Bogotá D.C., Agosto 21 de 2026

Señores
Unidad Administrativa Especial de la Justicia Penal Militar y Policial (UAEJPMP)
Bogotá, Colombia

Asunto: Certificación de renovación de licenciamiento y soporte técnico SolarWinds – Proyecto **UAEJPMP | SW21826034**

E-dea Networks S.A.S, en su facultad como Partner Elite de **SolarWinds**, se permite realizar la entrega formal del mantenimiento y soporte de las licencias SolarWinds asignadas a nombre de Unidad Administrativa Especial de la Justicia Penal Militar y Policial – SW21826034, con una vigencia de 24 meses a partir del 31/Julio/2026.

De acuerdo con lo anterior, nos permitimos informar lo siguiente:

1. Alcance y Exclusiones

Renovación del licenciamiento por suscripción de la plataforma SolarWinds, incluyendo el servicio de soporte técnico asociado. A continuación, se presenta el detalle del inventario de licencias objeto de renovación:

CANT	DESCRIPCIÓN DEL PRODUCTO	Start Date	End Date
1	SolarWinds User Device Tracker UT5000 (up to 5000 ports) - Subscription	31 Julio 2026	31 Julio 2028
1	SolarWinds Network Performance Monitor SL2000 (up to 2000 elements) - Subscription	31 Julio 2026	31 Julio 2028
1	SolarWinds NetFlow Traffic Analyzer Module for SolarWinds Network Performance Monitor SL2000 - Subscription	31 Julio 2026	31 Julio 2028
1	SolarWinds IP Address Manager IP4000 (up to 4096 IPs) - Subscription	31 Julio 2026	31 Julio 2028

2. Entregables

License Details en donde se detallan el Usuario SWID asignado a Interactivo Contact Center y la ruta de ingreso al Customer Portal de SolarWinds https://customerportal.solarwinds.com/

3. Versiones de Software

Versiones más recientes liberadas por SolarWinds, el licenciamiento y mantenimiento incluye actualizaciones sin limitantes para las herramientas durante la vigencia de la renovación.

Thank you for choosing SolarWinds.

Your order has been processed and your file(s) will be available to download shortly.

PLEASE ALLOW ONE BUSINESS DAY FOR YOUR LICENSE TO BE ALLOCATED TO YOUR ACCOUNT.

Once your license has been allocated to your account please login to the **SolarWinds Customer Portal** with your credentials. The activation key for your license is on the licenses tab, or you may have received a email with the activation information. See the Guide to SolarWinds Product Licenses for more information about license activation. Your Customer ID is listed below for your reference.

Customer: Unidad Administrativa Especial de la Justicia Penal Militar y Policial
Customer ID: SW21826034

*****Additional information for Identity Monitor purchases only:**

- **If you have purchased SolarWinds Identity Monitor, you can access your subscription by visiting http://portal.spycloud.com and logging in with your current credentials**
- **If you have purchased SolarWinds Identity Monitor without first creating a trial, you will receive a seperate email with your new user profile and password associated with your SolarWinds Identity Monitor account, and guidance on how to activate your account**

*****Additional information for Application Performance Monitor (APM) purchases only:**

- If you have trialed and purchased SolarWinds APM powered by AppOptics and want to activate your subscription from within Server & Application Monitor (SAM), see the APM Administrator Guide.
- If you have purchased SolarWinds APM powered by AppOptics stand-alone, you can always access your subscription by visiting my.appoptics.com and logging in with your current credentials.
- If you ordered SolarWinds APM powered by AppOptics without first creating a trial, you will receive a separate email with your new user profile and password associated with your APM powered by AppOptics account, and guidance on how to activate your account.
- If you require further assistance, please contact Technical Support.

*****Additional information for SolarWinds Backup purchases only:**

- If you have purchased SolarWinds Backup, you can access your subscription by visiting https://backup.management/ and logging in with your current credentials.

- If you require further assistance please contact Technical Support.

***Additional information for SolarWinds 8MAN:**

- If you purchased 8MAN in the past please reference the separate email received on initial (or additional) purchase that contains your license file. You can download the latest ARM version (which is the official succesor of 8MAN, access support as well as view your renewal information via the SolarWinds Customer Portal.
- If you require additional assistance prior to that time please contact Technical Support.

Implementation & Training Resources - Learn more: Customer Success Video

SolarWinds Success Center – Free content library including product documentation, system requirements, training resources, and KB articles to help you install, configure, and optimize.
THWACK® community - SolarWinds free IT user community. Find product roadmaps, labs, content exchange, and product discussions with over 150,000+ IT pros! Sign up here
SolarWinds Academy Virtual Classrooms – Active maintenance comes with free instructor-led trainings, on demand classes, and access to open office hours with a SolarWinds professional.
eLearning Videos – Free online training videos for installation, customization, and optimization.

Customer Service & Technical Support:

SolarWinds is available to assist 24 hours a day, 7 days a week, 365 days of the year with active maintenance. Your options for creating a support ticket are:
Online: Submit an Online Support Case
E-mail: customerservice@solarwinds.com
Phone: (Fastest response) click here to find regional phone numbers

Kind Regards,
SolarWinds Team

Esta certificación se expide a los veintiún (21) días del mes de agosto de 2026.

Cordialmente,

Andrés Felipe Infante Moreno
Director de Continuidad Comercial
administrativo@e-dea.co
+57 (318) 8479949
E-dea Networks S.A.S