

OBSERVER[®] PLATFORM

- Version 14 -

New Features Guide

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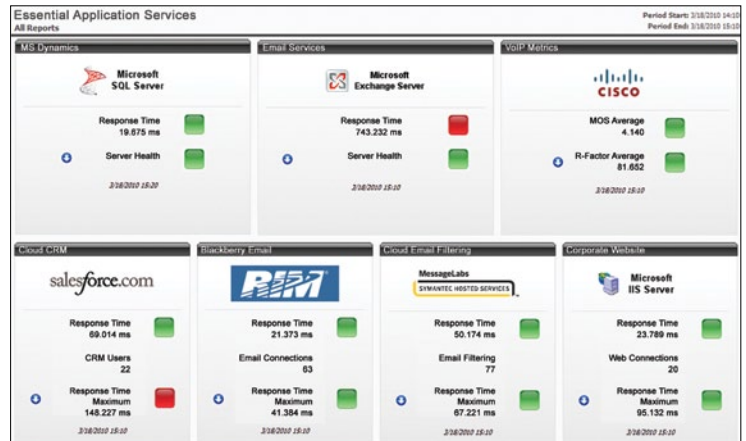


Our newest Observer platform unites high-level application performance monitoring with deep-dive packet-level problem solving analytics. Explore our new completely customisable performance dashboards—designed for quick assessment of network and application health and a gateway to problem resolution. Use Observer’s new baselining capabilities to better plan and optimise network and application performance and now set alarms for baseline deviation for more proactive problem solving.

Performance Dashboards

Observer now includes customisable performance dashboards, which allows for high-level visibility and assurance that important applications and services are available. They provide current application status to quickly assess the health of systems, applications, and servers. If there is an issue, or a notification of degrading service, alarms can be set and triggered to allow for immediate response. From the dashboards, navigate to packet details to pinpoint the issue.

Available in Observer Reporting Server (ORS).



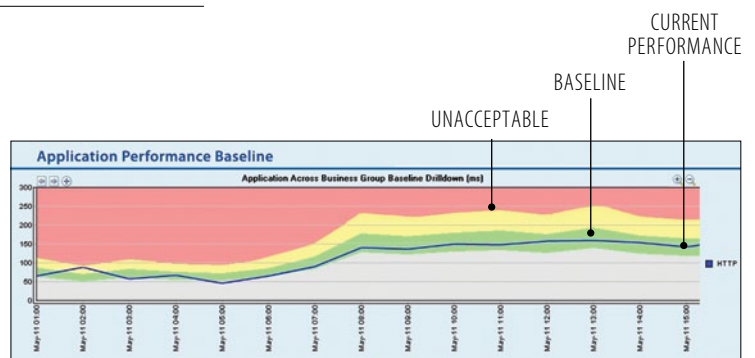
Rapidly assess the status of critical applications and services

Baselining Application Performance

Easily determine how your network and applications are performing and quickly drill down to review and resolve any network, application, or server problem. Observer automatically establishes performance baselines for all performance and time-based metrics including response time, MOS, or network utilisation. Based upon retained data, Observer calculates the baseline defining normal performance as well as deviations indicating degraded and unacceptable performance.

Once optimal baselines are established, the feature now offers the flexibility to lock baselines to eliminate issues of baseline drift.

Available in Observer Suite and Observer Reporting Server (ORS).



View baselines on all performance metrics

Handling Sensitive Data

Observer now provides selective storage capabilities for data compliance and security which can be set to prevent the storage of sensitive payload content such as VoIP calls or PCI data. Use this functionality to exclude data by application or IP address, and leave performance metrics for the traffic intact.

Selective storage of sensitive data is available in Observer.

The screenshot shows the 'Packet Partial Capture Filter' configuration window. It includes a dropdown for 'Type' set to 'IP' and a 'Range' field set to 'Address Range'. The 'First' IP address is 10.0.32.1 and the 'Last' is 10.0.32.255. Below this is a table showing the impact of the filter:

Type	Payload Bytes	Ports
TCP	32	1433
TCP	64	80 - 81

Regulatory compliance for data retention

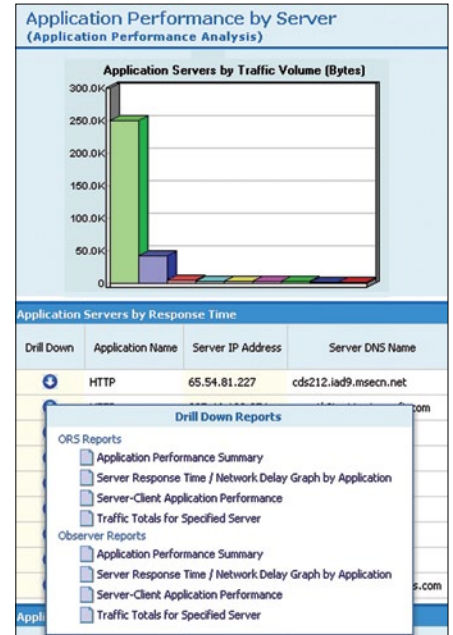


Solution-Centric Workflows

Solution-centered, user-defined workflows offer a new approach to investigate and resolve performance problems. Typically, the network team's investigation is usually a single path determined by the analysis tool. ORS offers choices with each report allowing the network engineer to define the investigation course. The network team is able to view relevant reports and data in a logical order determined by the users, their specific problem, and their environment.

This approach saves troubleshooting time allowing you to address and resolve the problem directly rather than sifting through useless data and reports.

Available with Observer Suite and ORS.



Custom design and save common investigation paths



NetFlow Scalability

For organisations using NetFlow to achieve cost-effective, enterprise-wide visibility, use Observer to collect and analyse flow data in large environments. Collect and aggregate a virtually unlimited number of NetFlow devices into a single Observer console for reporting and analysis.

Use Network Instruments® Advanced Expert Probe as a NetFlow collector to tap into flows from hundreds of devices simultaneously. Monitor high-level performance metrics, including real-time statistics like Top Talkers, bandwidth usage, and long-term network trends.

Available with Observer Suite and ORS.



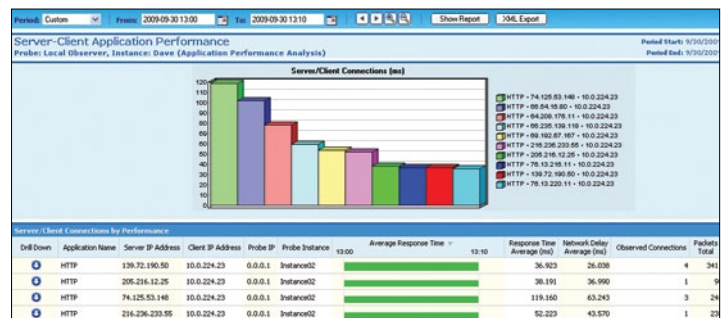
User Experience

Understanding end-user experience is critical to improving overall performance. Analysers may report performance is acceptable, while users report that they are experiencing problems with applications. The difference is network perspective.

User-Perspective Report Benefits:

- Gain greater end-user detail with key response metrics
- Track total response time by user stations
- Monitor individual server/network propagation delay by user stations
- Troubleshoot VoIP problems at the network edge

Metrics can be tracked with Observer Suite and ORS.



Track conversations and performance by user station



Application Transaction Analysis

Sometimes response time is not enough to accurately troubleshoot performance problems. Observer provides in-depth application performance metrics unparalleled in the industry. Application Transaction Analysis provides application-specific details for diagnosing issues unique to individual business protocols.

With Observer 14, all application protocols now provide greater error and transaction details. In addition, greater support and analysis of Citrix, DHCP, LDAP, and VoIP (H.323/225, H.323/245, H.323/RAS, Megaco H.248, SCCP (Cisco Skinny), and SIP) have been added.

Benefits of Application Transaction Analysis

- Track performance beyond response time
- Investigate application-specific errors for accurate problem diagnosis
- Gain in-depth metrics on common applications: Citrix, e-mail, financial, network management, Oracle, SQL, UC/VoIP, web, and more

Available with Observer Expert, Observer Suite, and ORS.

Application Response Time Graph

Application Statistics

Started: Thu Sep 17 11:56:11 Servers Configured: 1

FTP control

Server	Count	Response Time	Request
		Average (ms)	Max (ms)
NI ftp server/21 (FTP control)			
Requests	18	2,253	11,739
CWD = Change Working Directory	2	1,679	1,532
NLST = Name List	1	0,667	0,667
PASS = Password	1	4,955	4,955
PORT = Data Port	7	1,532	4,151
RETR = Retrieve	6	3,323	11,739
USER = User Name	1	0,905	0,905
Response Statistics	25		
150 = File status okay; about to open data connection	5		
200 = Command okay	7		
220 = Service ready for new user	1		
226 = Closing data connection	5		
230 = User logged in, proceed	1		
250 = Requested file action okay, completed	2		

Obtain unmatched application details



GigaStor NetFlow Agent

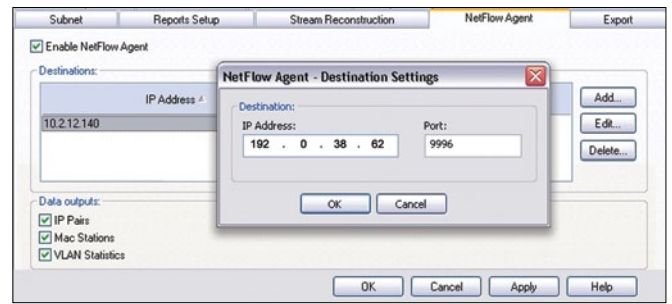
Although leveraging NetFlow is popular for performance management, most NetFlow agents are limited to routed traffic. Use GigaStor to produce NetFlow data about any device in any environment, including servers and non-NetFlow capable routers and switches.

GigaStor captures and converts packets into NetFlow data flows, pushing them to reporting applications. This capability is especially valuable for Network Behavior Anomaly Detection (NBAD) and compliance monitoring devices.

GigaStor NetFlow Agent Benefits:

- Produce NetFlow from any network device
- Track non-NetFlow capable routers and switches
- Expand visibility of NetFlow-dependent NBAD and compliance applications
- Push flow data to multiple reporting applications simultaneously

The NetFlow Agent is a GigaStor feature.



Produce NetFlow from any device



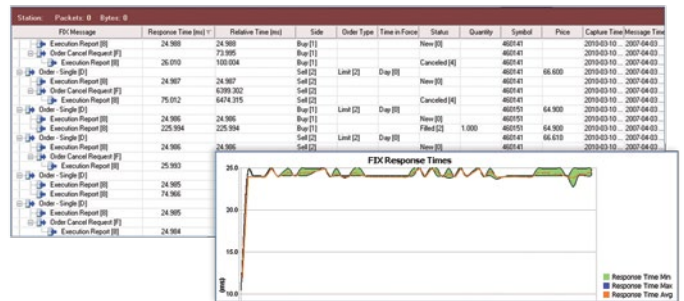
Financial Analysis

Observer includes components designed specifically for financial organisations. The monitoring requirements of these institutions differ greatly from the average company. For example, the effectiveness of a trade is measured in milliseconds, not minutes, necessitating drill-down capabilities to a finite moment of time.

Several enhancements have been made to address the sector's unique needs:

- In-depth FIX Analysis monitors trade-level errors and statistics as well as trade execution and performance
- Microburst reporting and analysis defines duration and utilisation thresholds
- New options provide greater flexibility for investigating microburst interference

Microburst and FIX analysis is available in GigaStor.



In-depth FIX analysis



Alarms

In our newest version of ORS, instant notifications can be set to alert on network, application, or system degradation. Know immediately when performance has reached marginal or critical thresholds. This allows the network team to tackle issues before they impact the user.

Observer Reporting Server alarms can monitor for:

- Application performance changes
- Application transaction abnormalities
- VoIP/UC issues
- Infrastructure changes

Alarm capabilities available in ORS.

Research	Status Name	Status Icon	Type	Value	Threshold
	Network Instruments		HTTP @www.netinst.com	74.477 ms	--
	Network Instruments		SMTP @ex2.netinst.com	4.614 ms	--
	Network Instruments		FTP Control @ftp.netinst.com	135.377	100.000
	Baselines		Response Time Average (ms)	74.477	60.543
	Baselines		Observed Connections	23	--
	Application transaction Analysis		Response Time Average (ms)	12.136	--
	Application transaction Analysis		Baseline Res Time Average (ms)	12.136	--

Track status alarms

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About Network Instruments

Network Instruments, a leading provider of performance management and troubleshooting for fifteen years, helps organisations ensure the delivery of business-critical applications. The company's platform of management and reporting products provides comprehensive visibility into networks and applications to optimise performance, speed troubleshooting, and assist long-term capacity planning. Network Instruments achieved profitability in its first quarter and posted growth every year since its founding – without any external funding. Network Instruments is headquartered in Minneapolis with sales offices worldwide and distributors in over 50 countries. For more information, please visit www.networkinstruments.com.



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