

WhatsUp Gold Subscription Model

DATA SHEET

Why Subscription Model?

WhatsUp Gold's subscription model provides a cost-effective means of software access, minimizing your initial investment.

By subscribing to our service, you guarantee access to the most up-to-date version of the software, complete with essential security updates. This ensures your protection against vulnerabilities, bugs and compatibility concerns associated with older software versions.

Additionally, our subscription package encompasses continuous maintenance and dedicated customer support, assuring you that any potential issues will be swiftly addressed, granting you peace of mind.

Choosing the Right Subscription For You:

Free

- Monitor up to 10 devices
- Key WhatsUp Gold features
- Renewable 12-month license for free
- Ability to upgrade when requirements exceed 10 devices

Enterprise

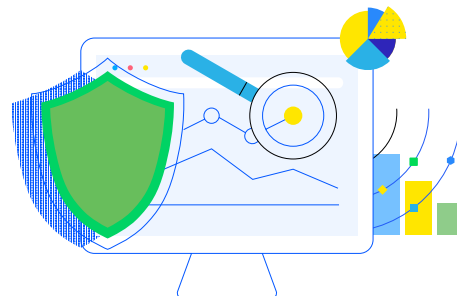
- All capabilities from the Business subscription
- Scalability Pollers
- Distributed Mode
- Log Management
- Application Monitoring
- Virtualization Monitoring
- High Availability
- 24/5 Phone and Email
- Annual Health Check
- Access Online Training

Business

- Highly rated Technical Support
- Ability to scale beyond 10 devices
- Monitor up to 1,000 devices
- Automatic Discovery & Topology Maps
- 10/5 Email support

Enterprise Plus

- All capabilities from the Enterprise subscription
- Configuration Management
- Network Traffic Analysis
- Bi-Annual Health Check
- Upgrade Services
- Multiple Installations of WhatsUp Gold



	Free/Individual	Business	Enterprise	Enterprise Plus
License Type	Free	Annual Subscription	Annual Subscription	Annual Subscription
Aspects/Channels per Device	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Maximum Devices	10	1000	Unlimited*	Unlimited*
Device & Server Monitoring	●	●	●	●
Automatic Discovery	●	●	●	●
Topology Maps	●	●	●	●
Performance Monitoring	●	●	●	●
Availability Monitoring	●	●	●	●
Alerts and Notifications	●	●	●	●
Custom Dashboards & Reporting	●	●	●	●
Wireless Network Monitoring	●	●	●	●
Cloud & Storage Monitoring	●	●	●	●
Scalability Pollers	—	—	●	●
Distributed Mode	—	—	●	●
Log Management	—	—	●	●
Application Monitoring	—	—	●	●
Virtualization Monitoring	—	—	●	●
High Availability	—	—	●	●
Configuration Management	—	—	—	●
Network Traffic Analysis	—	—	—	●
Multiple Installations of WhatsUp Gold	—	—	Up to 2	Up to 4
Customer Support	Community Only	10/5 - Email	24/5 - Phone and Email Annual Health Check Online Training Program	24/5 - Phone and Email Bi-Annual Health Check Online Training Program Upgrade Services

NOTE: A single WhatsUp Gold server can poll a maximum of 20,000 devices or 100,000 metrics with additional scalability pollers. Progress also offers unrestricted licenses, which remove license limitations. However, the stated technical maximums may require the purchase of additional licenses to fully scale your environment.



Enterprise/Enterprise Plus Benefits:

Scalability Pollers: Split your monitoring workload across multiple systems for large network scalability or simplify data collection from your systems behind firewalls.

Distributed Mode: Distributed Mode provides scalable and secure management and monitoring of any number of remote sites — out-of-the-box — from a centralized NOC.

Log Management: Centralized log management is a key component of ensuring regulatory compliance. With it you can monitor, audit, and report on file access, unauthorized activity by users, policy changes and more.

Application Monitoring: Get application centric alerts when problems occur, helping to quickly identify the root cause, and restore application performance levels to support your business, meet your users' expectations and comply with Service Level Agreements (SLAs).

Virtualization Monitoring: Discover, map and monitor your virtual infrastructure. Set alert thresholds for resource consumption of hosts and guests. See your virtual infrastructure in the context of its physical hosts.

High Availability: Easily avoid a monitoring blackout. Install more than one instance with Enterprise (2) or Enterprise Plus (4).

Configuration Management: Automate configuration and change management for routers, switches and firewalls on your network. Archive and audit network configurations. Get alerted to changes. Compare versions side by side with discrepancies highlighted.

Network Traffic Analysis: Monitor and set threshold-based alerts on network traffic and bandwidth usage. Collect and view data for Cisco CBQoS and NBAR.

Health Check: To ensure you get the most out of your investment, you can rely on our Consulting services team to inform you on recommended best practices. This will help to optimize your WhatsUp Gold installation to meet your business objectives.

Online Training Program: Access to training courses that allow you to learn from our technical experts how to master your use and management of WhatsUp Gold.

Upgrade Services: Our Consulting Services team will upgrade your WhatsUp Gold deployment from a retired release to the latest. Afterward, a health check of the environment is done to ensure everything is functioning as expected. This will also include troubleshooting any problems encountered with the upgrade and database migration (if applicable).

Allow Multiple Installations of WhatsUp Gold: You can deploy more than one WhatsUp Gold server for any reason you choose e.g., using Distributed mode, creating high availability, etc. The limit is two instances for Enterprise and four for Enterprise Plus.



**Simplify the Management
of Your Complex IT Infrastructure**

About Progress

Dedicated to propelling business forward in a technology-driven world, [Progress](#) (NASDAQ: PRGS) helps businesses drive faster cycles of innovation, fuel momentum and accelerate their path to success. As the trusted provider of the best products to develop, deploy and manage high-impact applications, Progress enables customers to build the applications and experiences they need, deploy where and how they want and manage it all safely and securely. Hundreds of thousands of enterprises, including 1,700 software companies and 3.5 million developers, depend on Progress to achieve their goals—with confidence. Learn more at www.progress.com

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