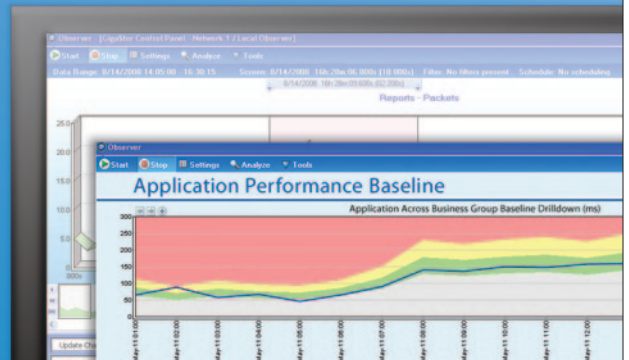


# OBSERVER® 14

## New Features Guide

- Auto-Baseline Performance
- Solution-Centric Workflows
- Application Transaction Analysis
  - NetFlow Scalability
- ORS Reporting and Performance
  - User Experience
- Unified Communications
- GigaStor™ NetFlow Agent
- Microburst Analysis
- Full ATM Support

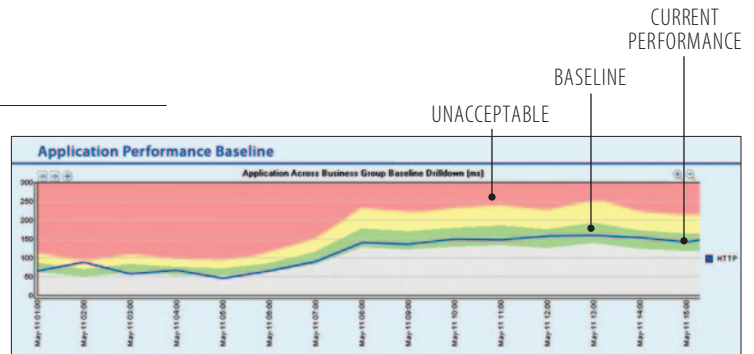


Observer® 14 provides significantly enhanced application analysis, strengthens proactive troubleshooting, and adds to our top-end reporting server for a more comprehensive, streamlined approach to problem resolution. As network and application performance management grows increasingly complex, you can count on Observer's robust new feature set to meet your expanding needs.

## Auto-Baseline Performance

Easily determine how your network and applications are performing and quickly drill down to review and resolve any network, application, or server problem.

Observer 14 automatically establishes baselines for all performance and time-based metrics including response time, MOS, and network utilization. Based upon retained data, Observer calculates the baseline defining normal performance as well as deviations indicating degraded and unacceptable performance. Compare performance by time of day, day of week, or day of month. For example, compare application performance of every Wednesday for the last six weeks, or the 15th of every month for the last four months.



View baselines on all performance metrics

### Auto-Baseline Benefits

- Baseline all performance and time-based metrics
- Quickly assess and identify degraded performance
- Immediately shift to root-cause analysis and isolate problems
- Compare similar time periods and understand long-term trends

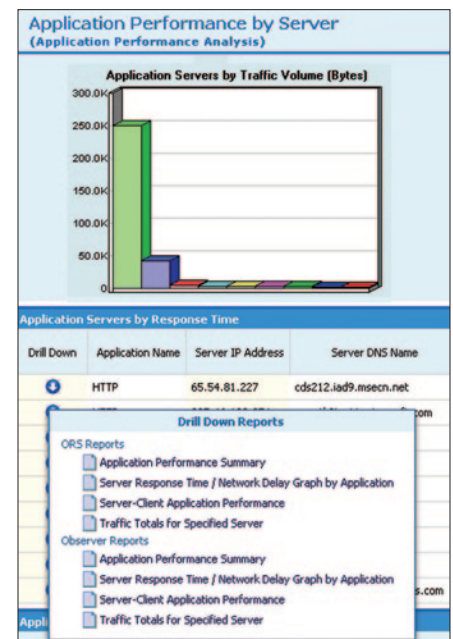
Available with Observer Suite and Observer Reporting Server (ORS).

## Solution-Centric Workflows

Solution-centered, user-defined workflows offer a new approach to investigate and resolve performance problems. Currently, the network team's investigation is typically a single path determined by the analysis tool. ORS offers choices with each report allowing the network engineer to define the investigation course. The network team is able to view relevant reports and data in a logical order determined by the users, their specific problem, and their environment.

This approach saves troubleshooting time allowing you to address and resolve the problem directly rather than sifting through useless data and reports.

Available with Observer Suite and ORS.



Custom design and save common investigation paths

## Application Transaction Analysis

Sometimes response time is not enough to accurately troubleshoot performance problems. Observer provides in-depth application performance metrics unparalleled in the industry. Application Transaction Analysis provides application-specific details for diagnosing issues unique to individual business protocols.

With Observer 14, all application protocols now provide greater error and transaction details. In addition, greater support and analysis of Citrix, DHCP, LDAP, and VoIP (H.323/225, H.323/245, H.323/RAS, Megaco H.248, SCCP (Cisco Skinny), and SIP) have been added.

### Benefits of Application Transaction Analysis

- Track performance beyond response time
- Investigate application-specific errors for accurate problem diagnosis
- Gain in-depth metrics on common applications: Citrix, e-mail, financial, network management, Oracle, SQL, UC/VoIP, web, and more

Server #	Count	Response Time Average (ms)	Response Time Max (ms)	Request Packets	Request Bytes
Nil ftp server/21 (FTP control)	18	2.253	11.739	38	2690
Requests	18				
CWD = Change Working Directory	2	1.679	1.832	4	264
NLST = Name List	1	0.667	0.667	3	152
PASS = Password	1	4.955	4.955	2	129
PORT = Data Port	7	1.532	4.151	7	581
RETR = Retrieve	6	3.323	11.739	20	1386
USER = User Name	1	0.905	0.905	2	138
Responses	5				
150 = File status okay: about to open data connection	5				
200 = Command okay	7				
220 = Service ready for new user	1				
226 = Closing data connection	5				
230 = User logged in, proceed	1				
250 = Requested file action okay, completed	2				

Obtain unmatched application details

Available with Observer Expert, Observer Suite, and ORS.



## NetFlow Scalability

For organizations using NetFlow to achieve cost-effective, enterprise-wide visibility, use Observer to collect and analyze flow data in large environments. Collect and aggregate a virtually unlimited number of NetFlow devices into a single Observer console for reporting and analysis.

Use Network Instruments® Advanced Expert Probe as a NetFlow collector to tap into flows from hundreds of devices simultaneously. Monitor high-level performance metrics, including real-time statistics like Top Talkers, bandwidth usage, and long-term network trends.

Available with Observer Suite and ORS.



## ORS Reporting and Performance

Observer Reporting Server has been completely re-engineered to simplify report creation and boost performance.

### Enhanced Reporting

Create performance reports faster within ORS. New streamlined reporting makes report setup easy, and new report types provide more options for viewing and analyzing performance. For example, new threshold-based reports display color-graded views of application response times making it easy to identify periods of acceptable and poor performance.

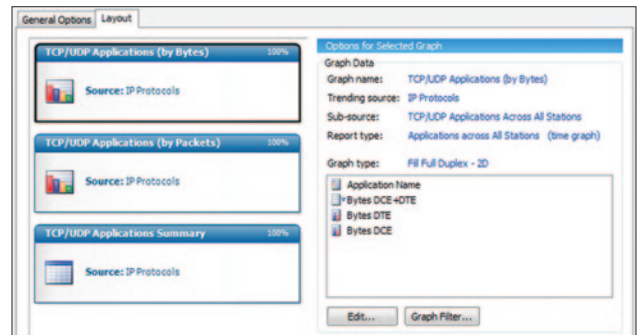
### Enterprise-Optimized Performance

There have been several under-the-hood changes to increase ORS performance including:

- Processing power boost: structures for storing and accessing data have been optimized for enterprise networks
- 64-bit migration: all ORS reporting and analysis uses the power of 64-bit computing

The result? A powerful reporting and monitoring engine that processes data two to four times faster.

The enhanced reporting interface and performance is available in ORS. New graphs and reports are found in Observer Expert, Observer Suite, and ORS.



Quickly create relevant performance reports



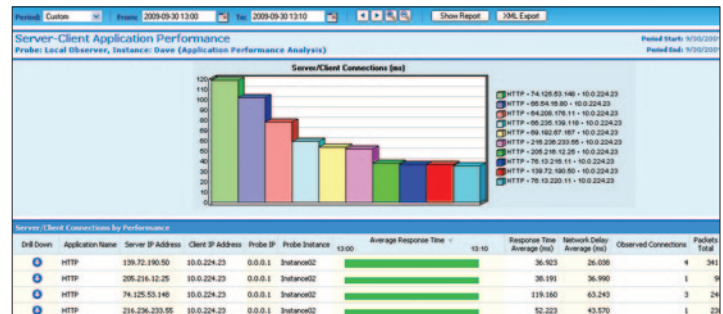
## User Experience

Understanding end-user experience is critical to improving overall performance. Analyzers may report performance is acceptable, while users report that they are experiencing problems with applications. The difference is network perspective.

### User-Perspective Report Benefits:

- Gain greater end-user detail with key response metrics
- Track total response time by user stations
- Monitor individual server/network propagation delay by user stations
- Troubleshoot VoIP problems at the network edge

Metrics can be tracked with Observer Suite and ORS.



Track conversations and performance by user station



## Unified Communications

Companies continue to depend on Observer to monitor and optimize VoIP and unified communications (UC). Observer 14 offers several new features making troubleshooting VoIP/UC issues even easier.

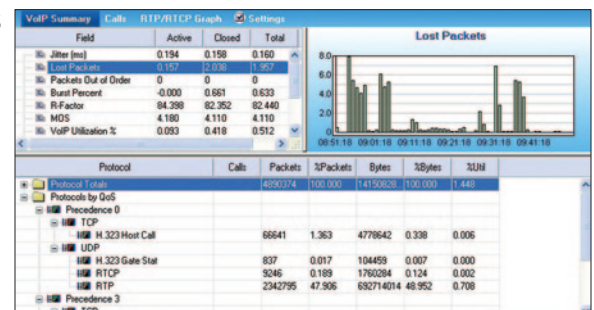
### Monitor SRTP Traffic

Most analysis tools are blind to Secure RTP traffic and unable to accurately monitor or diagnose SRTP issues. Observer can now show call quality metrics on SRTP without impacting the security of the traffic.

### Aggregate Trace Files

Often different VoIP components like call setup and RTP streams are captured from separate areas of the network, making the analysis of these conversations difficult. Observer 14 can now aggregate multiple trace files for more accurate and efficient problem resolution.

Available with Observer Expert, Observer Suite, ORS, and GigaStor.



Comprehensive and intuitive VoIP analysis



## GigaStor NetFlow Agent

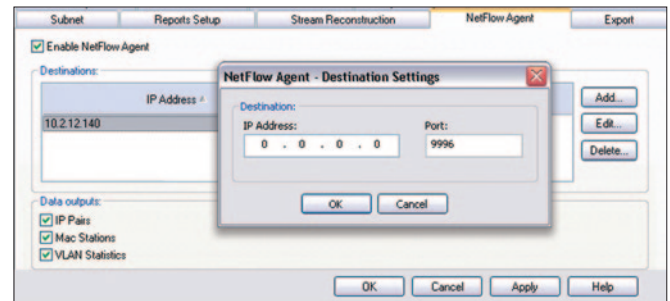
Although leveraging NetFlow is popular for performance management, most NetFlow agents are limited to routed traffic. Use GigaStor to produce NetFlow data about any device in any environment, including servers and non-NetFlow capable routers and switches.

GigaStor captures and converts packets into NetFlow data flows, pushing them to reporting applications. This capability is especially valuable for Network Behavior Anomaly Detection (NBAD) and compliance monitoring devices.

### GigaStor NetFlow Agent Benefits:

- Produce NetFlow from any network device
- Track non-NetFlow capable routers and switches
- Expand visibility of NetFlow-dependent NBAD and compliance applications
- Push flow data to multiple reporting applications simultaneously

*The NetFlow Agent is a GigaStor feature.*



Produce NetFlow from any device

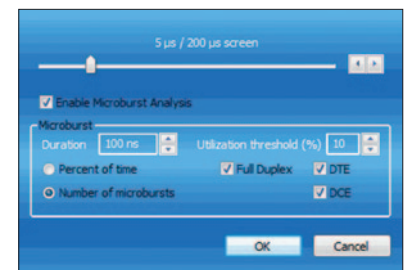


## Microburst Analysis

Microburst analysis is ideal for transaction-heavy organizations such as financial services, where it is critical to track microburst-caused delays at the nanosecond level.

Use Observer's microburst reporting and analysis to define the duration and utilization threshold of microbursts down to the nanosecond. New analysis options provide greater flexibility for investigating microburst interference. Track the percent or number of microbursts occurring over specified time intervals.

*Available with GigaStor.*



Define microbursts down to the nanosecond



## Full ATM Support

For large organizations, Observer provides full decode and analysis of Asynchronous Transfer Mode (ATM) over OC-3c and OC-12c. Observer offers 40 ATM-specific experts. In addition, Network Instruments now provides OC-3c and OC-12c hardware probes that support ATM.

*ATM support is available with Observer Expert, Observer Suite, and ORS. Network Instruments also offers OC-3c/12c appliances supporting ATM.*

Alias	WAN Address	Total	DCE	Rate (/sec)	Bytes	Bytes /sec	DTE	Rate (/sec)	Max Kbits/s	Avg Kbits/s	Latent Kbits/s	Pkts	Pkts (%)	Under CR	Pkts	Pkts (%)	Line Util (%)	Max Line Util (%)
VP4-0 VCI=100 (DCE)		157393	635	2596	1.046	30147	6270	15563	0	0	0	0	0	0	0	0	5.93%	20.1%
VP4-0 VCI=100 (DTE)		88621	357	13566	54501	1467	436	800	0	0	0	0	0	0	0	0	0.292%	0.980%
VP4-0 VCI=100 (DTE)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.000%	0.000%
VP4-0 VCI=16 (DTE)		156	0	18457	74	2	0.6	0.6	0	0	0	0	0	0	0	0	0.000%	0.001%
VP4-0 VCI=5 (DTE)		53	0.2	2809	11	0	0.09	0.09	0	0	0	0	0	0	0	0	0.000%	0
VP4-0 VCI=5 (DCE)		53	0.2	2809	11	0	0.09	0.09	0	0	0	0	0	0	0	0	0.000%	0

Manage and troubleshoot ATM traffic

### About Network Instruments

Network Instruments, a leading provider of performance management and troubleshooting for fifteen years, helps organizations ensure the delivery of business-critical applications. The company's platform of management and reporting products provides comprehensive visibility into networks and applications to optimize performance, speed troubleshooting, and assist long-term capacity planning. Network Instruments achieved profitability in its first quarter and posted double-digit growth every year since its founding – without any external funding. Network Instruments is headquartered in Minneapolis with sales offices worldwide and distributors in over 50 countries. For more information, please visit [www.networkinstruments.com](http://www.networkinstruments.com).

### Solution Bundles

Contact a Network Instruments representative or dealer to ask about product bundles that cover all of your network management needs.



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