



InfiniStream Network Management

Product Overview

Your corporate data is business critical. This critical information traverses high-speed Gigabit Ethernet and Fast Ethernet links. Interruptions to this data flow can impair operations. What would happen if your order operations group could not place orders at the end of the quarter? What if your sales group could not access vital customer data? InfiniStream™ Network Management overcomes the limitations that exist with conventional means of troubleshooting higher-speed traffic in order to minimize the effect on your business.

Conventional tools fall short in their ability to retain all of the relevant data you need to solve a problem. They are subject to frequent buffer rollovers due to the high speed of the information you are trying to capture. In addition, the quantity of data quickly overwhelms storage capabilities. To combat these limitations, existing solutions need to create filters and triggers that will gather just the packets you need. Unfortunately, this approach is subject to error, since you may not get all of the data you need to solve the problem even on the second or third attempt.

By combining high-performance data capture, large capacity storage, historical statistics, and best-in-class decodes and Expert analysis, the InfiniStream Network Management solution can isolate, pinpoint, and analyze the toughest network problems. It monitors and analyzes the widest breadth of active network and application protocols in the industry. Mission-critical applications, such as Microsoft® Exchange, Oracle database, and SAP R/3, are easily examined, and detected problems are quickly resolved.



InfiniStream Network Management appliances are available in two models—i1610 and i410.

Key Features and Benefits

Continuous Long-Term Capture

- Efficiently resolves intermittent problems
- Reduces the need for complex pre-capture filtering
- Supports full-duplex Gigabit Ethernet and 10/100 Ethernet line-rate capture
- Includes industry-leading 4TB storage

High-Performance, Large Storage Capacity

- Captures *all* the data for a complete packet-level traffic history
- Flexible filtering to focus on problem timeframes, stations, and protocols

Network General Decodes and Expert Analysis

- Best-in-class decodes provide in-depth understanding of all major protocols
- Automatic identification and fast problem resolution with Expert analysis

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



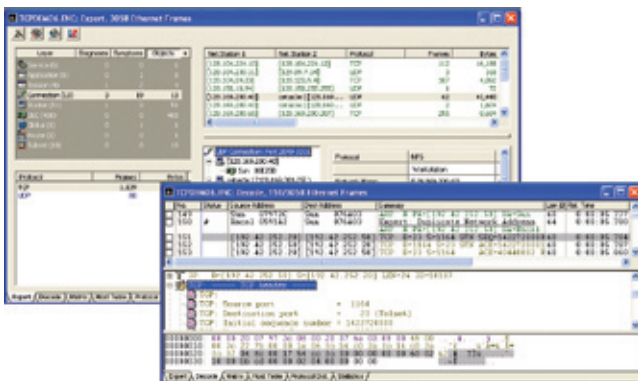
Historical Statistics

When you are trying to diagnose a problem, it is often difficult to know where to start. The statistics available in the InfiniStream Network Management solution provide a variety of information that can help you quickly identify network anomalies. Each statistical element is expressed in terms of packet and byte counts, bandwidth, and packet size. Information for general network statistics is available, so you can easily identify the top or bottom performers. Graphical views provide a quick way to locate sudden spikes in usage or recognize trends.

Network General Protocol Decodes and Expert Analysis

In-depth decodes are an important part of maintaining the health of your network. Decodes give you visibility into the specifics of your network and application traffic. InfiniStream Network Management leverages more than seventeen years of the Network General expertise by providing the richest set of protocol decodes in the industry. This gives you complete visibility into applications, such as Microsoft Exchange, Oracle database transactions, and other mission-critical traffic. You'll have the details you need to quickly resolve a problem no matter where it occurs.

Because the software is capable of "seeing" into all seven layers of the OSI model, it can identify bottlenecks and protocol violations—even problems such as slow server response times and misconfigured routers. The analysis results are displayed in the familiar three-pane window display of Summary, Detail, and Hex. A special frame-slicing option provides a quick Expert analysis of layers one through three for a faster view of potential problems.



Full decode and Expert analysis functionalities are available with InfiniStream Network Management.

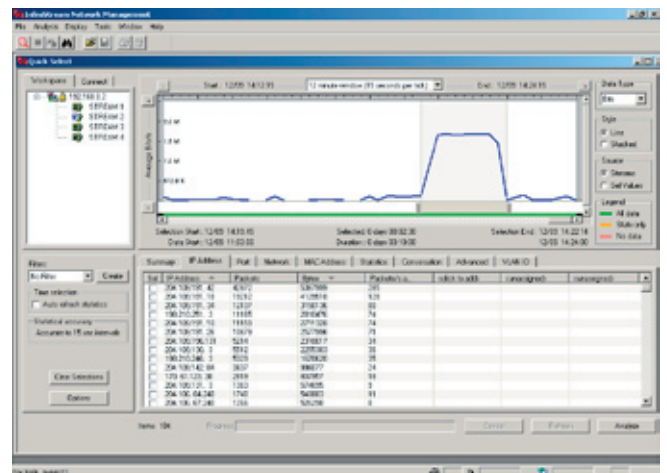
High-Performance, Large Storage Capacity

The InfiniStream Network Management solution incorporates a stream-to-disk technology that efficiently captures and stores all the data packets on the instrumented network, offering a complete traffic history. InfiniStream Network Management software can be used in full-duplex or SPAN port environments for deployment in critical locations. Full-duplex, two-way data capture is especially important in complex network architectures, and half-duplex SPAN port connectivity gives you the option of flexibility. With the choice of Gigabit Ethernet or 10/100 Ethernet interfaces, the InfiniStream appliance can support your most commonly encountered troubleshooting needs.

Today's networks have the potential to generate large quantities of traffic. That's why large storage capacity is important. Increased storage capacity allows you to examine traffic patterns that may span numerous days. Now you can view and access data that would normally be impossible to analyze. There is no need to struggle with complex triggering to try and capture an elusive problem. You'll have all the data you need the first time around. And multiple IT personnel can mine the stored data simultaneously for faster problem resolution.

Flexible Data Mining

Collecting large quantities of data is not useful if you cannot access it easily. You need actionable information, not a myriad of bits and bytes. The InfiniStream Network Management data-capture and mining capabilities provide an easy-to-use system that gets you to the information rapidly. This intelligent mining process saves you time by quickly creating a windowed display that contains a visual representation of the data flow. A slider bar enables immediate selection of data in a specific timeframe, while "zoom-in" and "zoom-out" features add transmission clarity. Statistics for the selected timeframe are available to rapidly spot unusual conditions. A simple click of a button launches the familiar functionality for access to decodes and Expert analysis in the selected timeframe.



Flexible data mining quickly identifies problem areas that need further investigation.



Voice over IP Option

The voice option is a value-added package that integrates with InfiniStream Network Management to provide additional insights into voice and video over IP converged traffic. Voice over IP (VoIP) Experts automatically detect and help resolve key problems seen on VoIP networks—jitter, packet loss, packet-sequencing errors, and latency. These VoIP Experts and call-tracking capabilities, along with the traditional Expert system, help ensure successful VoIP network rollouts while maintaining toll-quality voice and high-quality data for all users.

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.

InfiniStream Appliance Specifications

4U i1610 Platform

- Weight: 110 lbs.
- Width: 17 inches (43.2 centimeters), 19 inches (48.3 centimeters) with rack-mount brackets
- Depth: 28 inches (71.1 centimeters)
- Height: 7 inches (17.8 centimeters)
- Storage: 4TB
 - RAID 5—default configuration
 - RAID 0—optional
- Topology support: dual Gigabit Ethernet SX
- Four 10/100 Ethernet interfaces, or a hybrid with 2 ports Gigabit and 2 ports 10/100 Ethernet
- Power consumption: 460 watts (max), 400 watts (typical)
- Three redundant modular power supplies
- Operating Voltage: 100V to 240V, 60-50Hz AC (auto-sensing power supply)
- DVD/CD-RW drive

2U i410 Platform

- Weight: 55 lbs.
- Width: 17 inches (43.2 centimeters), 19 inches (48.3 centimeters) with rack-mount brackets
- Depth: 28 inches (71.1 centimeters)
- Height: 3.5 inches (8.9 centimeters)
- Storage: 1TB
 - RAID 0—default configuration
 - RAID 5—optional
- Topology support: four 10/100 Ethernet interfaces
- Power consumption: 460 watts (max), 400 watts (typical)
- Operating voltage: 90V to 264V, 63-47Hz AC (auto-sensing power supply)
- DVD/CD-RW drive



Data Mining

- Five simultaneous connections during capture on the i1610
- Three simultaneous connections during capture on the i410
- Time, IP address, and statistics mining filters

Environmental Specifications

- Operating Temperature: +5°C to +35°C
- Storage Temperature: -25°C to +60°C
- Storage Humidity: 10% to 90% (non-condensing)
- Operating Humidity: 20% to 80% (non-condensing)
- Storage Altitude: 0m to 3,000m
- Operating Altitude: 0m to 3,000m

Console System Requirements

Operating System

- Microsoft Windows® 2000 Professional with Service Pack 4 and the latest security updates
- or
- Microsoft Windows XP Professional Edition with Service Pack 1 and the latest security updates

CPU

- Intel 1.2GHz Pentium 4 or higher
- Intel 1.2GHz Celeron or higher
- AMD Athlon running at 1.2GHz or higher

RAM

- 1GB RAM minimum system memory (2GB+ recommended)

Storage

- 1GB or more of free hard disk space
- CD-ROM Drive

Monitor

- VGA color monitor with 1024x768 resolution

Adapter Card

- Network adapter card

Browser

- Microsoft Internet Explorer Version 6.0 with Service Pack 1 or later and other security updates

InfiniStream Capture Engine Regulatory Information

The InfiniStream Capture Engine hardware platform is in compliance with the applicable standards listed below.

- FCC Part 15 Class A/Industry Canada ICES-003 Class A
- VCCI Class A
- AS/NZS 3548 Class A
- CE Compliance
 - EN 55022:1998 (Emissions)
 - Radiated Emissions
 - AC Conducted Emissions Voltage
 - Telecom Line Conducted Emissions Voltage
 - EN 61000-3-2:95 AC Mains Harmonics
 - EN 61000-3-3:94 AC Mains Flicker
 - EN 55024:1998 (Immunity)
 - EN 61000-4-2:95 ESD
 - EN 61000-4-3:96 Radiated Immunity
 - EN 61000-4-4:95 EFT /B Immunity
 - EN 61000-4-5:95 Surge
 - EN 61000-4-6:96 Conducted Immunity
 - EN 61000-4-11 Voltage Interrupts/Dips AC
- Safety
 - UL 60950, 3rd Edition, Revised 05/02; Information Technology Equipment
 - CSA C22.2 No. 60950-00; Information Technology Equipment
 - EN 60950 01/00; Information Technology Equipment
 - IEC 60950, 2nd and 3rd Editions (1999); Information Technology Equipment

FCC Warning

The following warning is required by FCC regulations for all Class A digital devices or peripherals. **WARNING:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of the equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

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