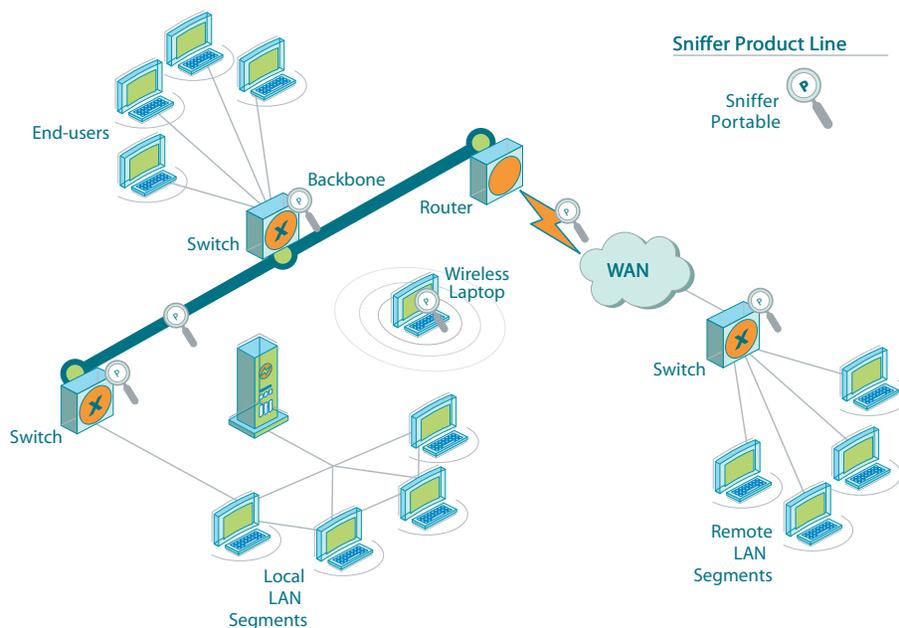# Sniffer Portable
Assuring optimal network performance and security

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 multitopology 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, WAN, Packet over SONET, ATM, Gigabit Ethernet, and Wireless LAN 802.11a/b/g. 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

- Provides realtime decodes to quickly resolve network and application issues

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

NETWORK GENERAL™

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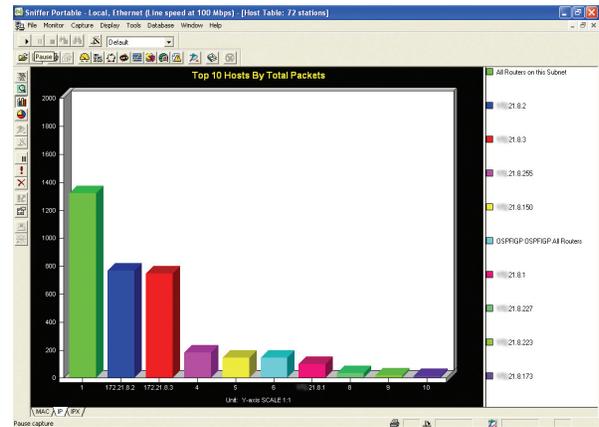
Sniffer Portable LAN

The goal of Sniffer Portable LAN is to keep your wired and wireless LAN running at peak performance levels. The suite includes support for 10/100 Ethernet (full and half-duplex), Gigabit Ethernet (full and half-duplex), Token Ring, and wireless 802.11a/b/g networks. 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 traffic, it alerts you, explains the problem, and recommends corrective action.

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 LAN also contains sophisticated Expert analysis capabilities that provide enhanced management automation, more comprehensive problem-solving information, and greater network visibility.

Support for 802.11 a/b/g standards enables you to manage network and application deployments on wireless networks. Features, such as Expert Analysis specific to the wireless environment, 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 system. Also, using a single laptop, you can simultaneously perform 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 your wireless network is performing efficiently.

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.

Host Table report identifies top bandwidth users.

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 over-load, 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)

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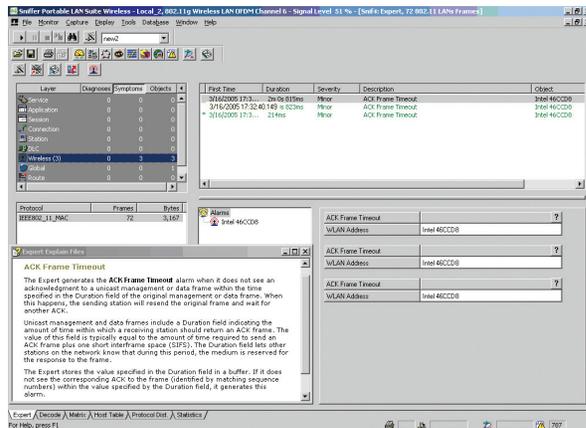
Provides immediate network problem identification and automatic experience-based correction suggestions.

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. Providing a window into 2.5G/3G mobile wireless production networks, it supports cellular/PCS networks and multiple network topologies (LAN, WAN and ATM). Using Sniffer Mobile, you can resolve issues related to subscriber registration, network latency, dropped packets, and application response times and be confident that you are offering reliable, high-quality data and voice services, such as mobile multimedia applications and greater call capacity, which are key to maintaining your competitive edge.

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.

ATMbook

The ATMbook for Sniffer Portable WAN network monitoring and analysis software is one of the first cost-effective ATM network analysis solutions on the market. 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
- Idle cells received
- Corrected ATM HEC errors
- Uncorrected ATM HEC errors
- Per cent bandwidth utilization (graph)

NETWORK GENERAL

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.

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 4),

Windows XP Professional (SP 2)*

*Snifferbook Ultra, Snifferbook, and ATMbook only support Windows NT (SP6a) and Windows 2000 (SP4).

Sniffer Reporter

Install with Sniffer Portable version 4.8 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
- Entersys RoamAbout
- Cisco Systems Aironet 340/350

Support for 802.11a/b/g includes:

- Any network interface card which supports the Atheros AR5001X+ and AR5002X chipset. (You can find a list of supported cards by accessing the Atheros website)

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