

Sniffer Portable:

Fast Troubleshooting

- > Obtain visibility into business-critical applications to understand how they interact with network resources to maximize application performance
- > Features a complete set of protocol decodes and real-time 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

Sniffer Portable

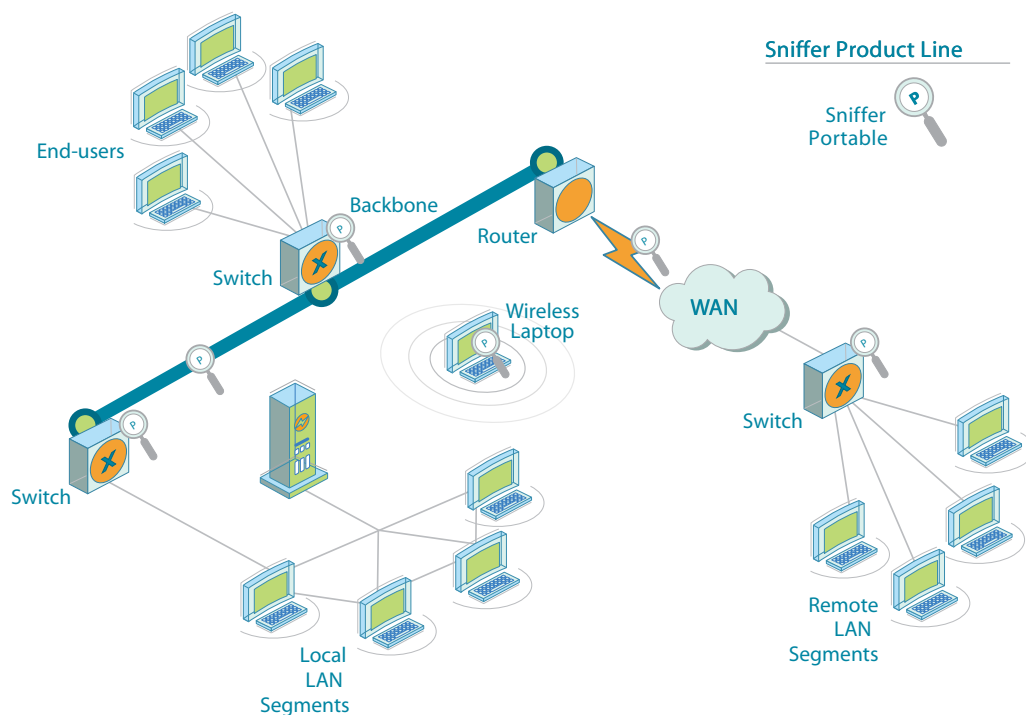
PRODUCT OVERVIEW

Sniffer® Portable is part of a family of network fault and application performance management solutions that enable network professionals to maintain, troubleshoot, fine tune, and expand multitopology and multiprotocol networks. This fault and performance management mobile solution is ideally suited for a wide range of usage scenarios that are complementary to Sniffer Distributed and Sniffer InfiniStream network management deployments. 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. Sniffer Portable supports wireless and 10/100/1000 Ethernet networks.

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 an Oracle database, common email applications, and SAP R/3 over topologies such as 10/100/1000 Ethernet, and Wireless LAN 802.11a/b/g. Sniffer Portable software runs on desktop, portable, or notebook hardware platforms.

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



Sniffer Portable provides unparalleled network and application visibility solutions.



Sniffer Portable

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.

Sniffer Portable LAN enables you to manage network applications and deployments on wireless LAN 802.11 networks. Features such as Expert Analysis allow you to quickly pinpoint wireless network problems and security breaches by identifying rogue mobile users or access points. Automatic channel surfing provides a quick overview of traffic and hosts on any of the possible channels, enabling you to identify all wireless traffic in the wireless environment. Also, using a single laptop, you could simultaneously perform network analysis on the wired and wireless side of the network. By tracking all wireless behavior and displaying all known information, Sniffer Portable LAN can quickly solve problems in your wireless network and assure it is performing efficiently.

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 REPORTER

Sniffer Reporter provides valuable insight into network and application 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 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, and segment utilization)
- Alarm reports (alarm details, alarm timeline)

SNIFFER PORTABLE VALUE-ADDED SOFTWARE OPTIONS

SNIFFER VOICE OPTION

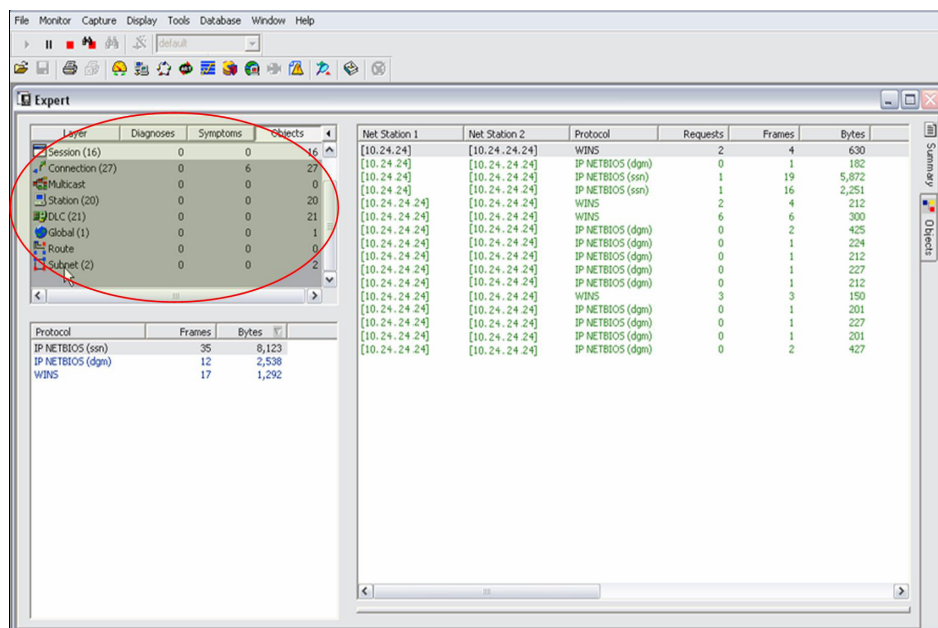
Sniffer Voice is an optional product that integrates with Sniffer Portable to provide necessary insights into voice traffic in order to facilitate smooth Voice over IP (VoIP) rollouts. It ensures that you continue to experience high-quality voice service following rollout. Sniffer Voice is capable of analyzing all aspects of streaming audio and video. To ensure that you can troubleshoot installations of the latest voice technology, Sniffer Voice delivers the latest versions of VoIP protocol decodes. This option leverages Network General's Expert System to automatically detect and help resolve key problems on VoIP networks—jitter, packet loss, packet sequencing, call setup time, high-call rate, too many incomplete calls, and latency, in order to drive down Mean-Time-to-Resolution of VoIP issues.

SNIFFER MOBILE OPTION

Sniffer Mobile is a value added product that integrates with Sniffer Portable in order to enable mobile wireless carriers to test, deploy, and operate the wired/core side of mobile wireless data networks. Sniffer Mobile is a mobile wireless network management solution that provides protocol analysis and reporting tools for the wired/core side of wireless data networks. Using Sniffer Mobile, you can resolve issues related to subscriber registration, network latency, dropped packets, and application response time in order to be confident that you are offering high-quality reliable data and voice services, such as mobile multimedia applications and greater call capacity.

APPLICATION INTELLIGENCE OPTION

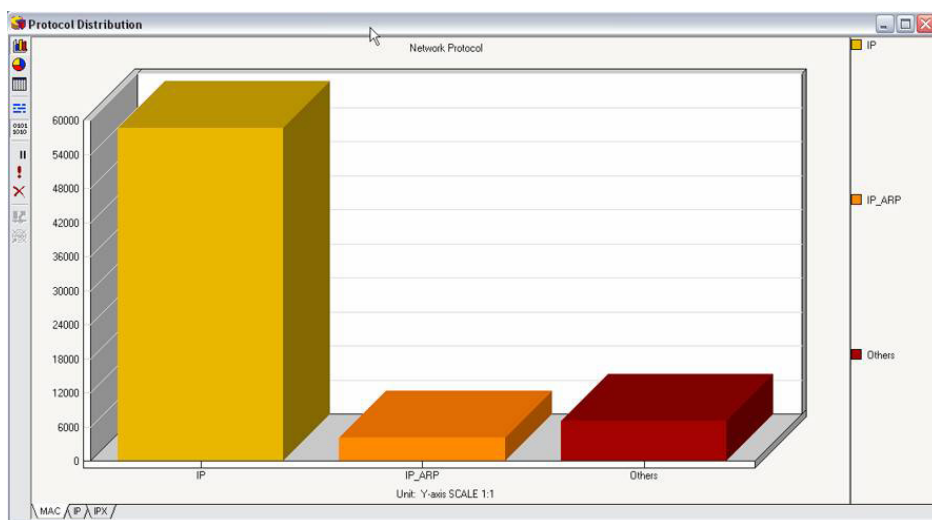
Application Intelligence is a multi-layered enterprise application that is available as an option with Sniffer Portable. The Application Intelligence, application monitoring solution, provides visibility into organization's business-critical applications, helping understand how they interact with network resources, thereby maximizing the performance of both. Application Intelligence monitors



Experts and protocol decodes improve troubleshooting of IT environments by facilitating problem isolation and resolution.



Sniffer Portable



Easy to use short-term reporting that provides visibility into vital application and network statistics.

"out of the box" applications such as SAP, PeopleSoft and Oracle, as well as in-house created custom applications. It alerts network and application management personnel when there is an issue, to speed problem identification and resolution.

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 100,000 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.

SPECIFICATIONS AND SYSTEM REQUIREMENTS

- Pentium IV 2GHz or higher
Pentium M 1.6GHz or higher
- Min. 512MB RAM
- Min. 200MB or more free disk space
- CD-ROM drive
- Min. 800x600 VGA monitor
- Operating system support for all platforms and topologies: Windows 2000 (SP 4), Windows XP Professional (SP 2)*
- Browser:
MS IE 6.0 SP1 or SP2 or IE 7.0

SNIFFER REPORTER

Install with Sniffer Portable version 4.8 or higher.

SUPPORTED WIRELESS NICs

802.11A/B/G SUPPORT

Atheros AR5004X Chipset cards. Certified on:

- Netgear WG511U Double 108Mbps PC Card
- DLink AG DWL-AG6600 802.11a/b/g

Atheros AR5002X Chipset cards. Certified on:

- Cisco Aironet 802.11a/b/g CardBus Wireless LAN Adapter (CB21)

Atheros AR5001X Chipset cards. Certified on:

- Proxim ORiNOCO® 11a/b/g ComboCard world 484x-WD
- Cisco Aironet 350 Wireless LAN Client Adapter

802.11A SUPPORT

- Proxim Harmony Cardbus

802.11B SUPPORT

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

ABOUT NETWORK GENERAL

Network General™ is a leading provider of IT management solutions designed to integrate and simplify IT management and troubleshooting across IT domains, and assuring the delivery of IT services. The Network General portfolio consists of innovative software solutions and intelligent appliances that monitor and manage all elements of the IT infrastructure including network devices, applications, and servers, while simultaneously delivering a correlated view of the health of the business service - a solution unique in the market. Network General's solutions provide IT professionals with an end-to-end correlated view of the performance and availability of critical business services and the underlying network infrastructure.

