



Key Features of a Kea Support Subscription

All versions of Kea offer:

- DHCPv4 standards compliance
- DHCPv6 with prefix delegation
- Dynamic DNS (DDNS)
- Optional storage of leases and host reservations in a structured database (MySQL, PostgreSQL, Cassandra)
- REST management API configuration updates without restarting
- Load-balancing or active-passive pairs for high availability
- Flexible client classification with regular expression support
- Kea hooks API for easy extension and customization
- Support on most UNIX and LINUX-based operating systems

Additional premium software

Kea hooks libraries extend the base functionality of the open source Kea DHCP server.

- Flexible Identifier
- Host Commands
- Forensic Logging

All subscription customers also get access to:

- RADIUS integration
- Host Cache
- Subnet Commands
- Client Classification
- Configuration Backend

Confidential Technical Support

Support subscription customers get quick access to our experienced technical support staff and our full-time professional DHCP software development experts, with a confidential ticket queue and shared access for your DHCP technical team. Customers can ask questions and share configuration data in a private setting.

We can also provide up to four hours of basic configuration audits and advise you on deployment options, analyze log files, and troubleshoot problems. ISC can review your standard configuration, zone, and log files; draft a summary report indicating potential areas of concern; and deliver this information in a support ticket. In some cases, we will also recommend a more comprehensive configuration audit.

Available 24x7 SLA Response

We offer a range of service levels, including 24x7 on-call access for critical issues.

Priority Fixes

While we fix all serious defects no matter their source, we prioritize fixing bugs and making enhancements requested by support subscribers.

Premium Software

Your support subscription at any level includes access to all of our extended Kea features.

- Traditionally, DHCPv4 servers use the MAC address to uniquely identify clients. However, you may not always have a listing of all MAC addresses. If your users are supplying their own devices (BYOD), you might want to identify them based on circuit ID or remote ID. In the case of a cable network, you might want to use some identifier supplied by the CMTS. With the Kea **Flexible Identifier**, the system administrator can specify what field to use as the unique identifier.
- The **Host Commands** extension enables you to add or remove host reservations on demand, without restarting Kea. For example, if you had a captive portal for guest wifi users to register, you could use the Host Commands interface to create a temporary host reservation based on information captured when guests register. You can add and remove these continuously via the Kea RESTful interface with this extension.
- The **Client Classification** library exposes the REST API for listing, adding, deleting, and updating client classification configuration in Kea.
- If you are already using RADIUS for access control, you can leverage that for providing DHCP access control with our Kea **RADIUS** library. This is available to ISC support subscribers only.
- As organizations try to get the most out of their limited DHCPv4 space, it is very common to update subnet and shared network configurations frequently. With the **Subnet Commands** hook library, available to ISC support subscribers only, you can add and delete subnets and shared networks with no downtime or service interruption.
- The Kea **Configuration Backend** lets the DHCPv4 and DHCPv6 servers manage and fetch their configuration from one or more MySQL databases.



KEA DHCP TECHNICAL SUPPORT



Advance Security Notification

From time to time, security issues arise with any software. To safeguard our customers' data, we use a managed disclosure process to alert customers to important security vulnerabilities. Support subscription customers receive advance notice up to 5 days before publication of a security vulnerability in Kea, with a patch that removes the vulnerability. This allows subscription customers to update their systems before the vulnerability is generally known and potentially exploited. In some cases, it may be impossible for us to provide advance notice; in that event, we provide patch support ASAP.

Open source software is a secure, flexible, commercially-viable solution for companies' and organizations' DHCP needs. A Kea support subscription from ISC offers you the benefits of reliable, stable DHCP software, but frees your IT staff from the potential hassles of IP address management so they can focus on your core business.

Pricing is based on service level and deployment size. Support subscriptions are on an annual contract basis. Premium software is for use by subscriber organizations only and may not be redistributed.

Features	Gold	Silver	Bronze	Basic
Support hours	24x7	24x7	Business hours: 9 AM - 5 PM ET, Monday - Friday	-
Critical issue response time	30 minutes	1 hour	2 hours, business hours only	-
Standard issue response time	4 business hours	8 business hours	Next business day	-
Email support	✓	✓	✓	-
Phone support	✓	✓	-	-
Advance security incident notifications (when possible)	5 days	5 days	5 days	3 days
<u>Kea premium hooks</u> <ul style="list-style-type: none"> Flexible Identifier Host Commands Forensic Logging <u>Kea subscriber-only hooks</u> <ul style="list-style-type: none"> RADIUS integration Host Cache Subnet Commands Client Classification Configuration Backend All premium hooks, plus:	✓	✓	✓	✓
Consulting hours included (remote)	Up to 80	Up to 16	Available for purchase	-
Basic configuration audit	✓	✓	✓	-