

PacketTrap IT

Capture the state of your network

PacketTrap IT offers additional modules that enhance functionality.

NETWORK TRAFFIC MONITORING

Capture network traffic for any device on the network – Netflow®, sFlow®, J-Flow are supported and PacketTrap's own ptFlow technology is used to collect data on devices that do not support these standards.

VOIP MONITORING

Monitor, alert, and report on the network's capacity to provide acceptable VoIP call quality. Seamlessly integrate with network management capabilities, providing combined voice and data network visibility, actionable intelligence and control over VoIP. Cisco devices only.

WIRELESS MONITORING

Centralize the management of distributed wireless networks with configuration in Smart Policies and monitoring in Dashboards. Understand how well the wireless network is performing and detect rogue users. Enhanced visibility for Cisco devices, view key performance data for any wireless device.

PacketTrap IT is a comprehensive and affordable network management and application monitoring solution. It solves the problems associated with bandwidth, network and application performance, and connectivity that are often constant, time-consuming issues for IT departments.

KEY BENEFITS



EASY TO INSTALL AND DEPLOY

Install and configure in 15 minutes. All devices on the network are discovered and assigned to a Smart Policy, reducing configuration time. Automatically enable and configure SNMP for all your network devices.



REDUCE DOWNTIME

Identify problems faster with continual performance monitoring. Auto remediation takes steps to restore services when a failure occurs, such as restarting applications and windows services, or rebooting servers. Go Live monitoring identifies performance issues in seconds and reduce mean time to repair.



REDUCE FALSE ALERTS

By analyzing collected data and identifying changes in network behavior, a baseline is established for expected activity for a device and network. Once irregular behavior is detected, qualified alerts are created. Critical alerts can be escalated until the issue is resolved and suppress alerts for scheduled network maintenance.



HELP DESK INTEGRATION

Ensuring complete logging of any network issues, PacketTrap integrates with our Help Desk Authority™ solution. If issues are detected, a ticket can automatically be generated with details and direct links to affected devices. Any auto remediation actions are also logged, allowing IT staff to quickly begin more in-depth troubleshooting.

DETAILS

MONITOR

- Proactively monitor devices with SNMP Traps
- Windows, SQL and Exchange Servers
- Routers, Switches, Firewalls
- Wireless Access Points
- Cisco VoIP devices

PERFORMANCE BASELINE

- Identify normal increases and decreases in network utilization
- Eliminate false alerts based on normal activity
- Reduce manual configuration time
- Reduce mean time to repair

ALERT

- Qualified alerts across all networked devices
- Alerts can be created based on SNMP Traps
- Configure alerts for stopped services, CPU, RAM, disk space
- Configure alerts for traffic load, VoIP jitter, signal strength
- Automatically escalate unresolved issues

REMIEDIATE

- Automatically restart services, applications or reboot computers
- Send syslog commands to network devices
- Restart virtual machines

CONFIG BACKUP

- Backup config file changes from network devices
- View and compare historical config backups
- Detect changes in config backups and receive alerts

REPORT

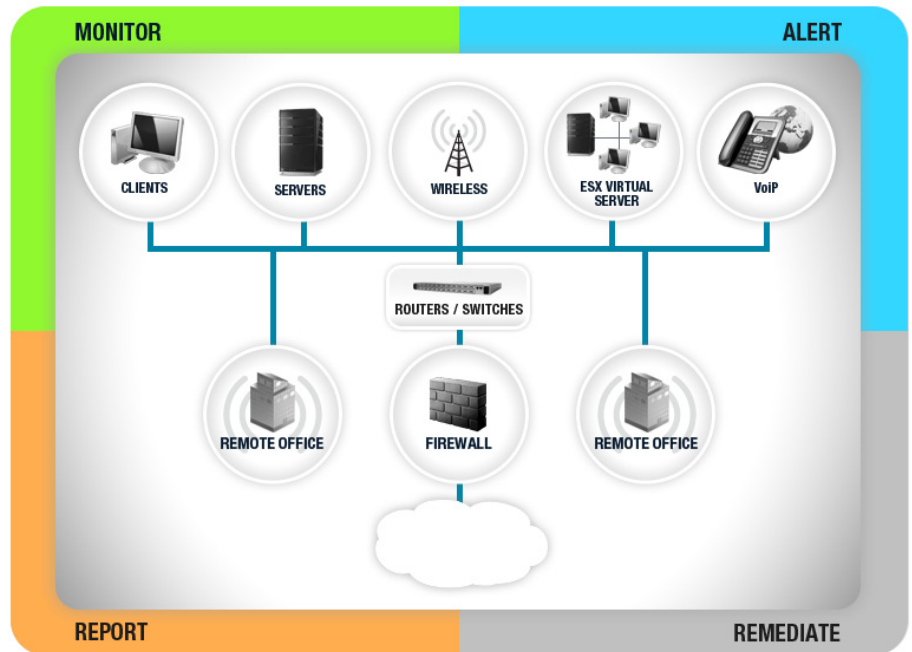
- Generate reports for all collected network data
- All reports can be printed, emailed and saved
- Define time periods and change chart types with one click
- Schedule automatic reports

PLAN

- Use automatically updated network maps for an overview of the network and granular metrics
- Discover network devices that cause chokepoints
- Pinpoint holes in wireless network coverage

Gartner estimates that the average cost of downtime for corporations to be as much as \$42,000 per hour.

Organizations grow, networks become more complex; it becomes more difficult to identify potential problems and fix them quickly. Technologies like wireless networking and virtualization have added diversity to the devices being managed on networks. The addition of remote and home offices adds to the complexity and difficulty of managing the network and devices. PacketTrap offers a solution that can address all of these issues, prevent loss of productivity and ease the strain on network support while providing the most insight and control over your network.



LICENSING

PacketTrap IT and the Network Traffic Monitoring Module are licensed by the number of network devices to be monitored. The VoIP and Wireless monitoring modules are licensed per Packet installation.