerful search and filter • Flat log file ingestion	• Need to integrate log management into Orion? • Need a single source of log alerting across your infrastructure?	Tiers of capacity based on number of log source nodes	Product Page Demo Datasheet **OP, PSL**	• **NPM** • **SAM/VMAN** • **Loggly** adds microservices, containers, custom applications, and cloud logs
KIWI SYSLOG® SERVER (KSS) Centralize and simplify log message management across network devices and servers	• Centrally manage syslog messages • Receive real-time alerts • Automatically respond • Store and archive logs for compliance	• How do you deal with compliance regarding log collection and retention? • How do you collect syslog messages, and event logs?	Single installation licenses	Product Page Datasheet **ODC**	• Cross-sell with **SEM** to add **KSS** as filtration layer forwarding only logs with monitoring impact
NETWORK PERFORMANCE MONITOR (NPM) Multi-vendor monitoring solution designed to quickly detect, diagnose, and resolve network performance issues and outages	• Hybrid network monitoring • Network Insights for deeper visibility • NetPath™ for easy troubleshooting • Enterprise scalability • Advanced alerting	• Are you able to pinpoint where the network issue originated? • Do you spend too much time determining the cause of issues?	Tiers of capacity based on : • Network elements • Nodes • Interfaces • Volumes	Product Page Demo Datasheet **OP, CCC, ODC, PD, PSL**	• Tightly integrates flow data **(NTA)**, configurations **(NCM)**, user device tracking **(UDT)**, VoIP **(VNQM)**, and server and application **(SAM)** data in Orion
NETFLOW TRAFFIC ANALYZER (NTA) Network traffic analyzer and bandwidth monitoring software	• Bandwidth monitoring • Application traffic alerting • Network traffic analysis • VMware vSphere distributed switch support • Advanced application recognition	• Need to monitor your network traffic and bandwidth? • Identify users of bandwidth by user, applications, protocol, source, or destination? • Need to measure QoS policies?	Tiers of capacity need to match base NPM license	Product Page Demo Datasheet **OP, CCC, ODC, PD, PSL**	• Integrate network fault data with performance and availability **(NPM)** and configuration **(NCM)** data in a single console
NETWORK CONFIGURATION MANAGER (NCM) Automated network configuration and change management software	• Network automation and compliance • Configuration backup • Vulnerability assessment • Network Insight™ for Cisco ASA and Nexus	• Want to ensure your network config files are backed up? • Compare configs and id changes? • Use standard config templates? • Is network compliance an issue?	Network Configuration Manager (NCM) is licensed according to the total number of devices you manage	Product Page Demo Datasheet **OP, CCC, ODC, PD, PSL**	• **NPM** to add network performance and path data • **SCM** to add server and app config management capabilities
NETWORK AUTOMATION MANAGER (NAM) Integrated network automation software for large or complex environments	• Network performance monitoring • Traffic and bandwidth analysis • Config and change management • Switch port and end-user tracking • WAN and IP address management	• Looking for an integrated performance, traffic, WAN, and switch port monitoring, automated change and configuration management, and IP address management?	Tiers of capacity based only on number of nodes managed	Product Page Demo Datasheet **OP, PD, PSM**	
IP ADDRESS MANAGER (IPAM) Helps eliminate IP conflicts and save time managing DHCP, DNS, and IP addresses	• Automated IP address tracking • Integrated DHCP, DNS, and IP address management • Alerting, troubleshooting, and reporting • On-prem and cloud support	• Do you have access to an accurate list of what IP addresses are currently assigned? • When will you run out in a subnet?	Tiers of capacity based only on active addresses: used, reserved, transient	Product Page Demo Datasheet **OP, CCC, ODC, PSL**	• **UDT** to see how your IP addresses and switch ports are assigned, how many you have available, or who's using them

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USER DEVICE TRACKER (UDT) Automated device detection, tracking, and switch port management	• Locate users and devices • Id users with AD integration • Use whitelist and watch list • Correlate topology to endpoints/users • Remotely turn switch ports on and off	• How do you identify where users or devices are connected? • How do you track when a user or device connects to the network? • Need capacity planning?	Tiers of capacity based on the total number of ports to be monitored	Product Page Demo Datasheet **OP, CCC, ODC, PSL**	• **IPAM** to provide visibility to the IP address associated switch port, device, and user
VOIP & NETWORK QUALITY MANAGER (VNQM) WAN and VoIP QoS performance monitoring	• Real-time WAN monitoring • Troubleshoot VoIP call quality problems • Cisco gateway and trunk monitoring • Cisco SIP and CUBE trunk monitoring • Simplify IP SLA setup	• Want to monitor or emulate VoIP traffic to facilitate baselining to ensure high quality? • Need to analyze CDRs to proactively identify and eliminate WAN distortion, latency, and noise?	Tiers of capacity by two factors: • number of phones supported • operation source devices	Product Page Demo Datasheet **OP, CCC, ODC, PD, PSL**	• **NPM** to propagate alerts associated with VoIP devices being monitored such as IP SLA gear
KIWI CATTOOLS® Network automation and configuration management	• Schedule automated backups • Perform bulk configuration changes • Compare and analyze config changes	• How do you handle configuration changes or back up? • How do you ensure to clone device configuration in the case of failure?	Single installation licenses	Product Page Datasheet **ODC**	• Upsell to **NCM** for larger networks
ENGINEER'S TOOLSET™ (ETS) Network software with over 60 must-have tools	• Automated network discovery • Real-time monitoring and alerting • Network stress testing • Powerful diagnostic capabilities	• Want to test network routes, connectivity and performance? • Like to view and analyze IP Address, DHCP and DNS settings?	Single installation license with optional Orion Platform installation	Product Page Datasheet **OP, ODC**	• Cross-sell with **NPM** for quick identification of root causes of problems reported in **NPM**
ACCESS RIGHTS MANAGER (ARM) Manage and audit user access rights across your IT infrastructure	• Understand and act on high-risk access • Minimize the impact of insider threats • Improve compliance by detecting changes • Fast, accurate account provisioning	• Do your users have excessive authorizations and permissions? • How much time do you spend creating, managing, and deprovisioning user accounts?	• Subscription and perpetual; • Tiers of capacity based on the number of enabled AD accounts	Product Page Datasheet	• **SAM** provides cohesive AD monitoring and management • **SEM** adds log and event monitoring for systems and networks
IDENTITY MONITOR (IM) Dark web user monitoring to monitor for account takeover (ATO)	• Account takeover prevention • Credential exposure notifications • Private email monitoring • Multiple monitored domains	• Is your domain among the 630 million plaintext credentials Identity Monitor has found in the criminal underground?	• Yearly subscription • Tiers based on the number of employees in your organization	Product Page **SaaS**	• **ARM** helps act when credentials are compromised by implementing a safe Active Directory least privilege setup
SECURITY EVENT MANAGER (SEM) A security and information event management (SIEM) product designed to demonstrate compliance	• Centralized log collection and normalization • Automated threat detection/response • Integrated compliance reporting tools • File integrity monitoring	• How much time and resources do you have for security monitoring? • Do you know where to start when investigating a potential incident?	• Licensing based on log emitting sources, never log volume • Subscription licensing available. Workstation licensing as an upgrade	Product Page Demo Datasheet **CCC, ODC, PSL**	• **ARM** helps set up a safe architecture by implementing least privilege access across your organization • Cross-sell with **KSS** to forward logs from branch offices to **SEM**
PATCH MANAGER Third-party application patching updates and inventory leveraging Microsoft® WSUS or SCCM	• Microsoft WSUS patch management • Integrations with SCCM • Prebuilt/pretested packages • Patch compliance reports	• How do you currently deliver patch compliance reports? • How can I automate patching for Microsoft and third-party apps?	Tiers of capacity based on number of systems	Product Page Demo Datasheet **CI, ODC, PSL**	• **ARM** and **SEM** add cohesive security and compliance management and reporting
SERVER CONFIGURATION MONITOR (SCM) Track and compare system and application changes over time	• Alert and report on deviations • Compare configs to previous versions • Correlate changes with performance • Improve compliance	• Is performance slowdown a result of a config change? • Do you know about each configuration change occurring on your servers?	Tiers of capacity based on the total number of nodes to be monitored	Product Page Demo Datasheet **OP, HI, PSL**	• **NCM** or configuration monitoring • **DPA** for database performance and change monitoring
SERV-U® Safely transfer files in a central management interface	• Secure file transfer software • Send/request/manage large files • From web and mobile devices • Centralized file transfer management	• File transfers inside and outside the company • Share large files (2GB+) • Help avoid security risks and maintain control over shared files	Per server/installation licensing	Product Page Free Trial Datasheet **ODC**	• Upsell **Serv-U** Gateway

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SERVICE DESK (SWSD) Cloud-based IT service management (ITSM) solution	• Consolidates, manages, and prioritizes tickets • Catalog standardizes processes • Integrated IT asset management • Service portal for users	• How are employees engaging when they require IT support? • What tools are you using for ITSM? • Does your solution have gaps?	• Per-technician seat licensing; monthly subscription billed annually; • IT asset management is per-device licensing	Product Page Free Trial Datasheet **SaaS**	• **DRE** integrates to help resolve service desk issues faster
DAMEWARE REMOTE EVERYWHERE (DRE) Support your remote workforce with a safe cloud-based remote support solution	• Remote control from anywhere with internet • Advanced encryption and multi-factor authentication • Support for desktops and mobiles	• Fast connection speeds • Password Secret Vault • Remote Registry administration • Video chat	Licensed per technician, up to 500 endpoints per license	Product Page Datasheet **CCC, ODC, PSL SaaS**	• **SWSD** provides ticketing software integration; start a remote session directly from the incident record
WEB HELP DESK® (WHD) Easy-to-use IT service desk for help desk ticketing and IT asset management	• Automation of ticketing • Centralized knowledge base • IT asset tracking and management • Relational ticketing and SLA reports • Integration with AD and LDAP	• Prioritize critical and non-critical requests • Asset management across the organization	Licensed per technician seat; unlimited end users	Product Page Demo Datasheet **ODC, PSL**	• **DRS** provides remote access integration, start remote session directly from help desk ticket
DAMEWARE REMOTE SUPPORT (DRS) Comprehensive emote support software for end-user support and troubleshooting	• Fast and safe remote control • Built-in remote admin tools • Deliver remote support from iOS and Android devices • Remotely manage AD	• Smart Card Authentication • FIPS 140-2 validated • Remote AD management • Mobile-enabled remote support • Unlimited endpoints	Licensed per technician seat; unlimited end users	Product Page Datasheet **ODC**	• **WHD** provides integrated ticket and asset management
ADDITIONAL POLLING ENGINES (APE) Extend your monitoring with enterprise-class scalability for the Orion Platform	• Increase polling frequency • Enhance visibility to remote sites • Expand monitoring to more elements • Increase web console performance • Consolidate views	• Do you want to monitor more elements, poll more frequently, or cover more locations?	Number of engines	Product Page **OP, CCC**	• **HA** adds redundancy and supports primary poller and additional pollers (separate licenses)
HIGH AVAILABILITY (HA) Help ensure 24/7 availability for your Orion Platform servers and pollers across subnets	• Failover deployment • Near-instantaneous failover • Automatic failback • Failover to cloud • Notification and alerting	• Do you want to help ensure 24/7 availability for your Orion Platform servers and pollers across subnets?	Licensed per Orion Platform server	Product Page Datasheet **OP, CCC**	• **APE** increases the number of elements supported, may require product license upgrade
ENTERPRISE OPERATIONS CONSOLE (EOC) Unified visibility into geographically distributed networks	• Real-time status from remote instances • Global reports • Custom map views • Standardized metadata • Integrated search and asset explorer	• Do you want to have visibility into multiple SolarWinds instances for consolidated command center? • Do you need an enterprise dashboard for IT operations NOC or executives?	Single installation license	Product Page Demo Datasheet **OP, CCC, PD**	• **APE** and **HA** also support scalability by providing additional polling and redundancy