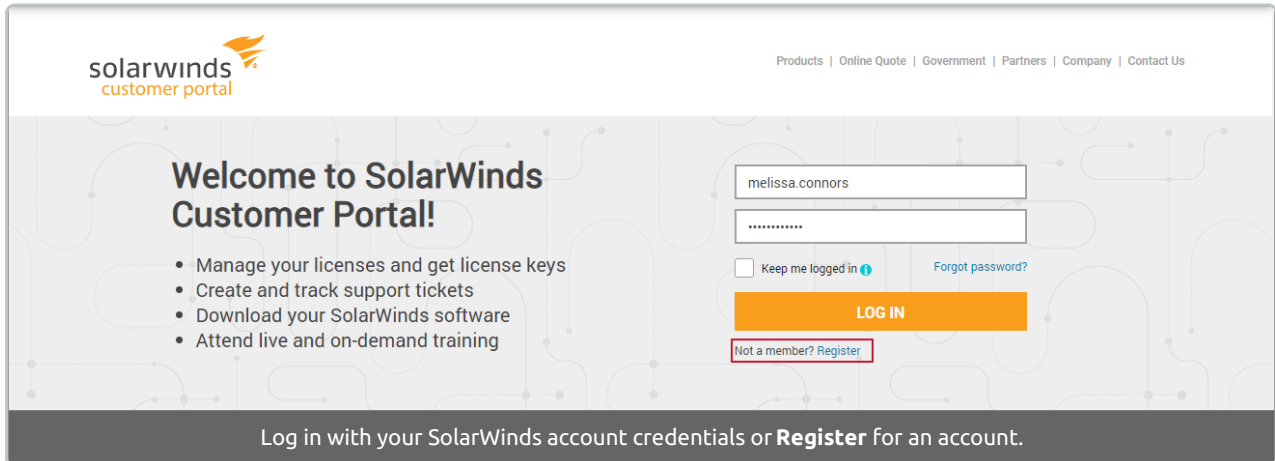


SolarWinds Account Management

Last Modified on 15 June 2021

SolarWinds Customer Portal

As of version 2021.8, you must use the [SolarWinds Customer Portal](#) to manage your account and product licenses.



The screenshot shows the SolarWinds Customer Portal login interface. At the top left is the SolarWinds logo with 'customer portal' underneath. To the right is a navigation menu with links: Products | Online Quote | Government | Partners | Company | Contact Us. The main content area has a heading 'Welcome to SolarWinds Customer Portal!' followed by a bulleted list of features: Manage your licenses and get license keys, Create and track support tickets, Download your SolarWinds software, and Attend live and on-demand training. On the right side, there is a login form with a text input containing 'melissa.connors', a password input with masked characters, a checkbox for 'Keep me logged in', and a 'Forgot password?' link. Below the password field is an orange 'LOG IN' button and a 'Not a member? Register' link. At the bottom of the page, a dark grey bar contains the text: 'Log in with your SolarWinds account credentials or Register for an account.'

[Additional Information:](#) For more information about the updated product licensing, see the [SQL Sentry](#), [Database Mapper](#), and [Task Factory](#) licensing articles.

SolarWinds Self-Service Options

Once you are logged into the SolarWinds Customer Portal, you have a several important self-service options available, including:

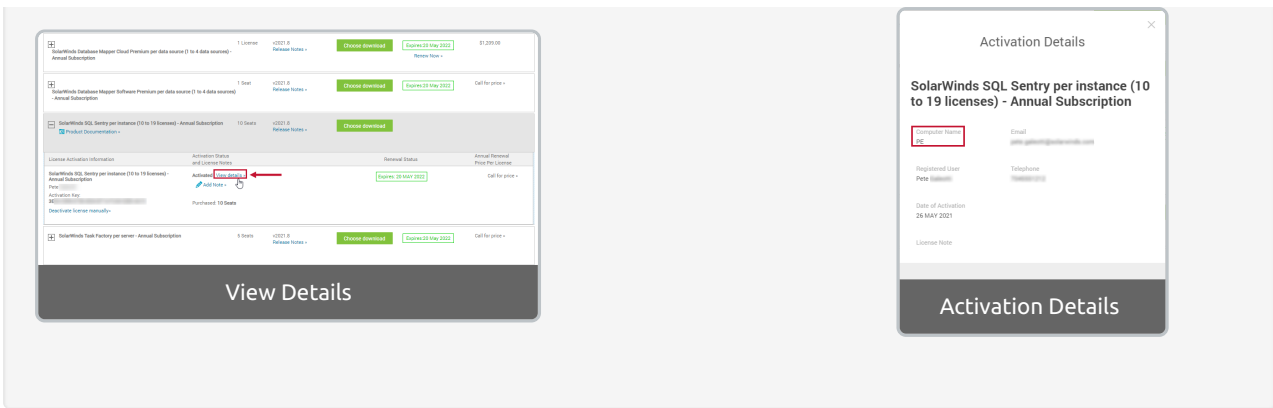
1. **License** and **renewal** information and management options are on the left.
2. The **Technical Support** option on the top menu provides a link to **Open a Support Case**.
3. Links to product **downloads** and [release notes](#) are available in the center.
4. Your **open support cases** appear below the product downloads section.

The screenshot shows the SolarWinds Customer Portal interface. At the top, the logo and navigation links are visible. The main navigation bar includes 'HOME', 'DOWNLOADS', 'LICENSES', 'RENEWALS', 'TECHNICAL SUPPORT', 'EDUCATION & TRAINING', 'ACCOUNT', and 'solarwinds.com | THWACK Community'. A dropdown menu is open under 'TECHNICAL SUPPORT', listing options like 'Search Documentation / KBs', 'Open a Support Case', 'Review My Support Cases', 'Orion Insights Environment Reviews', and 'Recent Releases And News'. On the left, a 'LICENSES & RENEWALS' section shows 12 expired, 10 expiring, and 222 active licenses, with a 'Renew All Licenses' button. Below this is a 'Never Worry About Renewing!' section with an 'AUTO RENEWAL' button. The 'FEATURED PRODUCTS' section is currently empty. The main content area displays a list of products with their release notes and download buttons. A 'Support cases' link is visible at the bottom.

Note: For SQL Sentry licensing, you can use the **Add Note** feature to keep track of the license keys installed on your server installations.

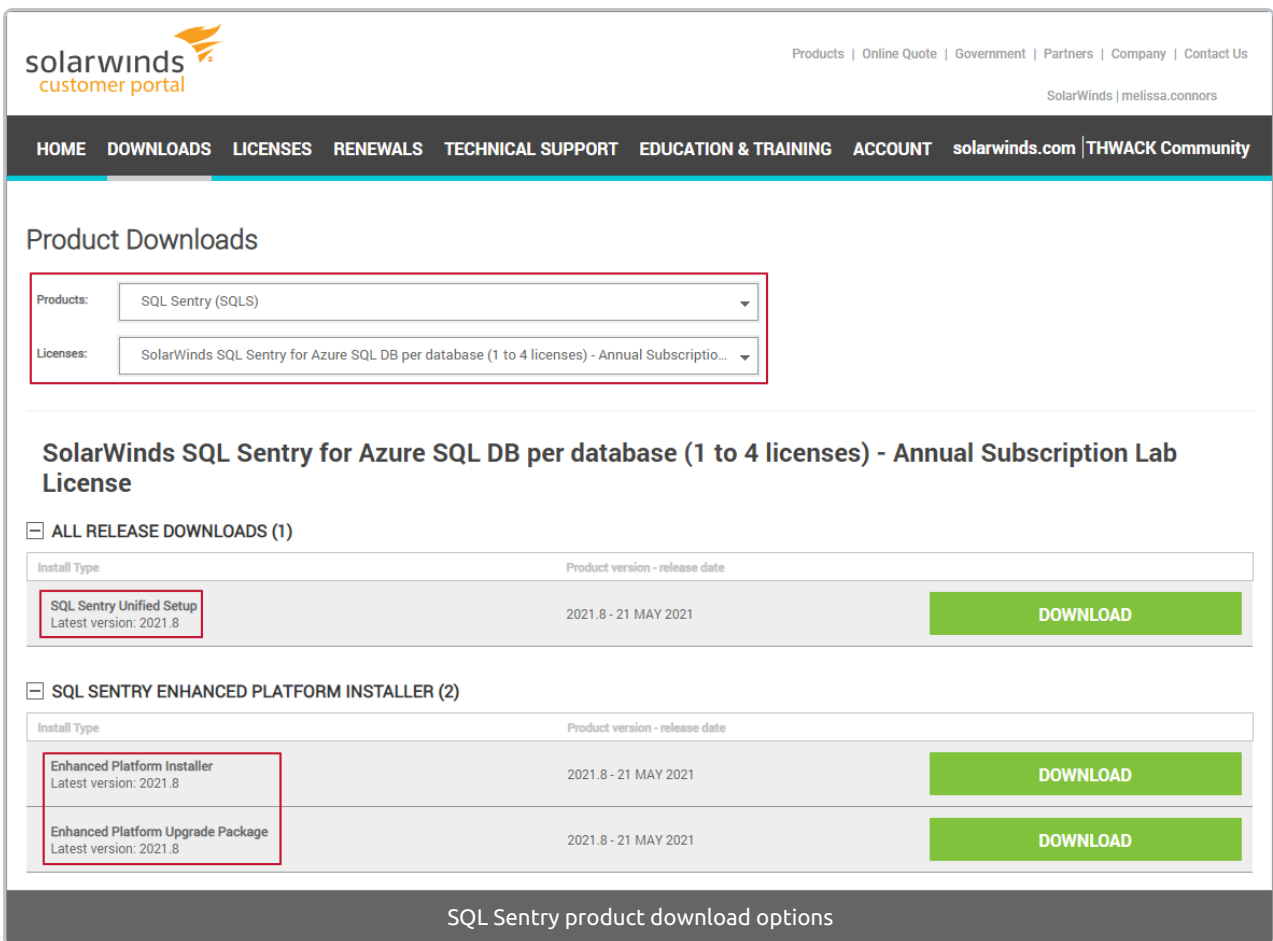
This block contains two screenshots. The left screenshot shows a list of licenses in the SolarWinds interface. One license is highlighted, and a red arrow points to the 'Add Note' button. The right screenshot shows the 'Add Note' dialog box. The dialog title is 'Add Note' and it contains 'Activation Details' for 'SolarWinds SQL Sentry per instance (10 to 19 licenses) - Annual Subscription'. It includes fields for 'Computer Name', 'Email', 'Registered User', and 'Telephone'. A red box highlights the 'Add Note' button at the bottom of the dialog.

Note: The **View Details** option displays more information about license key activation, including the computer name used for activation.



SolarWinds Product Downloads

On the **Product Downloads** view, select your products and licenses from the drop-down menus to get the links for your products. In the example below, there are multiple downloads for the different installation and upgrade options for SQL Sentry (e.g. *Unified Setup* vs. *Enhanced Platform Installer*).



my.sentryone.com

⚠️Deprecated: As of version 2021.8, you must use the [SolarWinds Customer Portal](#) to manage your account and product licenses.

The my.sentryone.com page described below is only for SentryOne branded products before version

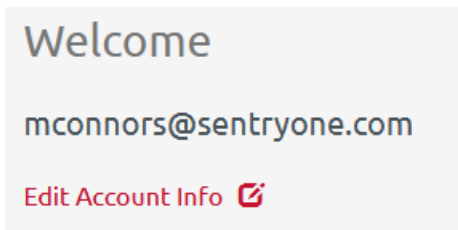
SentryOne Account

Go to my.sentryone.com to log into your account, create a new account, or get help with a forgotten password.

The screenshot shows the SentryOne account management interface. At the top, there is a navigation bar with the SentryOne logo, a menu (Products, Solutions, How To Buy, Resources, Support, Partners, About), and buttons for 'My Account', 'Download Free Trial', and 'Quote'. Below the navigation bar, there are two main options: 'LOG IN TO YOUR ACCOUNT' and 'CREATE NEW ACCOUNT'. The 'LOG IN TO YOUR ACCOUNT' section includes input fields for 'Email' and 'Password', a 'Log in' button, and a 'Forgot Password' link. The 'CREATE NEW ACCOUNT' section includes input fields for 'First Name', 'Last Name', and 'Email Address', and a 'Register' button. The two sections are separated by the word 'OR'.

How do I edit my SentryOne account information?

Select **Edit Account Info** from the **Welcome** banner.



The **Edit Account Profile** screen lets you update your name, contact address, email address, and password information.

SentryOne Products

Where do I download SentryOne installation files?

The **Downloads** section contains links to download all the latest versions of products applicable to your account.

Downloads

Product	Version	Released	Links
SQL Sentry Unified Setup	2020.14.2	2020-07-14	Download Change List Installation Instructions
Plan Explorer	2020.8.17	2020-05-18	Download Change List
Task Factory	2020.1.1.0	2020-01-01	Download
Pragmatic Workbench	2020.1.1.0	2020-01-28	Download
Workbench Server	2020.1.1.0	2020-01-28	Download
SentryOne Test Visual Studio Extension	2020.1.1.0	2020-01-28	Download
LegiTest	2020.1.1.0	2020-01-28	Download
SentryOne Document Remote Agent	2020.1.1.0	2020-01-28	Download

Note: If you want to use the [Enhanced Platform Installer \(EPI\)](#) version of SQL Sentry, see the [EPI](#) article and SQL Sentry Enhanced Platform Installer table of downloads.

SQL Sentry Enhanced Platform Installer

Product	Version	Released	Links
Enhanced Platform Installer <i>*Command Line Interface</i> <i>SentryOne Portal Packaged with EPI. Minimum version 20.0 required.</i>	2020.14.2	2020-07-14	Download Installation Instructions See important v20 upgrade information in the Installation Instructions
Enhanced Platform Upgrade Package <i>Minimum version 20.0.0 required in order to use this upgrade package.</i>	2020.14.2	2020-07-14	Download Installation Instructions See important v20 upgrade information in the Installation Instructions

How do I get the AWS Marketplace and Azure Marketplace images for SentryOne?

Select the **AWS Marketplace VM** or **Azure Marketplace VM** link from the **Resources** menu on the sidebar.

SentryOne Licensing

Where can I view my SentryOne licensing information?

On the **Licenses** sidebar box, there are options for **Perpetual Licenses**, **Evaluations**, and **Subscriptions**. Select the applicable category, then select the license key to get additional information.

Licenses

Perpetual Licenses	LHP75-1118	Issued: 1/31/2020	ASM Expiration: 7/8/2021
83be927a-cf7c-4cfe-91fa	SQL Sentry SQL Server		10
LHP75-1118	SQL Sentry Essentials SQL Server		0

Example of a license for LHP75-1118 to monitor 10 targets with SQL Sentry

How do I add subscriptions to my SentryOne account?

Select **Subscriptions** from the Licenses sidebar box. You will need to contact the SentryOne sales team if your account is not set up for subscription-based licensing.

How do I update the server name on a SentryOne license key for SQL Sentry?

Select the applicable **license key** from the **Licenses** sidebar box, then:

1. Go to the **Update Server Name** section and enter the new **Friendly Name** and **Server Name** for the license key. You may optionally enter a reason for requesting this change.
2. Select the **Update** button.
3. Select **Email Key** or **Copy Key to Clipboard** to get a copy of the license key text.

Update Server Name

Friendly Name *

Reason for change

Server Name * **1**

Update **2**

License Key

Email Key **Copy Key to Clipboard** **3**

Additional Information: See [The Hardware Key](#) and [Applying a New License](#) sections of the [License Management](#) article for additional instructions on using the new license key.

How do I manually activate a license for SentryOne Task Factory, SentryOne Document, or Workbench products?

This option is needed for machines that do not have internet access to automatically activate a license during product setup.

1. For SentryOne Document, Task Factory, SentryOne Test, BI xPress, DBA xPress, DOC xPress, LegiTest,

DTS xChange, and Pragmatic Workbench products, go to the **S1 TaskFactory/Workbench Licenses** section.

2. Select the applicable **Activation Key** from the table. This opens the **Manage License** screen.
3. Go to the **Manually Activate License** section.
4. Enter the **Environment Identifier** and **Environment Key** for the license you are activating.
5. Select the **Manually Activate License** button.

Manually Activate License

Activation Key: [Masked]

Environment Identifier: [Empty]

Environment Key: [Empty]

MANUALLY ACTIVATE LICENSE

How do I manage SentryOne license contacts?

1. For SentryOne Document, Task Factory, SentryOne Test, BI xPress, DBA xPress, DOC xPress, LegiTest, DTS xChange, and Pragmatic Workbench products, go to the **S1 TaskFactory/Workbench Licenses** section.
2. Select the applicable **Activation Key** from the table. This opens the **Manage License** screen.

S1 TaskFactory/Workbench Licenses

Show 10 entries Search: [Empty]

Product Name	Activation Key	Quantity	Activation Count	Company Name	Maintenance	Expiration
SentryOne Document	Q[Masked]-AJ	1	1	SentryOne	07-16-2025	

3. On the **Manage License** view, select **View Contacts**.

Manage License

Activation Key: Q[Masked]-AJ

Organization: SentryOne

Product Name: SentryOne

Maintenance Date: 7/16/2025

Quantity: 1

Status: Active

Product SKU: SW-S1D0-0000-0000

Expiry Date: License does not expire

VIEW ACTIVATIONS **VIEW CONTACTS**

From the **Contact Details** view, you can **add** or **remove** contacts.

1. To add a new contact, select **Add Contact** from the **Contact Details** view.

Manage License

Contact Details for Q[REDACTED]-AJ

Name	Email	
John Smith	jsmith@company.com	Remove
Melissa Connors	mconnors@company.com	Remove

RETURN

ADD CONTACT

2. On the **Add Contact** form, enter the **Name** and **Email** information, then select **Add**.

Add Contact

Add contact to Q[REDACTED]-AJ

Name	Melissa Connors
Email	mconnors@sentryone.com

ADD

CANCEL

⚠ Important: For [Database Mapper](#) (previously known as SentryOne Document), you must add users as contacts to the license in addition to adding them as users to [Organization Settings](#). The **Name** and **Email** must match what is entered in **Organization Settings**.

How do I view license activation history for SentryOne Task Factory, SentryOne Document, or Workbench products?

1. For SentryOne Document, Task Factory, SentryOne Test, BI xPress, DBA xPress, DOC xPress, LegiTest, DTS xChange, and Pragmatic Workbench products, go to the **S1 TaskFactory/Workbench Licenses** section.
2. Select the applicable **Activation Key** from the table. This opens the **Manage License** screen.
3. Select **View Activations** from the **Manage License** screen. This displays the **Environment Key**, **Date Last Activated**, and **Environment Identifier information**.