



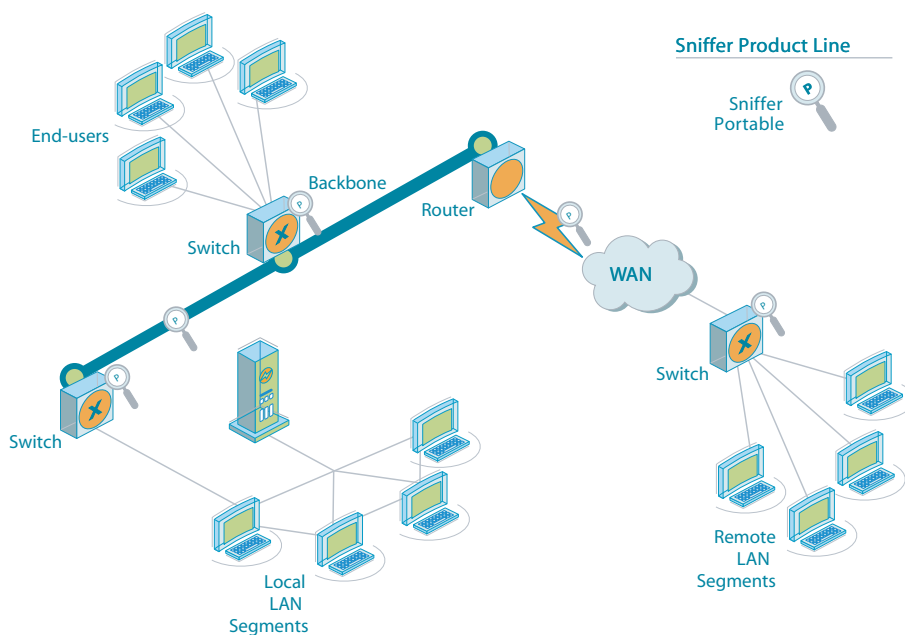
Sniffer Portable

Assuring optimal network performance and security

Product Overview

Sniffer® Portable is a family of network fault and application performance management solutions that enable network professionals to maintain, troubleshoot, fine tune, and expand multiprotocol and multiprotocol networks. You can configure Sniffer Portable software and its associated options to begin tracking all the information entering or leaving your network via the Internet gateway and traveling on internal subnets. It supports virtually all enterprise topologies from Wide Area Networks (WAN) and Asynchronous Transfer Mode (ATM) to Wireless and 10/100/1000 Ethernet backbones.

By incorporating Expert analysis capabilities and advanced protocol decodes, Sniffer Portable can determine, pinpoint, and analyze the toughest performance problems automatically. It monitors and analyzes the widest breadth of active network and application protocols in the industry. This list includes many mission-critical applications such as Oracle database, common email applications, and SAP R/3 over topologies such as Half and Full-Duplex Ethernet, Token Ring, FDDI, WAN T1, HSSI, Packet over SONET, ATM, Gigabit Ethernet, and Wireless LAN 802.11a and 802.11b. Sniffer Portable software runs on desktop, portable, or notebook hardware platforms, and it can utilize advanced, custom hardware components to ensure full line rate capture capabilities.



Sniffer Portable provides unparalleled network visibility solutions.

Key Features and Benefits

Fast Troubleshooting

- Features a complete set of protocol decodes and realtime Expert diagnoses to track and resolve problems quickly
- Supports an intuitive, consistent user interface across topologies to provide quick data capture and analysis

Real-time Traffic Analysis

- Provides a traffic map and matrix of top network conversations
- Displays host tables to immediately identify top-bandwidth users
- Reports information about protocols in use, applications running, and transport processes utilized

Accurate Network Planning

- Monitors and displays network usage over time
- Enables day-to-day utilization tracking to effectively plan for change and growth
- Delivers global statistics reports such as segment traffic, errors, size distribution, and utilization
- Supports alarm reports—details and timeline

Network General™, a privately-held company, is the leading developer and provider of award-winning solutions for network and application performance management. The Network General solutions portfolio consists of a family of integrated hardware and software products that enable the management of complex, high-speed networks covering virtually all wireless and wired network topologies and protocols, and the applications that traverse these networks



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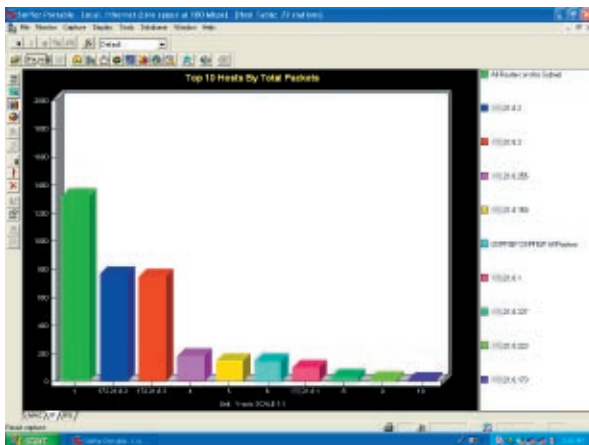
Sniffer Portable LAN

The goal of Sniffer Portable LAN is to keep your LAN running at peak performance levels. The analyzer captures frames, simultaneously building a database of network objects from observed traffic to detect network anomalies. Once Sniffer Portable LAN has isolated, analyzed, and categorized the problem, it alerts you, explains the problem, and recommends corrective action. Sniffer Portable LAN also contains sophisticated Expert analysis capabilities that provide enhanced management automation, more comprehensive problem-solving information, and greater network visibility. The suite includes support for 10/100 (Ethernet Full and Half-Duplex), Gigabit (Ethernet Full and Half-Duplex), Token Ring, FDDI, and wireless 802.11 a/b networks.

You can use Sniffer Portable to analyze client/server environments, with decodes for databases such as Oracle, Sybase and Microsoft SQL Server. With visibility into the protocol layers that establish the client/server communication links, you gain a clear view of the performance relationship between your database application and the network.

Sniffer Portable WAN

Sniffer Portable WAN automatically decodes internetwork bridge/router frame formats and analyzes the LAN protocols encapsulated within WAN transports, helping to optimize WAN bandwidth utilization. It performs real-time monitoring of ATM, Packet over SONET, bridge/router-based leased lines, Frame Relay implementations, and X.25 internetworks to quickly uncover, pinpoint, and resolve problems. Sniffer Portable WAN also troubleshoots legacy systems with SNA, X.25, and other terminal-to-host traffic analysis capabilities.



Provides immediate network problem identification and automatic experience-based correction suggestions.

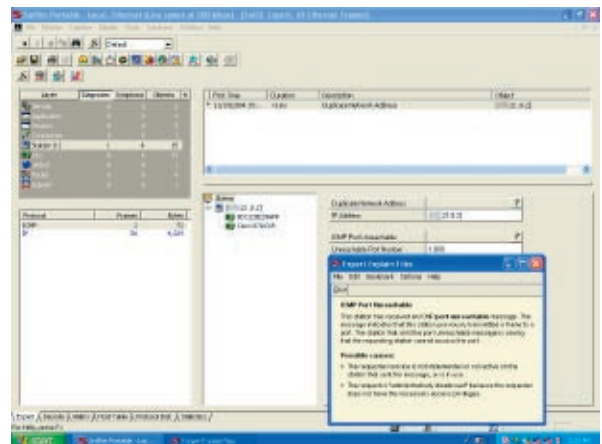
Sniffer Portable WAN includes automatic analysis for faster problem resolution by:

- Locating and labeling internetwork problems automatically (e.g., re-transmissions, duplicate IP addresses, high rate of physical Cyclic Redundancy Check (CRC) errors, WAN overload, and Frame Relay congestion)
- Recommending solutions to potential network problems
- Providing detailed bandwidth utilization statistics
- Providing Expert statistics and protocol analysis at all seven OSI layers in real-time, including: TCP/IP, Frame Relay, ATM, packet over SONET, Novell NetWare5, HTTP, Cisco routing, Microsoft NT, DLSW, HDLC, and Q.931

Sniffer Reporter

Sniffer Reporter provides valuable insight into network performance and is included in all Sniffer Portable products. This application allows you to generate graphical reports based on the data collected by the Sniffer Portable application. From bandwidth usage to potential network degradation, Sniffer Reporter delivers in-depth data to help you plan for future network needs. Available reports for Ethernet and Token Ring include:

- Host table reports (top hosts by traffic, top hosts by protocol)
- Matrix reports (top conversations)
- Protocol distribution reports (top protocols)
- Global statistics reports (segment traffic, segment errors, segment size distribution, segment utilization)
- Alarm reports (alarm details, alarm timeline)



Host Table report identifies top bandwidth users.



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Sniffer Portable Value-Added Software Options

Sniffer Voice Option

Sniffer Voice is a value-added package that integrates with Sniffer Portable. It provides the necessary insight into voice and video converged traffic. It addresses key issues and ensures successful Voice over IP (VoIP) network rollouts without degrading network response times. Working in conjunction with Sniffer Portable, Sniffer Voice generates alarms critical to voice and/or video over IP implementations via analysis of jitter, packet loss, packet sequencing problems, and latency.

Sniffer Portable Value-Added Hardware Options

Snifferbook Ultra

The Snifferbook Ultra provides dedicated, powerful performance capabilities to maximize network management efficiency for enterprise and field service engineers. Ideal for access to high-speed networks, the solution provides 512MB of buffer space and supports full line rate capture. Customers can purchase interface modules for either Gigabit Ethernet or Packet over SONET (PoS) connectivity for use in the Snifferbook Ultra base unit.

Snifferbook

Combined with Sniffer Portable WAN software, Snifferbook provides a portable, easy-to-use tool for testing, viewing, analyzing, and interpreting end-to-end traffic anywhere on the internetwork. It helps you eliminate blind spots and speed up problem identification and resolution. Sniffer Portable WAN analysis software runs complex network analysis on a standard notebook or subnotebook PC.

Snifferbook bridges the gap between WANs and LANs, providing a detailed view of internetwork traffic. Utilizing an Ethernet network interface card (NIC) connection to the PC, Snifferbook supports interchangeable interface modules to connect to T1, E1, or RS/V (V.35, RS-232), or ISDN internetwork links. Advanced hardware supports Bit Error Rate Testing (BERT) to aid in line integrity verification.

High-Speed Serial Interface NIC

The High-Speed Serial Interface (HSSI/T3) for Sniffer Portable WAN is a portable fault and performance card. It helps troubleshoot, maintain, and fine-tune the performance of WANs running across high-speed serial interface transports. Sniffer Portable WAN automatically decodes Frame Relay, proprietary bridge/router frame formats, and SMDS DXI. It also analyzes the LAN protocols encapsulated within these WAN transports, which helps optimize WAN bandwidth utilization and minimize network downtime.

ATMbook

The ATMbook for Sniffer Portable WAN network monitoring and analysis software is one of the first cost-effective ATM OC-12 network analysis solutions on the market. ATMbook captures and filters every cell in real-time at Full-Duplex OC-3/OC-12 speeds. Both channels on the ATMbook can receive cells at up to OC-12 speeds.

The ATMbook utilizes interchangeable interface modules that support OC-3 SMF/MMF, OC-12 SMF/MMF, DS3, E3 and UTP-155MB for access to a wide range of ATM networks.

ATM statistics are presented per channel and include:

- Non-idle cells received per channel
- Idle cells received per channel
- Corrected ATM HEC errors
- Uncorrected ATM HEC errors
- Per cent bandwidth utilization (graph)

World-Class Training, Consulting, and Support

Sniffer University is a comprehensive resource for building and enhancing network professionals' skills in protocol analysis, application analysis and troubleshooting. Sniffer University has trained over 80,000 network professionals worldwide. The Sniffer Certified Professional Program provides your IT organization with industry-recognized accreditation as technical experts in the network management and protocol analysis disciplines.

The Network General Consulting Services group is dedicated to ensuring that policy becomes practice. Our consultants leverage their extensive experience in fault isolation, performance management, and protocol and application analysis. They assist clients during all network growth stages from planning, design, and product deployment, through ongoing management and emergency response. They combine their expertise and an objective perspective to identify, prioritize, and resolve each client's individual performance and availability issues.

The Network General Customer Support Services group offers essential product knowledge and rapid, reliable technical solutions. Over 70 percent of our technical staff holds industry certifications and/or technical degrees and five-plus years of experience in the IT industry. The Support team of responsive, highly skilled support technicians delivers detailed technical assistance in managing the success of critical projects – with a range of service levels to meet the needs of the customer. Customer support is your key to maximizing processing uptime, revenue generation, and customer satisfaction.



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Specifications and System Requirements

Pentium 400MHz or higher CPU

Min. 128MB RAM (256MB recommended)

Min. 125MB free disk space

CD-ROM drive

Min. 800x600 VGA monitor

Operating system support for all platforms and topologies:
Windows NT 4.0 (SP 6a), Windows 2000 (SP 2)

Additional operating system support for laptop platforms:

Microsoft Windows XP (SP 1) is also supported for PCMCIA
cardbus adapters in these environments only

Sniffer Reporter

Install with Sniffer Portable version 4.7 or higher.

Sniffer Voice

Install with Sniffer Portable version 4.7 or higher.

Hardware Options Specifications

Snifferbook

Size: 2 inches (4.7cm), 12.2 inches (30.5cm), 10.1 inches
(25.7cm)

Weight: 4lbs. (1.8kg)

Power supply (AC adapter)

Input: 100-240 VAC, 0.7A, 50/60Hz

Output: 19 VDC, 4.0A

Interfaces available: ISDN BRI, T1, E1, RS/V

Snifferbook Ultra

Interfaces available: OC-3c/OC-12c SMF/MMF, GBIC

512MB (256MB/channel) capture buffer

AMD K6 processor

ATMbook

Interfaces available: DS3, E3, UTP 155 Mbps, OC-3 MMF and
SMF, OC-12 MMF and SMF

Input/output: Utilizes SC Connectors

Onboard capture buffer: 64MB (32MB per channel)

Wireless NICs

Support for 802.11a includes:

- Proxim Harmony Cardbus

Support for 802.11b includes:

- Symbol Technologies Spectrum24 Model 4121
- Cisco Systems Aironet 340/350

All of these adapters can only run in promiscuous or end-station
mode at any given time.

Network General
178 E. Tasman Drive
San Jose, CA 95134
800.SNIFFER (800.764.3337)
www.networkgeneral.com

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