

Network Troubleshooting - Problem Identification in Minutes



iTrinegy AppQoS running on an industry standard 1U rack-mount server supports multi-segment real-time application response and network performance monitoring

What is iTrinegy AppQoS (Quality of Service) for?

iTrinegy AppQoS is a web-based IT infrastructure management solution that enables you to:

- Check the actual quality of IT based business services delivered
- Measure actual (rather than simulated) application response times
- Receive notifications when performance degrades below defined thresholds
- Ensure Service Level Agreements (SLAs) are met

Measure Performance, Not Just Availability

There is a common misconception that 100% availability of IT components means 100% performance. The reality can be somewhat different. It is possible to have all elements of your IT infrastructure up and running and yet still have end-users complaining about unacceptably slow response times.

In addition to ensuring the availability of IT components, support teams need to know how quickly IT based business services are being delivered to the users and just how good the quality of the delivered service really is.

iTrinegy AppQoS addresses this need by monitoring the response times of IT based Business Services and issuing alerts when performance falls below defined thresholds.

When end-users complain that an application is performing badly you can use iTrinegy AppQoS to determine:

- Whether it is a network or server issue.
- Whether it really is performing badly / worse than normal.
- Who is effected (single or multiple users).
- Where in the network the problem exists.
- Whether other applications or traffic types are responsible
- Is the other traffic relevant or undesirable?
- What is running over the network?
- What other requests are being issued to the server.

With iTrinegy AppQoS you can drill-down to quickly find out:

- How much delay is there on the PC side of the network
- How much delay is there on the server side of the network
- How much delay comes from the application

How does iTrinegy AppQoS benefit my business?

If your users are experiencing slow response times their productivity will be reduced and their frustrations increased. More worryingly, if these are users of your online services they may simply go elsewhere and you would lose business.

By measuring actual user response times iTrinegy AppQoS can easily tell you when there are problems with the quality of service. When performance has degraded below acceptable levels alerts are sent so that the support team(s) can identify and rectify the problem before it becomes an issue with endusers.

As a result, you will be able to ensure greater availability and performance of your key business services, and thus deliver quality service to your business.

How does iTrinegy AppQoS work?

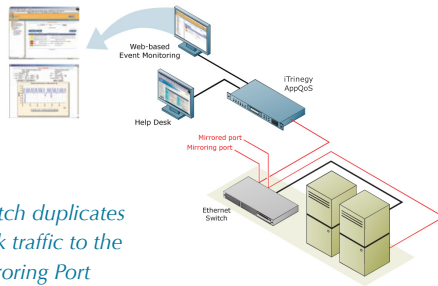
iTrinegy AppQoS connects to any network segment (10/ 100/1000) of interest by mirroring (spanning) or tapping standard Ethernet port connections. Once plugged in, iTrinegy AppQoS non-intrusively monitors the traffic passing it, including requests and responses to business applications.

The analysed data is viewed using integrated reports and graphs. See diagram overleaf.

iTrinegy AppQoS will also enable you to collect data from multiple network areas simultaneously by simply plugging additional detectors into the required network segments. In addition, iTrinegy AppQoS has enterprise connectors allowing integration with major helpdesk, frameworks and network management systems including Heat, Remedy, Tivoli, OpenView and Unicenter.

How much configuration is required?

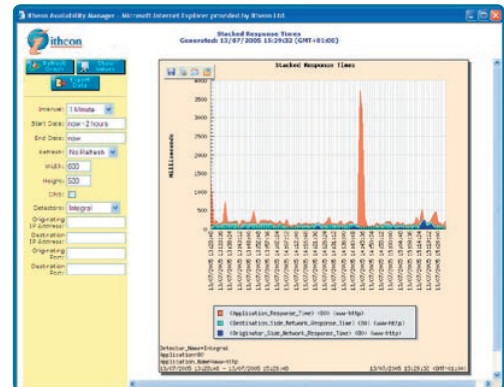
None, simply connect iTrinegy AppQoS into any network segment as described and, with no configuration, you will have concise, organized and easy-to-understand views of key network activity data within minutes of connecting iTrinegy AppQoS.



The switch duplicates network traffic to the Mirroring Port

- Server (Application Response Time)
- Client Network Response Time (Originator Side Network Response Time)
- Server Side Network Response Time (Destination Network Response Time) in this case for application 80 (http).

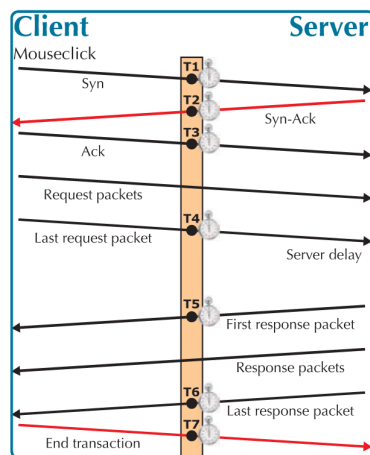
The graph tells us at a glance whether the application response time is poor and if so where the problem lies (network or server/application).



AppQoS delivers Windows networking data in clear tabular and graphical reports

How does iTrinegy AppQoS measure response time?

iTrinegy AppQoS sees the transaction request being made to the application and the response from the application back to the requestor. By time-stamping each packet iTrinegy AppQoS knows the response time experienced. It then records a variety of timing points within a single transaction to provide detailed information about network and server delay and other invaluable management and diagnostic information.



AppQoS delivers Windows networking data in clear tabular and graphical reports

Do I have to pre-define what Traffic Flows I'm interested in?

No, Itheon AppQoS will catch all traffic flows for you; your only decision is which to display.

The graph below, produced with just 1 click, shows the Application Response time broken down into:

Application-Specific Monitoring

iTrinegy AppQoS offers an enhanced range of specific application focused monitoring capabilities for VoIP, Windows Networking and file serving/web(http) including:

- Windows Networking Monitoring: logon times, file access times, who is accessing what, slowest files/shares, most accessed files, etc...
- VoIP Monitoring including tracking from and to numbers, addresses, voice call progress, call quality, jitter, etc...
- Http (Web) Monitoring including page and graphic accesses, object access times, sub-pages, object(s) accessed from main page, reasons for failure (e.g. page not found), pages obtained from cache, who is accessing what etc...



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