

Sniffer Application Intelligence

Application Performance Analysis for Networking Professionals

Overview

The network is the enabling technology for mission-critical business applications. When an application fails, analyzing the massive amount of traffic to isolate, assess, and troubleshoot the issue can be costly and time consuming. NetScout® Sniffer® Intelligence is an application forensic software console that enables network management professionals to quickly determine the root cause of application downtime without trying to recreate the anomaly or waiting for it to reoccur.

Solution Description

Sniffer Intelligence leverages the packets recorded by nGenius® InfiniStream® appliances to automatically identify popular packaged applications and next-generation IP-based services, and provide comprehensive views of critical data. The Sniffer Intelligence console provides intuitive navigation that enables users to easily mix and match multi-dimensional views of individual application traffic flows, server and network response times, TCP efficiencies, degradation, and QoS levels. Flexible filtering enables users to pursue one troubleshooting path and then quickly view data from another perspective. This intuitive troubleshooting approach accelerates root cause identification and resolution. A component of Sniffer Analysis, Sniffer Intelligence is included as a no-charge item with the purchase of nGenius InfiniStream appliances.

The Sniffer Intelligence console is comprised of three main components:

- Panels
- Views
- Sessions Panels

Panels

Panels are the foundation of the Sniffer Intelligence console. Each panel displays specific transaction dimensions or performance measures from the packet flows. Panels are customizable and come in multiple formats. A panel may contain a list of applications discovered on a segment, a multi-dimensional array of clients and servers, or a graph plotted over time.

Views

Multiple panels are combined together to form a view. Views are groupings of individual panels. Out-of-the-box views contain panels grouped into categories such as applications, conversations, or quality of service (QoS). Views are often used as troubleshooting launch points. When a user reports degradation, a contextual view can be created to display that user's activity compared to others in the same part of the network.

Sessions

Sessions contain all of the available panels and views as well as the associated filters, streams and trace files. Sessions can be saved for sharing and extended analysis in the future.

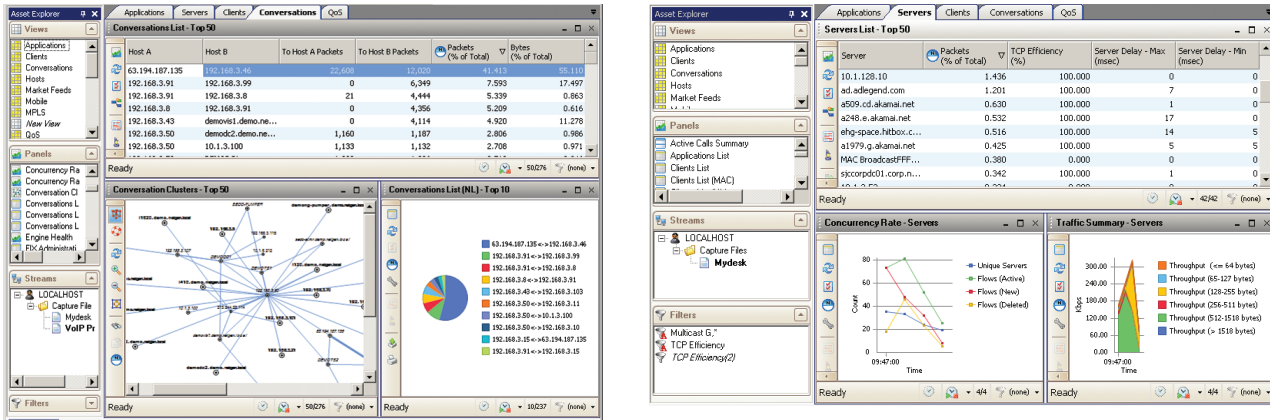


Figure 1: Sniffer Intelligence provides critical application metrics in a flexible format to help networking people troubleshoot complex incidents

Key Features

Application Identification

The automatic recognition of hundreds of applications, protocols and services out of the box, such as SAP R/3, Oracle, FTP, and MS Exchange, provides a clear perspective on what applications and services are running across the network. Custom naming can be used to define and quickly analyze the performance of any custom-developed application. Key transactions can be classified and measured as individual “applications” based on ports and sockets, as well as URLs (uniform resource locators) and patterns.

HyperLock Filtering

Sniffer Intelligence leverages patented HyperLock™ technology to quickly filter and pivot network data. Potential sources of application performance degradation are quickly isolated by sifting through voluminous network traffic. Analysis is available on any application transaction-dimension combination including client, server, application, virtual circuit (VLAN), and time. The resulting high-level view of application traffic, combined with a broad set of pre-packaged metrics, enables efficient troubleshooting while efficiently reducing Mean Time to Resolution (MTTR).

Vital Statistics

Performance anomalies are easily identified using a broad set of pre-packaged measures in panel views to determine if, when, and where to conduct deeper analysis. Combined with HyperLock drill down, these statistics provide the comprehensive view required for rapid problem solving. Individual application performance can be gauged against response times and bandwidth consumption expectations. These statistics can specifically include response times that fall within a predefined threshold. This allows network professionals to see exactly how a new application is affecting, and being affected by, other applications.

Multi-Dimensional Views

Multi-dimensional views allow sub classifications or sub filters combining different dimensions within a given panel. This can be used to quickly see all the client devices that contacted a particular Web server without leaving the server panel.

Filters

An intuitive filter builder provides a rich array of criteria for refining the Sniffer Intelligence console display. This criteria includes addresses, applications, measures, QoS values, and VLAN IDs.

Key Capabilities

Sniffer Intelligence leverages the following capabilities to accelerate problem identification and resolution:

- Automatic identification of popular packaged applications and next-generation IP-based services
- Over one hundred flow-based statistics and metrics including detailed server and network response times, TCP efficiencies, anomalies, and QoS levels
- Recognition of Voice over IP (VoIP) call detail records
- Patented HyperLock multi-dimensional filtering to speed data retrieval and expedite troubleshooting
- Comprehensive yet flexible views of the data
- Industry-leading Sniffer decodes and experts



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