Network Physics NetSensory Insights: Troubleshoot Your Network

PRODUCT

WHAT IS CAUSING POOR APPLICATION PERFORMANCE? IS IT THE NETWORK? THE SERVER? THE APPLICATION? A ROGUE APPLICATION OR USER HOGGING ALL THE BANDWIDTH? HOW CAN I QUICKLY TELL THE DIFFERENCE? WITH NETSENSORY INSIGHTS, YOU CAN GET THE ANSWERS AS FAST AS YOU CAN MOVE YOUR MOUSE. QUESTIONS. ANSWERS. NOW.

Where's the Problem? Who's Affected? How Important Is It?

NetSensory Troubleshooting Insights help you quickly track down the cause of application response time problems: server, application, network, ISP, route, or other causes. And since NetSensory presents performance, utilization, and other metrics in the context of Business Groups-server clusters, data centers, user communities, and other business entities-you always know who's affected and therefore how critical the problem is.

The Troubleshooting Insights included with the NetSensory Enterprise Architecture Version 5.0 are:

Bandwidth Hogs—find high-bandwidth activity on the network and identify the applications, servers, and users involved.

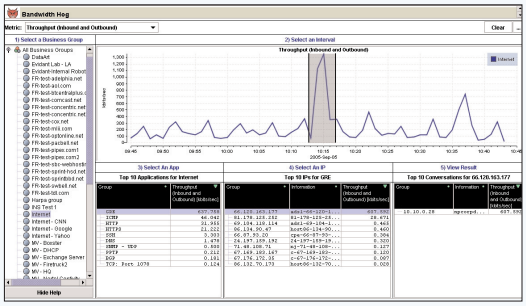
High Network Latency—find Business Groups experiencing high network latency and identify the applications, users, and server affected.

High Packet Loss—find Business Groups experiencing high packet loss and identify the applications, users, and server affected.

Slow Servers—find servers with high Server Response Time and identify the applications and users affected.

In all of these Insights, you may start with a specific Business Group, or investigate the top N Business Group ranked by any metric. In addition, each Insight is available in two versions: one that first identifies the applications involved and then the users affected, and one that first identifies the users affected and then show the applications involved.

NETSENSORY INSIGHTS



NetSensory Insights are workflow windows that package the appropriate parts of the extensive set of NetSensory tools—charts, tables, topology maps, and the like—into easy-to-use, step-by-step templates that encapsulate the best practices for common network tasks.

- > Audit, baseline, troubleshoot, secure, and optimize your application delivery infrastructure.
- > Get answers as fast as you can click your mouse
- > Free up high-level engineers for important initiatives
- > Vastly increase IT productivity
- > Easy integration with alerts for faster NOC response
- > Customized Insights available from Network Physics Professional Services and authorized resellers and integrators

"I can see why you named them "Insights", because I was able to get the quickest insight into a performance problem I have ever had in my entire career of over 20 years working with networks."

Network Architect, Major Midwest Insurance Company

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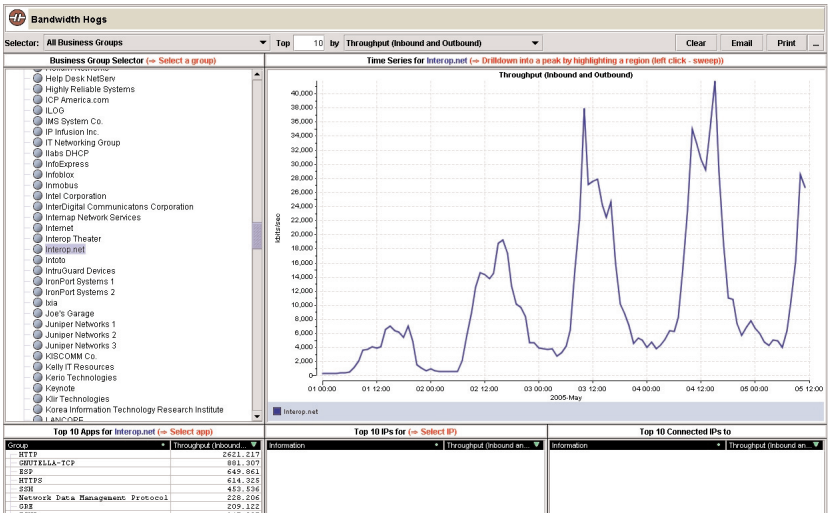
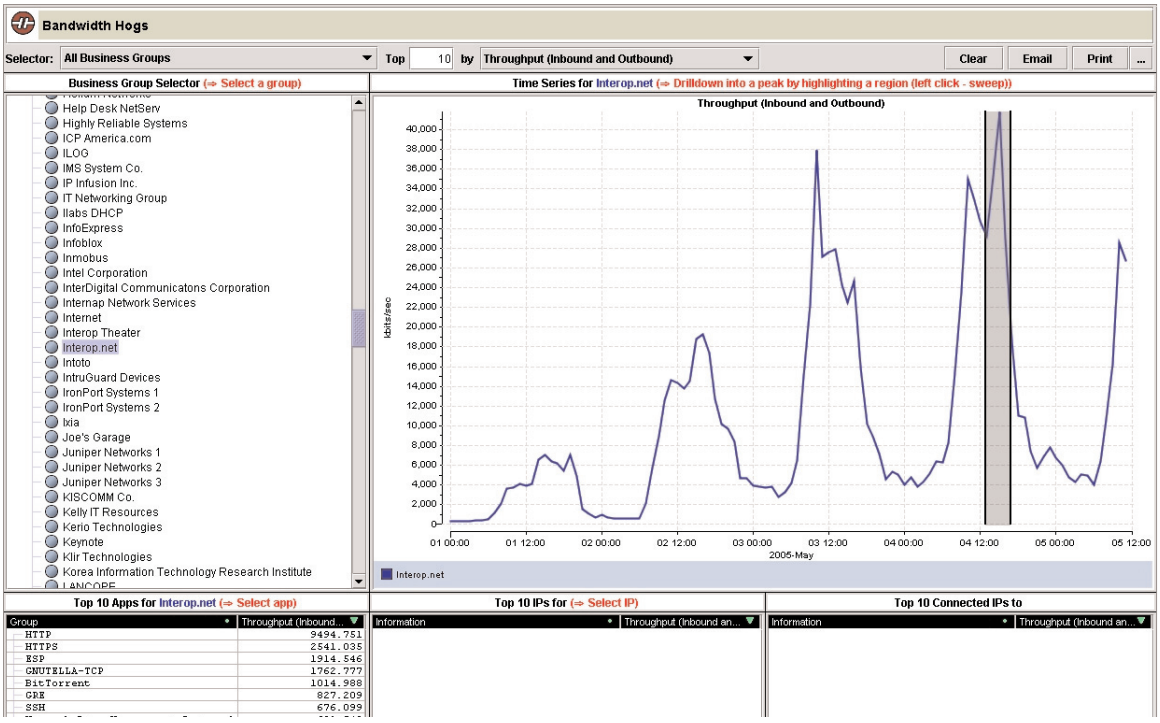
Example: The Bandwidth Hog Insight

The Bandwidth Hog Insight displays a time series of the total throughput for a chosen Business Group and the top N applications involved. Here we're looking at data from the Interop trade show in Las Vegas (May 2005), and we've selected the Interop.net Business Group- the whole internal network to which every exhibitor is connected. You can see the peak in network activity each day around noon.



Note that among the top 10 applications for the duration of the Interop show is the peer-to-peer file-sharing application Gnutella. Let's zero in on the biggest spike and identify which users are responsible. We can can left-click and sweep across the spike to narrow the time range, then select Gnutella to get the top 10 users of that application, and click on the top user (who's accounting for almost two-third of the Gnutella usage!) to find out who he's connected to.



We can see that this user is either downloading from or serving files to computers all over the world. As it happens, this computer belongs to one of the NOC volunteers helping to keep the Interop network up and running, and since the Interop network had more than enough bandwidth to spare, this is not a problem. In a corporate network, such a situation would be handled very differently! And easily, too, because this Insight includes a linked Insight that can be called up by double-clicking on a Member IP. It runs three different utilities on the IP, including NBTStat, which would show us who the user is.

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