



DHCP Support Subscription

Two Options – ISC DHCP and Kea

ISC maintains two DHCP servers – the familiar and feature-rich ISC DHCP system, and the newer Kea server. Both of these are open source software and both support both DHCPv4 and DHCPv6 to assign IP addresses and provide configuration information to network devices such as servers, desktops, or mobile devices as they communicate on an IP network.

ISC DHCP	Kea
Mature system in widespread use	Modern software
Includes client and relay as well as server	Server does not require restarting after subnet/pool additions or modifications
Many features and extensive client classification logic	Leases and host reservations can be optionally stored in structured database backend
Numerous IPAMs and GUI management systems available for ISC DHCP	REST api for remote management. Supported Hooks interface supports customization and integration with existing management systems.
Embedded man pages, help articles and other documentation in the community	Extensive, clear documentation

A support subscription gives you continuous access to all supported versions of ISC's DHCP software, including our premium Kea features. With an ISC subscription you also have access to our experienced and knowledgeable DHCP support engineers.

ISC DHCP and Kea are professional-quality, flexible solutions

Open Source for Compatibility

Manage your critical network infrastructure with cost-effective, transparent open source. Supported on most UNIX and Linux operating systems, our software is based on Internet standards that we helped write.

7 x 24 Product Support

Get access to our expert technical support staff, backed by the full-time professional software development team.

Priority Fixes

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

Kea Premium Hooks

Your Kea support subscription includes all of our premium Kea Hook libraries. These include: Forensic logging (Kea 1.1 and later), Host reservation management (Kea 1.2 and later), Flexible Identifier (Kea 1.2 and later), and Subnet management (reserved for Subscription customers only, Kea 1.3 and later).



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Benefits & Levels	Gold	Silver	Bronze
<p>Product Support</p> <p>Level 3 software support for either ISC DHCP or Kea including troubleshooting and how-to questions. Includes software updates and patches.</p>	<p>Critical Response 30 minutes 24 x 7</p> <p>Standard Response 4 business hours 9am - 5pm EST Monday - Friday</p> <p>Email & Phone</p>	<p>Critical Response 1 hour 24 x 7</p> <p>Standard Response 8 business hours 9am - 5pm EST Monday - Friday</p> <p>Email & Phone</p>	<p>Critical Response 2 hours Business hours only</p> <p>Standard Response Next business day Monday - Friday</p> <p>Email only</p>
<p>Subscriber-only Software</p> <p>For Kea only, there are external libraries that add significant features that are available only to subscribers. For more information on these, see https://www.isc.org/kea/.</p>	Kea Subscriber & Premium hooks	Kea Subscriber & Premium hooks	Kea Subscriber & Premium hooks
<p>Advance Security Incident Notifications</p> <p>Proactive notification of security issues before public announcement. In some instances, no advance notification is possible.</p>	5 business days before public disclosure	3 business days before public disclosure	3 business days before public disclosure
<p>Consulting Hours</p> <p>ISC may be able to customize Kea to your needs, or to advise you on migration from ISC DHCP.</p>	Up to 80	Up to 16	Available for purchase
<p>Configuration Audit</p> <p>ISC will spend up to 4 hours reviewing your Kea or ISC DHCP standard configuration, lease 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.</p>	Included	Included	Included