



Sniffer s4000 Hardware Platform

Assuring Optimal Network Performance and Security

Product Overview

Managing today's widespread and diverse enterprise networks has never been more challenging. As an IT professional, you need to ensure that your network, and the applications it supports, delivers the availability, security, and reliability that your business requires. Sniffer® Distributed software helps you meet these challenges by providing a fault and performance management solution that you can deploy across your entire enterprise. It delivers unparalleled network monitoring, protocol decodes, and Expert analysis capabilities to all key segments, LAN, WAN, and ATM, throughout your network.

The foundation of the Sniffer Distributed solution is its underlying instrumentation. The Sniffer Technology s4000 series, the workhorse of the family, is a flexible, powerful platform that is easy to implement, access, and maintain.



The Sniffer Technology s4000 series offers support for all major network topologies.

Features and Benefits

- **Support for all major topologies**
- **Modular, flexible functionality**
- **All the features and benefits of Sniffer Distributed software**
- **Compatible with the nPO Solution**

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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Key Features and Benefits

Support for All Major Topologies

The Sniffer Technology s4000 series is available in a variety of models supporting all major network topologies. You can leverage the knowledge of Sniffer Distributed software functionality across the entire family:

- LAN—Ethernet, Gigabit Ethernet, Token Ring, and FDDI
- WAN—EIA-232, T1/E1, V.35, X.21, RS-530, RS-449, ISDN PRI, DS3, and HSSI
- ATM—DS1, DS3/E3, OC-3c, and OC-12c

Modular, Flexible Functionality

The Sniffer Distributed software functionality available on the s4000 series appliances provides the unsurpassed monitoring and troubleshooting you need to maintain optimum network performance. Sniffer Distributed software can be purchased in two different software configurations: Sniffer Distributed Expert, which provides fault management and network performance monitoring; and Sniffer Distributed RMON+, which delivers monitoring capabilities.

All the Features and Benefits of Sniffer Distributed Software

As part of the Sniffer Distributed family of products, Sniffer Technology's s4000 series supports the same software capabilities that allow you to monitor, validate, and evaluate your entire network infrastructure operations, from troubleshooting and baselining, to realtime and historical analysis. Sniffer Technology s4000 series also supports the add-on functionality of Sniffer Voice, Sniffer Mobile, and Appera™ Application Manager.

Sniffer Voice

Sniffer Voice allows you to achieve higher-quality voice services by analyzing VoIP call setup configurations. In fact, Sniffer Voice enhances the quality of converged networks at every level and optimizes the management of voice, video, and data over a single network. It contains key protocol decodes and Expert systems for maintaining in-service packet voice networks.

Sniffer Mobile

Providing a window into the mobile wireless production network, Sniffer Mobile supports Cellular/PCS networks and multiple network topologies (LAN, WAN, and ATM). By employing Sniffer Mobile, you can be confident you are offering high-quality, reliable data and voice services, such as mobile multi-media applications and greater call capacity, which are key to maintaining your competitive edge.

Appera

Appera Application Manager is a software add-on to Sniffer Distributed which provides visibility into your organization's business-critical applications. It can monitor out-of-the-box applications such as SAP, PeopleSoft, and Oracle as well as in-house-created custom applications. The Appera solution enhances application troubleshooting by providing a higher-level view of application usage and performance that can be used to narrow the range of focus for troubleshooting at the packet level. It enables Network and Application personnel to quickly determine which applications, servers, and VLANs are affected by issues and when the problems occurred.

Appera is supported on s4000 10/100 Ethernet appliances with Sniffer Distributed 4.5 software.

Compatible with the Network Performance Orchestrator Solution

The Sniffer Distributed s4000 solutions are compatible with the Network Performance Orchestrator™ (nPO™) solution, a comprehensive product suite that allows you to leverage the data collected by the Sniffer Distributed family of products to better manage and secure your network. The nPO solution delivers a high return on investment by allowing network professionals to reduce operating expenses, as well as defer and/or reduce capital expenditures. It also helps to reduce the average time required to resolve network faults and identify abnormal network activity that can indicate security or performance issues.



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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.

Appliance Specifications

Platform:

- Custom 2U rack-mount chassis
- Weight: 28.5lbs. (13.0kg)
- CPU—Pentium 4, 2.0GHz
- RAM—1GB, expandable to 2GB
- CPU Cache—512K L2
- Hard Disk Space—80GB
- Peripherals—1.44MB floppy; CD-ROM drive

Dimensions:

- Width: 16.7 inches (42.5 centimeters)—18.7 inches (47.3 centimeters) with rack-mount brackets
- Depth: 21.75 inches (55 centimeters)
- Height: 3.35 inches (8.5 centimeters)

Interfaces/Topologies:

- LAN—10/100MB Ethernet, Gigabit Ethernet (SX/LX/TX), Token Ring, and FDDI
- WAN—EIA-232 (RS-232), T1/E1 (channelized and unchannelized), V.35, and X.21 (V.10/V.11), RS-530, RS-449 (RS-422/RS-423), ISDN PRI, DS3 (unchannelized), and HSSI
- ATM—DS1 (unchannelized), DS3/E3 (unchannelized), OC-3c SM, MM (STM-1), OC-12c SM, MM (STM-4)

Operating Input Voltage Range:

- AC: 100V to 240V 60-50Hz AC (auto-sensing power supply)

Power Consumption:

- 300 watts

Environmental Specs:

- Operating Temperature: +0°C to +40°C
- Storage Temperature: -40°C to +70°C
- Storage Humidity: 20% to 93% (noncondensing)
- Operating Humidity: 20% to 80% (noncondensing)
- Storage Altitude: 0ft to 15,000ft
- Operating Altitude: 0ft to 10,000ft

Safety:

- UL 60950 and cUL, UL 60950 Third Edition
- EN 60950
- CE: EN 60950 (Amendment 4)

EMC Compliance:

- EN 50081-1 including: EN 55022, CSPR22 Class A limits, FCC Part 15 Class A limits, VCCI Class A, Austel Class A ("c" Tick Mark for Australia)
- EN 55024 including: EN 61000-3-2 and EN 61000-3-3

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