

Performance Guard™

See IT the way your users do!

ADVANTAGES

- Auto-discovers network routes from any client to any server
- Presents delay data from each network segments used by all end-users
- Monitors, maps and analyzes all network paths from the end-user perspective
- Displays in either image or table format using measurements, colors and line widths
- Real-time data on a continuous basis across the entire network
- Extremely easy to set up and use

FEATURES

- Rapid identification of response time and latency issues in the network
- Provides true view of end-user experience - the most important service metric
- Delivers information for proactive management of critical business applications
- Increases IT staff and user productivity
- Decreases cost of IT maintenance and help-desk support
- Browser interface
- Predicts the offices that are most likely to encounter response time problems when the users request services from any given server

Network analysis Module - Quickly identify server, network and application bottlenecks by tracing all routes in a network from the end-user perspective.

The majority of IT problem alerts come from end-users complaining to the service desk about performance problems—not from monitoring network or application performance. Most of the time spent on solving these technical issues is simply locating the actual root cause of the problem. Proactive network management, enabled by the Performance Guard™ Network Analysis Module, empowers IT departments to practically manage end-user quality of service and strategically manage the IT function to make a positive impact on business performance from a cost and productivity point of view.

Network and IT staff spend an extraordinary amount of time identifying response time and latency issues in their networks - time that could be better spent fixing performance bottlenecks before they become critical to end-users. What IT administrators need is a way to proactively monitor and manage their network in a way that helps anticipate and resolve problems before they become evident by the end-users. What they need is the Performance Guard™ Network Analysis Module from CapaSystems.

The Network Analysis Module is layered on top of Performance Guard™ - a standard, off-the-shelf solution that provides the ability to monitor end-user quality of service by delivering consistent, accurate measurement of application performance from the end-user perspective in real time. The Network Analysis Module takes Performance Guard™ capabilities to the next level by performing trace route measurements from any client to any server in the network, immediately identifying response time and latency issues that may exist in the network, firewall or router.

With this valuable data, network and IT staff are able to alter network routes and applications to ensure optimum performance for all end-users.

This enables companies to resolve missioncritical system performance issues quickly, increase IT staff and user productivity, and reduce expenses in infrastructure and human resources.



How it works

Trace route is the ability to determine which way a network packet travels through the network in order to reach a specific destination. While the Performance Guard™ Network Analysis Module is detecting the route, it also records the latency between the different routers that the packet meets during its way through the network. This unique trace route functionality auto-discovers and maps an entire network route, including every component along the way. Each route is repeatedly tested and displayed to identify performance bottlenecks in the network, server and applications. The Network Analysis Module also delivers the following active measurements from all the users:

- ICMP/Ping finds server bottlenecks
- HTTP/Ping finds browser-based application bottlenecks

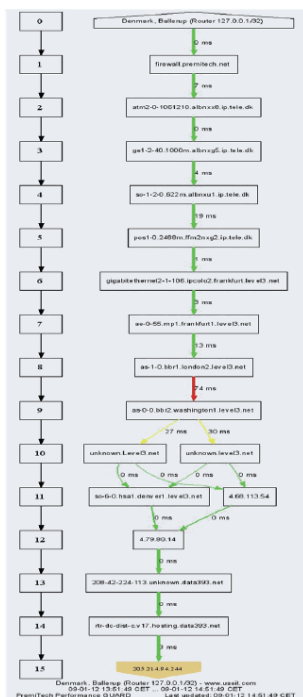
Installation & Set-up

Trace route functionality is available upon activating the Performance Guard Network Analysis Module. No additional installation is required. Once enabled, the Network Analysis Module set-up is simple:

1. Name the trace route
2. Define the end-point
3. Attach to a predefined agent configuration

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- The format for showing the display:
 - “image” will show the network layout and delay for each line segment
 - “table” will list the numbers only for quick reference

Trace route displays

When an “image” display format is selected, a graphical representation of the selected trace route measurements, including firewalls, routers and delays on each network segment, are shown on the map. The image reveals the percentage of trace route requests that followed each specific path to reach the destination. It also informs the administrator of how many milliseconds it took an average packet to travel from its source to its destination. Codes, colors and line-width enable fast and easy identification of response time and latency issues.

Trace route measurements are captured in just a few minutes. The Performance Guard™ server distributes trace route requests to the agents at predefined intervals so that neither the network nor the end-user PCs will be over-loaded by these requests.

Trace route	Network	Average Round Trip Time	Destination reached	Graph
MPS	Malaysia 1	917 ms.	100 %	Graph
MPS	Singapore 2	712 ms	100 %	Graph
MPS	Hong Kong	614 ms	100 %	Graph
MPS	China	508 ms	100 %	Graph
MPS	Brunei 1	332 ms	86 %	Graph
MPS	Singapore 1	308 ms	100 %	Graph
MPS	Brunei 2	287 ms	100 %	Graph
MPS	Kowtoon	122 ms	100 %	Graph

The “table” format gives a numerical overview of the delay on each network segment. Again, color codes ensure quick overview of response time and latency issues. From this table, IT staff can select a time-view graph showing all the delay measurements in a given interval on any given network segment. This highlights the offices that are most likely to encounter response time problems due to network delay.

With user-friendly drop-down menus, the following criteria are selected for displaying trace routes:

- Trace route start-point (a local end-user office)
- Trace route end-point (a predefined server)
- The interval of time in which to display results
- from the trace route measurements

About CapaSystems

CapaSystems A/S is dedicated to increase client efficiency, productivity and profitability by providing expertise and cuttingedge standard software to leverage the potential of IT system performance. This dedication has lead to a Microsoft Gold Certified partnershp since 2004.

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