



NetScout Integrates Location-Based Network Assurance with Cisco Unified Wireless Network Solution

NetScout Systems has joined the Cisco Developer Network alliance program to provide rich new solutions for application, network and service assurance across Cisco Unified Wireless networks. The result is a unique enhancement to Sniffer Global, which now leverages location information from the Cisco 3300 Series Mobility Service Engine (MSE). The intelligent solution provides contextual location-based knowledge to network managers, enabling significantly faster identification and resolution of network and service performance issues over wired and wireless networks. This results in optimized performance of the service delivery environment and improves users' quality of experience.

In addition, NetScout offers an always-on approach to managing the performance of technology infrastructure and the applications that supports the wireless environment: nGenius Service Assurance Solution. With sophisticated planning and optimization tools, in-depth real-time and historical reporting, and a predictive approach to problem isolation, the nGenius Service Assurance Solution allows managers to assure end-to-end service delivery, improve IT collaboration, and reduce overall IT operation costs.



Introduction to NetScout

NetScout is the market leader in Unified Service Delivery Management enabling comprehensive end-to-end network and application assurance. For nearly twenty five years, NetScout has delivered breakthrough packet-flow technology that provides trusted and comprehensive real-time network and application performance intelligence enabling unified assurance of the network, applications and users. These solutions enable IT staff to predict, preempt and resolve network and service delivery problems while facilitating the optimization and capacity planning of the network infrastructure.

In 2007, NetScout acquired Network General, making it the market leader in performance management software. NetScout nGenius® and Sniffer® solutions are deployed in 97 of the Fortune 100, and in more than 20,000 of the world's largest organization.

The Alliance

NetScout, the market leader in performance management software, is an early member of the new Cisco Developer Network (CDN) and the first management vendor in the Cisco Ecosystem for Cisco Motion and Unified Wireless Solutions to integrate location information from Cisco Unified Wireless Networks. Complementary to Cisco's management capabilities, the NetScout solution brings incremental value to both Cisco and NetScout customers by offering a converged wired and wireless management solution with unique value to joint customers. In fact, the relationship builds on synergistic shared customer and channel relationships. The combined channel reach extends product support and availability to many new customers across the globe.

The Need for Intelligent Analysis of Wireless Networks

Organizations are becoming more dependent on the wireless network to deliver always-on services, particularly in verticals like healthcare where patient care is directly impacted by a physician's ability to quickly access medical history and records. Anytime/anywhere access is not an option but a necessity. Users must be able to rely on service delivery across wireless networks on par with the quality of experience of wired networks.

The challenge facing network managers is maintaining consistent service when the client components are constantly in motion. Root cause analysis for performance issues made more complicated difficult when the devices experiencing – and causing – the problem change in relation to each other. For example, a user near a misconfigured device will experience problems, and minutes later will find service performing normally.

For More information

For more information please visit www.netscout.com or contact NetScout sales at 800-309-4804 or +1 978-614-4000.

Until now, solving mobile performance issues has been a multi-step, multi-tool process requiring multiple IT teams and a significant amount of time. After a call to the help desk, IT would deploy a technician to the user's location and begin troubleshooting. If no obvious misconfiguration of the access point or client are found, the technician would check with the applications team to see what recent changes have been made, or if a source of interference were found, the technician would rely on calling to find a floor plan and getting instructions on how to find the device. Typical tools may not uncover an intermittent problem, or utilize valuable IT resources for extended time while troubleshooting.

Location-Based Problem Analysis for Cisco Unified Wireless Networks

Now, Using Sniffer® Global in a Cisco Unified Wireless Network, organizations have integrated location-based knowledge that enables IT staff to immediately identify the exact location of wireless clients experiencing application or network performance problems, as well as other wireless devices that may contributing to the issue.

Sniffer Global integrates with the Cisco 3300 Series Mobility Services Engine (MSE) to arm network managers with the physical location of wireless devices in context with relevant and critical network and application performance metrics. Using the integrated Sniffer Global solution, network managers go directly to the location of a problem, connect, and Sniffer Global autodiscovers all wireless devices within range. Then, leveraging the location services API in the Cisco MSE, Sniffer Global retrieves map and location information and correlates rich device and network information with the physical map, and highlights changing locations of wireless devices in real-time. The result is faster time-to-knowledge to dramatically speed problem resolution, assure service delivery, and improve IT efficiency.

Value of Location-Based Services

With dynamic, contextual location information on wireless devices, together with rich network and application analysis from Sniffer Global, network manager can more quickly identify and resolve performance problems and restore

normal service operation. The Sniffer Global solution with integrated location information leverages existing customer investments in network infrastructure and management solutions, and enables IT to work more effectively within a single tool for converged network troubleshooting.

Benefits include:

- Dramatically improves time to knowledge, and accelerates problem resolution
- Simplifies operational environment and enables management tool consolidation
- Enhances collaboration across IT organization
- Improves overall service delivery and network availability
- Highly flexible to enable management of wired, wireless and control infrastructure.

Building Enterprise-Class Control on Top of an Industry Leader

Leveraging more than two decades of industry innovation and technology advances, Sniffer Global has one of the most recognized brand names in the industry. Sniffer Global builds on best-in-class analyzer functionality, adding enterprise-class security and control to make it a critical component in troubleshooting and maintaining enterprise networks.

Differentiators include:

- Best-in-class network and application analysis
- Centralized security and management
- Converged wired and wireless support
- Location-based context

Best-in-class network and application analysis

Sniffer Global delivers intuitive, easy-to-use dashboards and network views that include deep packet drill-down capabilities and support for wired 10/100/1000 Ethernet and wireless 802.11 a/b/g/n networks all in one tool -- yielding consistent operation and functionality, reducing desktop tool clutter and greatly accelerating problem resolution. Rich expert modes assist users in quickly identifying errors during packet-level analysis for a wide range of protocol

decodes covering all of the most common applications and protocols, including protocols used by VoIP and mobility applications.

Industry-leading analyzer features include:

- "On-demand" monitoring to plug into network for short-term, segment-specific traffic monitoring
- Deep drill-down from dashboard, link to captured packet data for granular troubleshooting evidence
- 500+ protocols supported, including new VoIP and mobility protocol such as MobillIP, SMPP, SIP, SCCP
- Rich Expert analysis for every protocol quickly highlights error conditions, analysis of possible root causes

Centralized security and management

Although organizations have heavily invested in securing access to the network and its data to safeguard valuable information from hijack, theft or unauthorized access, the portable network analyzer, has emerged as the overlooked security "black-hole" that essentially bypasses all established security mechanisms or policies without detection. The Sniffer Global solution addresses this widely overlooked security risk by integrating the portable network analyzer into a policy-based, secure operating environment that is governed and controlled from a central administrative server.

Combining portable network analysis software with a centralized control server and pre-defined policies, Sniffer Global controls what network data the Sniffer Global analyzer application user has access to, and how deeply they can access and analyze network traffic or data. Before network engineers can access the rich set of monitoring and analysis tools to start troubleshooting a problem in the field, they first enter their authorization credentials, username and password, the Sniffer Global client application then communicates with the Sniffer Global Administrative Server to verify the user is authorized to use the application. The Sniffer Global Administrative Server offers seamless user reporting that provides a comprehensive audit trail of all users' activities -- detailing who has used Sniffer

Global to access the network, what they have accessed and/or monitored, and what functions or analysis was performed on the data accessed – representing a truly unprecedented level of visibility into how the Sniffer Global analysis application has been used.

To simplify operation of the tool, Sniffer Global provides flexibly deployment options with an unlimited user license version for organizations spanning multiple locations, even across the globe. In addition, the unique server provides a central administration point for keeping client applications updated with the latest protocol support, applied in modular updates. This ensures that tool usage is as seamless and efficient as possible.

Converged wired and wireless support

Sniffer Global represents a single tool for managing both wired and wireless networks, providing not only the traditional plug-and-play analysis of wired and wireless network links, but also adding wireless-specific features in support of 802.11 a/b/g/n with Wi-Fi Security Support, device and channel utilization and Wi-Fi traffic stats.

Specific functionality includes:

- Inventory of all 802.11a, 11b, 11g and 11n devices operating in the wireless environment.
- In addition to its existing support for WEP decryption, Sniffer Global can now decrypt WPA/WPA2 PSK (Personal)-encrypted data on 802.11 wireless networks.
- Automatically identifies and locates unauthorized devices operating in the Wi-Fi environment
- Real-time packet flows for any Wi-Fi asset. Users can track data and management packets live, watch CRC errors, utilization, packet speed, media type and view a decode page for detailed network analysis.

Location-based context

The Sniffer Global solution is the only portable network analyzer to integrate with Cisco® 3300 Series Mobility Services Engine (MSE). The Sniffer Global client application discovers wireless hosts on the network, authenticates with Sniffer Global administrative server to receive role-based

privileges, and requests Location Services information to correlate host IP address with physical location. The Sniffer Global administrative server uses an open API within Cisco MSE to request location information and map, which is then sent to the Sniffer Global client application. Access points, wireless hosts and associations are drawn on the floor map, with additional analysis and drill-down information for context-aware location-based analysis and troubleshooting.

The only network analyzer in the industry with integrated security and integrated location services, NetScout offers a truly enterprise-class, unique solution for problem isolation and network analysis.

Network Assurance for Wireless Application Delivery

Further ensuring the continuity of wireless application delivery, NetScout offers the nGenius Service Assurance Solution, an end-to-end solution that enables always-on network and application performance management. Targeting the foundation technology infrastructure, nGenius provides comprehensive, service-level views into the overall health and performance of the infrastructure and applications supporting wireless service delivery. Using the nGenius intelligent early warning capabilities, IT staff can be alerted to emerging performance problems allowing the prevention and rapid resolution of service delivery degradations or interruptions.

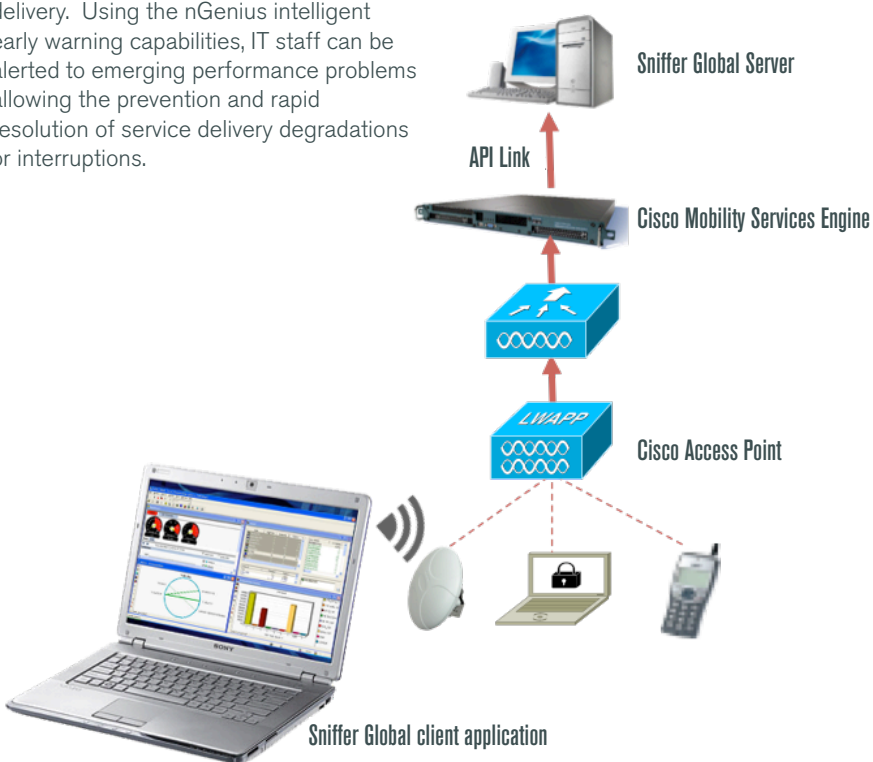
Highlighted capabilities include:

- Extensive network and application performance management
- Highly granular troubleshooting capabilities
- Predictive alarms and event notification
- Voice-over-IP (VoIP) convergence management
- Policy validation and capacity planning

The nGenius Service Assurance Solution accelerates problem resolution and increases operational efficiency, enabling IT organizations to optimize the delivery of services over wired and wireless networks. Providing common management data and views, NetScout solutions support effective collaboration across the IT organization, making it possible to reduce the number of management tools used and to lower the overall cost of IT operations.

Links to more information

- NetScout press release
- Alliance page
- Sniffer Global product page
- Performance Manager product page



Sniffer Global Portable Analyzer in a Cisco Unified Wireless Network



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