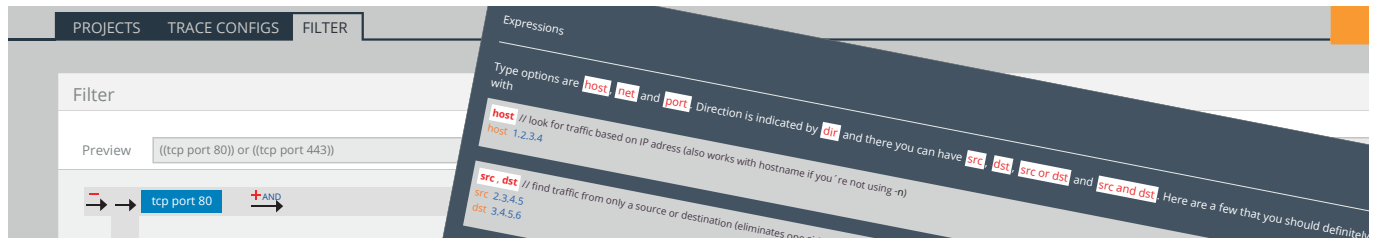


# GeNiEnd2End MultiTrace

## Centralized Multi-Tier packet capture



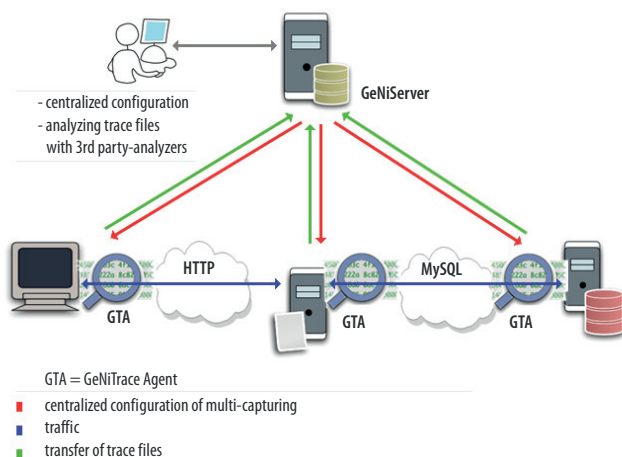
GeNiEnd2End MultiTrace enables with the GeNiTrace agent enterprise-wide web-based packet capturing from client and server side. In case end-users are complaining about Performance issues, the IT professional is now capable to submit the necessary packet capture for troubleshooting on one or multiple systems where a GeNiTrace agent has been installed. Following the packet captures are accessed via the web portal to download them to existing packet analysis tools for detailed analysis

### Troubleshooting Multi-Tier applications

In these modern IP networks one of the most complex problems IT managers face is diagnosing performance incidents across the different IT departments and service providers.

Analyzing the root cause of distributed application issues requires knowledge and diligence.

Is the fault caused by the local network, the outsourced wide area network, the application, the clients, the servers or is it something else impacting the performance?



### GeNiTrace capture agent

With GeNiEnd2End MultiTrace IT professionals are able to troubleshoot performance issues by starting the performance analysis from the end user side.

With the GeNiTrace Agent data is captured across the hops traversing the LAN and WAN between the end user and the application.

### Multi-Segment analysis

The captured data is analyzed by 3rd-party performance analysis tools like Netscout MultiSegment Analysis or ClearSight Analyzer which support merging of those capture files to create a multi-segment analysis session. These tools provide sophisticated multi-hop analysis and let you see how transactions propagate, as they travel through the network. This makes finding bottlenecks or other problems faster and more efficient. Instead of finger-pointing, it helps those responsible to expedite troubleshooting of performance incidents.

### Enterprise-wide web-based packet capturing

With the coordinated multi-tier packet captures controlled centrally via GeNiServer the IT professional is able to capture the data as it travels through IP network and is in the position to isolate and solve performance issues quickly.

So in case a response time issue is suspected, traffic can now be captured at the client and server side or somewhere in the middle at the same time using two or more GeNiTrace Agents. If needed continuous capture capability for analysis of intermittent application problems can be enabled. Via a web browser the IT professional manages centrally the GeNiTrace Agents, defines packet filters and determines the start and record time.

After the packet trace session is finished, the multiple trace files are brought together for further analysis. GeNiEnd2End MultiTrace in combination with a Multi-segment analysis tool provides network-tier visibility and allows isolating of performance incidents in complex IT environments.

### GeNiEnd2End MultiTrace at a glance

- Web-based enterprise-wide packet capturing
- Centralized agent management (configuration, download packet traces, agent update etc) via web portal
- Secure access to web portal via LDAP / Active Directory
- Pcap file format enables easy analysis with 3rd-party analysis tools