

# Trace9 4.0

## Software Licensing Datasheet



# TRACE

UNIFIED MONITORING SOLUTION



**Embrace the future of your IT infrastructure with our Comprehensive Trace9 Unified Monitoring Solution.**

## Trace9 Overview:

Trace9®4.0 – Unified monitoring solution uses industry-leading monitoring frameworks & technologies to monitor and manage the health and performance of the entire IT infrastructure across physical, virtual, and hybridIT environments. It enables organizations to keep track of and observe the performance of their networks, servers, databases, cloud, and all other IT assets in their environment.

The Trace9 4.0 solution monitors networking devices, computing systems, virtual environments, storage, applications, databases, and cloud environments. Moreover, it supports industry-wide protocols and practices for monitoring including SNMP, Traps, WMI, SSH, ICMP, NetFlow, agent-based, agentless and more. It helps quickly detect and diagnose performance issues with data analytics and visualization engine. Furthermore, it generates customized reports-on demand and via scheduler as well.

## Key Benefits

 All-in-one Monitoring Solution	 Clear & Powerful Analytics	 Real-time Dashboards
 Alerts & Notifications	 Open API Integrations	 Flexible Data Retention
 Customized Reports and Dashboards	 Multivendor Support	 Supports Industry-leading protocols

## Trace9 Business Model:

At IOTA Solutions, we make our solutions not only easy to use, but also easy to buy by offering flexible licensing models to meet the unique and Use case driven needs of your business.

Trace9 4.0 is available in two business models:

### 1. B2C Model - Perpetual & Subscription

Trace9 B2C model is available in the four different editions:

- Standard
- Professional
- Advanced
- Telco/Metro

### 2. B2B Model - Subscription

Trace9 B2B model is available in the one edition:

- MSP (Managed-Service Provider)

## B2C Trace9 4.0 Editions

Trace9 4.0 offers multiple editions available for B2C customers, who need to monitor and manage their own IT infrastructure and applications. You can select the edition that best suits your IT monitoring needs, budget, and can also select the licensing type (perpetual or subscription) that matches your total cost of ownership (TCO).

### Standard Edition:

Trace9 4.0 Standard edition monitor, manage and onboard up to 5000 Assets, two satellite nodes along with Basic dashboards according to the varying size, needs, and demands of your organization.

This edition is ideal for small and medium-sized businesses who need basic IT monitoring and management capabilities. It supports up to 5000 IT assets, including two satellite nodes for remote monitoring. It also provides basic dashboards for data visualization and analysis according to the varying size, needs, and demands of your organization.

You can select from the following modules to customize your IT monitoring and management solution:

- T Satellite Node** – Two QTY & Basic Dashboards Trace9 – B
- Trace9** – Base STD Stack without HA – up to 5000 IT assets can be onboarded

<b>Trace9 Software Stack:</b>	This module provides the core functionality of Trace9 4.0, such as data collection, processing, storage, and reporting.
<b>Trace9 Satellite Node:</b>	This module allows you to monitor remote IT assets that are not directly connected to the main Trace9 server.
<b>Network Performance Monitor (NPM):</b>	This module allows you to monitor the performance and availability of your network devices and links.
<b>NPM IOT Monitor:</b>	This module allows you to monitor the performance and availability of your Internet of Things (IoT) devices and sensors.
<b>Desktop &amp; Application Monitor:</b>	This module allows you to monitor the performance and availability of your desktops and applications.
<b>Server &amp; Application Monitor:</b>	This module allows you to monitor the performance and availability of your servers and applications.
<b>Virtualization Monitor:</b>	This module allows you to monitor the performance and availability of your virtual machines and hosts.
<b>Database Monitor:</b>	This module allows you to monitor the performance and availability of your databases.
<b>Cloud Monitoring:</b>	This module allows you to monitor the performance and availability of your cloud services and resources.

## Professional Edition:

Trace9 4.0 Professional edition monitors, manage and onboard up to 50,000 Assets, two satellite nodes, Trace9 Visualization Portal along with Basic dashboards to monitor the health and performance of the entire IT infrastructure across physical, virtual, and hybrid IT environments.

This edition is ideal for large and complex businesses who need advanced IT monitoring and management capabilities. It supports up to 50000 IT assets, with high availability of Trace9 software. It also provides a dashboard portal for data visualization and analysis. You can select from the following modules to customize your IT monitoring and management solution:

<b>Trace9 Software Stack:</b>	This module provides the core functionality of Trace9 4.0, such as data collection, processing, storage, and reporting.
<b>Trace9 Satellite Node:</b>	This module allows you to monitor remote IT assets that are not directly connected to the main Trace9 server.
<b>Network Performance Monitor (NPM):</b>	This module allows you to monitor the performance and availability of your network devices and links.
<b>NPM IOT Monitor:</b>	This module allows you to monitor the performance and availability of your Internet of Things (IoT) devices and sensors.
<b>Desktop &amp; Application Monitor:</b>	This module allows you to monitor the performance and availability of your desktops and applications.
<b>Server &amp; Application Monitor:</b>	This module allows you to monitor the performance and availability of your servers and applications.
<b>Virtualization Monitor:</b>	This module allows you to monitor the performance and availability of your virtual machines and hosts.
<b>Database Monitor:</b>	This module allows you to monitor the performance and availability of your databases.
<b>Cloud Monitoring:</b>	This module allows you to monitor the performance and availability of your cloud services and resources.
<b>HCI Monitor:</b>	This module allows you to monitor the performance and availability of your hyper-converged infrastructure (HCI) systems.
<b>Advanced Virtualization Monitor:</b>	This module allows you to monitor the performance and availability of your advanced virtualization technologies, such as containers and microservices.
<b>Log Management:</b>	This module allows you to collect, analyze, and manage logs from various sources.
<b>Software License Monitoring:</b>	This module allows you to track and optimize your software license usage and compliance.

<b>ITSM Integration:</b>	This module allows you to integrate Trace9 4.0 with your IT service management (ITSM) tools, such as ticketing, incident management, and change management.
<b>Network xFlow:</b>	This module allows you to monitor the network traffic flows using protocols such as NetFlow, sFlow, IPFIX, J-Flow, etc.

## Advanced Edition:

Trace9 4.0 Advance Edition monitor, manage and onboard up to 150,000 Assets, two satellite nodes, Trace9 Visualization Portal with Machine Learning (ML) module support along with Basic dashboards to monitor and gain deeper insights into the performance and utilization of their IT infrastructure.

This edition is ideal for enterprise-level businesses who need comprehensive IT monitoring and management capabilities. It supports up to 150000 IT assets, with a dashboard portal that includes machine learning support for data analysis and prediction. You can select from the following modules to customize your IT monitoring and management solution:

<b>Trace9 Software Stack:</b>	This module provides the core functionality of Trace9 4.0, such as data collection, processing, storage, and reporting.
<b>Trace9 Satellite Node:</b>	This module allows you to monitor remote IT assets that are not directly connected to the main Trace9 server.
<b>Network Performance Monitor (NPM):</b>	This module allows you to monitor the performance and availability of your network devices and links.
<b>NPM IOT Monitor:</b>	This module allows you to monitor the performance and availability of your Internet of Things (IoT) devices and sensors.
<b>Desktop &amp; Application Monitor:</b>	This module allows you to monitor the performance and availability of your desktops and applications.
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<b>Advanced Virtualization Monitor:</b>	This module allows you to monitor the performance and availability of your advanced virtualization technologies, such as containers and microservices.
<b>Log Management:</b>	This module allows you to collect, analyze, and manage logs from various sources.
<b>Software License Monitoring:</b>	This module allows you to track and optimize your software license usage and compliance.
<b>ITSM Integration:</b>	This module allows you to integrate Trace9 4.0 with your IT service management (ITSM) tools, such as ticketing, incident management, and change management.
<b>Network xFlow:</b>	This module allows you to monitor the network traffic flows using protocols such as NetFlow, sFlow, IPFIX, J-Flow, etc.
<b>NFVirtualization Monitor:</b>	This module allows you to monitor the performance and availability of your network function virtualization (NFV) technologies, such as virtual network functions (VNFs) and service chaining.
<b>SD-WAN Performance Monitor:</b>	This module allows you to monitor the performance and availability of your software-defined wide area network (SD-WAN) technologies, such as routing, load balancing, security, etc.

## Telco/Metro Edition:

Trace9 4.0 Telcom edition monitor, manage and onboard up to 250,000 Assets, Multi-tenant support, and Telco support module along with intuitive and holistic dashboards to gain deeper insights into the performance and utilization of their IT infrastructure.

This edition is ideal for telecom and metro businesses who need specialized IT monitoring and management capabilities. It supports up to 250000 IT assets, with a dashboard portal that includes machine learning support for data analysis and prediction. It also provides special integration with telco-related hardware and software.

## Telco/Metro Perpetual & Subscription Enterprise Agreement:

IOTA SOLUTIONS volume licensing program offers the best value to organizations with 1000 or more devices to monitor your IT assets or services under one agreement. One of the key benefits of the Enterprise Agreement is the True-up process, which is an annual inventory of all the qualified Trace9 SKUs, added to your organization over the period of the year, from IOTA Solutions.

This helps you align your EA with the total number of licenses you've added in the previous 12 months and get the best savings by deploying a common IT monitoring platform across the organization.

## Benefits Of The Enterprise Agreement:

Here are some key benefits of IOTA Solutions Enterprise Agreement:

- Get the best pricing, discounts, and additional benefits designed to support your server and cloud technologies.
- Minimize your up-front costs and budget more effectively by locking in pricing and spreading payments over three years.
- Access Software Update benefits that help you deploy, manage, and use your IOTA Solutions T9 products more efficiently.
- Tailor your agreement to meet your specific needs by choosing different enrollments for different types of SKUs.

## True-Up Process:

The true-up process is an annual inventory of all the qualified T9 SKUs added to your organization over the course of the year from IOTA solutions. It helps you align your enterprise agreement with the total number of licenses you've added in the previous 12 months and ensure that you are managing and tracking your licenses efficiently.

The true-up order must be received by IOTA Solutions in the period between 10 and 15 days prior to the anniversary of your enrollment. If you have not increased your device or user counts or used any additional Enterprise

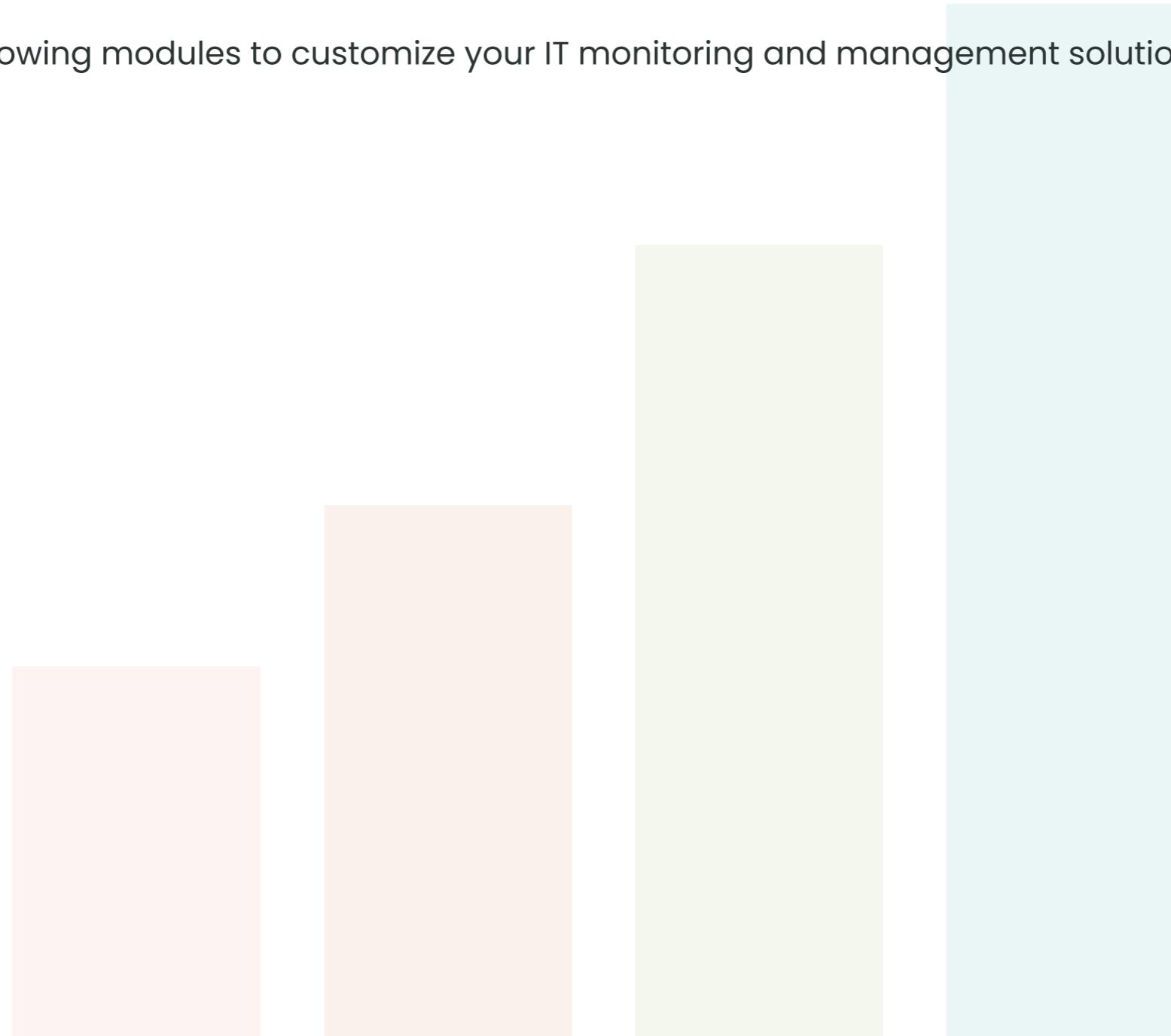
Agreement T9 product SKUs within the calendar year, you still need to submit an Update Statement (also called a zero-usage order), It is an opportunity for customers to align their EA with the total number of licenses they've added in the previous 12 months.

## The True-Up Timeline:

The IOTA Solutions Account team will process your true-up order and record changes to your Trace9 license counts. As always, you may view your current licensing information using the T9 Volume Licensing.

- Your reseller or IOTA Solutions account team will review your finalized True-Up order and place it with IOTA Solutions between 10 and 15 days (about 2 weeks) prior to each enrollment anniversary.
- Your reseller or IOTA Solutions account team will complete a standard true-up order reflecting changes to your enterprise agreement and provide it for your review.
- Contact your reseller or IOTA Solutions account team to review the licensing changes you have found. Your reseller or IOTA Solutions account team may call you to review T9 products that may make sense for your business.
- Finally, review your T9 software. How many licenses have you added? Your reseller or IOTA Solutions account team will contact to discuss your upcoming True-up and add submit the invoice accordingly.

You can select from the following modules to customize your IT monitoring and management solution:



<b>Trace9 Software Stack:</b>	This module provides the core functionality of Trace9 4.0, such as data collection, processing, storage, and reporting.
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<b>Database Monitor:</b>	This module allows you to monitor the performance and availability of your databases.
<b>Cloud Monitoring:</b>	This module allows you to monitor the performance and availability of your cloud services and resources.
<b>HCI Monitor:</b>	This module allows you to monitor the performance and availability of your hyper-converged infrastructure (HCI) systems.
<b>Advanced Virtualization Monitor:</b>	This module allows you to monitor the performance and availability of your advanced virtualization technologies, such as containers and microservices.
<b>Log Management:</b>	This module allows you to collect, analyze, and manage logs from various sources.
<b>Software License Monitoring:</b>	This module allows you to track and optimize your software license usage and compliance.
<b>ITSM Integration:</b>	This module allows you to integrate Trace9 4.0 with your IT service management (ITSM) tools, such as ticketing, incident management, and change management.
<b>Network xFlow:</b>	This module allows you to monitor the network traffic flows using protocols such as NetFlow, sFlow, IPFIX, J-Flow, etc.
<b>NFVirtualization Monitor:</b>	This module allows you to monitor the performance and availability of your network function virtualization (NFV) technologies, such as virtual network functions (VNFs) and service chaining.
<b>SD-WAN Performance Monitor:</b>	This module allows you to monitor the performance and availability of your software-defined wide area network (SD-WAN) technologies, such as routing, load balancing, security, etc.
<b>Trace9 Special Integration Pack-HW:</b>	This module allows you to integrate Trace9 4.0 with telco-related hardware devices, such as routers, switches, firewalls, etc.
<b>Trace9 Special Integration Pack-NRN:</b>	This module allows you to integrate Trace9 4.0 with telco-related software platforms, such as Nokia Radio Network (NRN).
<b>Trace9 Special Integration Pack-ZTE-DWDM:</b>	This module allows you to integrate Trace9 4.0 with telco-related software platforms, such as ZTE Dense Wavelength Division Multiplexing (DWDM).
<b>Trace9 Special Integration Pack-ZTE-PTN:</b>	This module allows you to integrate Trace9 4.0 with telco-related software platforms, such as ZTE Packet Transport Network (PTN).

## B2B Trace9 4.0 Editions:

Are you a service provider who wants to offer IT monitoring and management services to your clients?

If yes, you need Trace9 4.0 MSP edition.

If you purchase our Trace9® monitoring solution under the B2B Edition, you will have the right to use the software for a defined term (anywhere from one to five years) with the right to renew it at the end of the period. It includes 24/7 support and access to version upgrades during the subscription period. In the Subscription edition, Trace9 4.0 offers one edition MSP according to the varying size, need and demand of your organization.

Once the subscription period has ended, you have the right to renew subscription at the end of the period and support for an additional fee. IOTA Solutions offers **one-, three-, and five-year terms**. Speak with your IOTA SOLUTIONS sales representative to determine the best option for your needs.

### MSP (Managed Service Provider)

MSP edition is specially designed for service providers who need to monitor and manage multiple IT environments for their clients. B2B model, Trace9 4.0 MSP Edition provides three packages:

Silver       Gold       Platinum

Each bundle comes with a set of modules and features that match different service levels and customer segments. Whether you need basic or advanced IT monitoring and management capabilities, Trace9 4.0 MSP edition got you covered.

You can enjoy the flexibility and affordability of Trace9 4.0 MSP edition. You can try out the software with a demo bundle before choosing other bundles. You can also switch between bundles as your needs and budget change. Don't miss this opportunity to grow your business with Trace9 4.0 MSP edition.

### Description

In B2B model, Trace9 4.0 MSP Edition provides three packages:

#### 1. Silver

Trace9 4.0 Silver package monitor, manage and onboard tenants and the full stack of Trace9 Standard edition with modules along with Basic dashboard enabling MSPs to monitor and manage their client's IT infrastructure from a single platform.

#### 2. Gold

Trace9 4.0 Gold package monitor, manage and onboard tenants and the full stack of Trace9 Pro edition with modules along with intuitive dashboards enabling MSPs to monitor and manage their clients' IT infrastructure from a single platform.

#### 2. Platinum

Trace9 4.0 the Platinum package is for the large enterprises, it has further extended capabilities with even more licenses and advanced monitoring features to proactively monitor, manage, and optimize your systems and applications to ensure optimal performance, reliability, and security.

## B2B Bundles For MSP

Bundles for Tenants		Demo	Silver	Gold	Platinum
		QTY	QTY	QTY	QTY
Packages Builder		1	4	7	10
Trace9 Satellite Node		4	25	50	100
Network Performance Monitor (NPM)		18	2500	5000	10000
NPM IOT Monitor		18	250	500	1000
Desktop & Application Monitor		3	250	500	1000
Server & Application Monitor		9	625	1250	2500
Virtualization Monitor		3	75	150	300
Database Monitor		3	25	50	100
Cloud Monitoring		3	25	50	100
HCI Monitor		3	N/A	25	50
Advanced Virtualization Monitor		3	N/A	25	50
NF Virtualization Monitor		3	N/A	25	50
SD-WAN Performance Monitor		3	N/A	25	50
Network xFlow		3	N/A	25	50
Log Management		1	5	7	10

## Modules For B2B

Each edition offers different modules and features sets that allow you to customize your monitoring experience according to your specific requirements and preferences. Some of the modules that Trace9 4.0 offers are:

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## Trace9 4.0 Licensing Table

Trace9 4.0 Module	Trace9 Std	Trace9 Pro	Trace9 Adv.	Telco/Metro	MSP
Trace9 Satellite Node	x	x	x	x	x
Network Performance Monitor (NPM)	x	x	x	x	x
NPM IOT Monitor	x	x	x	x	x
Desktop & Application Monitor	x	x	x	x	x
Server & Application Monitor	x	x	x	x	x
Virtualization Monitor	x	x	x	x	x
Database Monitor	x	x	x	x	x
Cloud Monitoring	x	x	x	x	x
HCI Monitor	NA & Version upgrade will require	x	x	x	x
Advanced Virtualization Monitor	NA & Version upgrade will require	x	x	x	x
Log Management	NA & Version upgrade will require	x	x	x	x
Software License Monitoring	NA & Version upgrade will require	x	x	x	x
ITSM Integration	NA & Version upgrade will require	x	x	x	x
Network xFlow	NA & Version upgrade will require	x	x	x	x
NF Virtualization Monitor	NA & Version upgrade will require	NA & Version upgrade will require	x	x	x
SD-WAN Performance Monitor	NA & Version upgrade will require	NA & Version upgrade will require	x	x	x
Trace9 4.0 Special Integration Packs-Telco	NA	NA	NA	x	NA

NA: \*Not Available

## Trace9 Services

Do you want to focus on your core business and leave the non-functional tasks to the experts? IOTA Solutions can take care of your non-core operations and help you achieve your business goals with Trace9 Services.

Trace9 Services are a suite of Professional, DevOps, and Operational support services that leverage the power of Trace9 software to monitor and manage your IT infrastructure and applications. Whether you need simple or complex scenario-based monitoring, or you have a challenging use case for monitoring in a large and sophisticated IT environment, Trace9 Services have a solution for you. With Trace9 Services, you can benefit from:

### Professional Services:

IOTA Solutions will help you design, implement, and configure Trace9 software according to your business requirements and best practices. You can choose from three levels of professional services: basic, pro, and advanced, depending on your monitoring needs and use cases.

### DevOps Services:

IOTA Solutions will help you integrate Trace9 software with your needs and processes, enabling you to automate and optimize your IT monitoring. You can choose from monthly DevOps services that suit your budget and needs.

### Operational Support:

IOTA Solutions will help you maintain and troubleshoot Trace9 software, ensuring its optimal performance and availability. You can choose from two levels of operational support: Gold (8x5) or Platinum (24x7), depending on your service level agreement and needs.



## Contact Actions:

To learn more about Trace9 Licensing and how it can benefit your organization,  
we encourage you to take the following actions:



[sales@iotasolutions.io](mailto:sales@iotasolutions.io)



051-2250088



[www.iotasolutions.com](http://www.iotasolutions.com)



Confidential & Legal Rights for IOTA Solutions



Mezzanine Floor, Khumrial Center, I&T Centre, G-8/4, Islamabad - Pakistan

## Other Services:

IOTA Solutions will help you enhance your security and network operations with NOC services, as well as train your staff on how to use Trace9 software effectively. You can choose from different types of NOC, and training services that match your business objectives.

## ICIP Framework:

IOTA Solutions will help you continuously to improve your IT monitoring and management with the Continuing Improvement Program (ICIP) framework. This framework will help you to identify gaps, implement solutions, measure results, and deploy changes in a systematic and efficient way.

## Training:

We strongly believe that Training plays a vital role in improving the user experience (UX) and ultimately developing good customer experience (CX). We provide our customers and their respective end-users with scheduled training sessions through our technology experts on using the GUI based Trace9® modules.