

Dansk version (Please see page 1 for an English version)

SolarWinds Maintenance inkluderer:

Når du bestiller dit SolarWinds produkt med 1 års maintenance, modtager du som standard følgende fordele:

- Ubegrænset adgang til videndatabasen, dokumentation, hjælpeartikler og ad-on komponenter til dine programmer
- E-mail (support@draware.dk), telefon (+45 45 76 20 21) og on-line (<http://draware.webex.com>) support for alle SolarWinds produkter under aktiv maintenance hos Draware A/S – mandag til fredag fra 8:30 til 16:30 (helligdage undtaget). Supporten kan foregå på dansk, engelsk og svensk.
- Alle nye versioner af SolarWinds produkterne du har licens til, inklusive store og mindre versioner, samt service packs.
- Ubegrænset adgang til SolarWinds forum
- Mulighed for at få din licens nulstillet (manuelt eller automatisk via license manager).
Se mere herunder*.

***Software maintenance for SolarWinds kunder er ikke bare vigtigt for at holde softwaren vedlige og få support. For at kunne flytte din SolarWinds installation fra en server til en anden skal du kunne nulstille din SolarWinds licens og der er KUN muligt hvis din Software er under aktiv maintenance.**

Software maintenance til **SolarWinds Toolsets** inkluderer disse ekstra applikationer:

- Syslog Server SQL Support
- Download MIB Updates
- MIB Viewer Automation
- Audible Alerts for Network Performance Monitor
- Excel SNMP Add-In
- Network Sonar Extensions

Software maintenance til **SolarWinds Cirrus** inkluderer disse ekstra applikationer:

- Route Table Inventory Add-On
- Windows Server Inventory Add-On
- Orion Website Integration Utilities

Software maintenance til **SolarWinds Orion** inkluderer disse ekstra applikationer:

- Report Scheduler
- Account Manager
- Report Writer Exclusions
- Additional Reports
- Additional Text-to-Speech Engines
- Database Migration
- Additional Orion Maps

English version (Se venligst side 3 for en Dansk version)

SolarWinds Maintenance includes:

When you order Software Maintenance with your purchase of SolarWinds product, you receive the Standard Support offering which includes:

- Unlimited access to our knowledgebase, documentation, how-to guides and articles
- Email responses to questions during the hours of 8 a.m. – 5 p.m. CST Monday-Friday, excluding US holidays.
- Telephone support from 8 a.m. – 5 p.m. CST Monday-Friday, excluding US holidays.
- All new releases of licensed SolarWinds products, including major releases, point releases and service releases.
- Unlimited access to the SolarWinds user Forum

Software maintenance for SolarWinds customers is important because you not only get access to the SolarWinds support team, new versions and updates but you also receive several additional applications available only to maintenance customers. Also to move your SolarWinds installation from one pc/server to another you require a license reset and that is ONLY available for SolarWinds products under maintenance.

Software maintenance for **SolarWinds Toolsets** includes these additional applications:

- Syslog Server SQL Support
- Download MIB Updates
- MIB Viewer Automation
- Audible Alerts for Network Performance Monitor
- Excel SNMP Add-In
- Network Sonar Extensions

Software maintenance for **Cirrus** includes these additional tools:

- Route Table Inventory Add-On
- Windows Server Inventory Add-On
- Orion Website Integration Utilities

Software maintenance for **Orion** includes these additional tools:

- Report Scheduler
- Account Manager
- Report Writer Exclusions
- Additional Reports
- Additional Text-to-Speech Engines
- Database Migration

- Additional Orion Maps

In addition to the vendors maintenance, Draware A/S offers tech support within the hours of 8:30 to 16:30 for all Nordic SolarWinds customers with products under maintenance including support in Danish, Swedish & English and the ability to do on-line WebEx sessions for fast problem resolution.