WildPackets

OmniPeek® Remote Assistant

The Challenge

With the proliferation of new applications, especially those that are cloud-based or offered "as a service," IT help desks have their hands full. When a call comes in, typically the end user is blocked from doing their work, and has limited ability to explain the technical issue they are facing, leaving the IT support team with a poor understanding of the problem. Neither party on that call is happy; you both want the problem to be resolved quickly without having to dispatch a technician to the customer site. With OmniPeek Remote Assistant you have the power to address the problem instantly, no matter where the user is, and regardless of their technical skills. By immediately deploying a simple data capture agent, network engineers can begin analyzing critical issues the instant they are reported, providing unprecedented responsiveness to customers and saving time and money by never having to leave their desk.

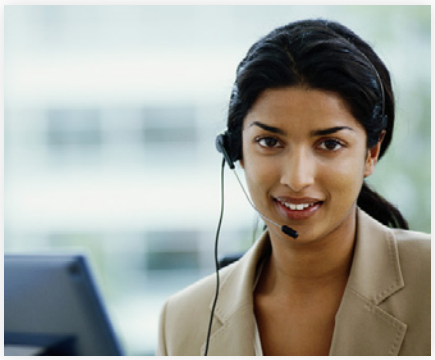
The Solution: OmniPeek® Remote Assistant

OmniPeek® Remote Assistant is a small and secure program that can be instantly distributed anywhere in the world to capture data for network engineers. The program is extremely simple and can be operated by those without a network analysis background. The remote user only needs to double click on the executable, click start, then stop, and email the files created back to the network engineer. The files are secured with public/private encryption and can only be opened by the network engineer who requested the data.

By deploying OmniPeek Remote Assistant throughout both your help desk and customer support organizations, anybody can capture network data for analysis, no matter how far away they are, relieving help desk and customer support of the burden. Now, when non-technical end users or customers experience a problem, they can capture and collect data themselves, with the highest level of data privacy, using the OmniPeek Remote Assistant.

Using OmniPeek Remote Assistant, network engineers can:

- Discover the root cause of problems quickly
- Reduce mean-time-to-resolution (MTTR)
- Eliminate the need to send staff out to customer sites to investigate problems
- Gain access to network data anywhere in the world
- Establish an instantaneous "point of presence" when one is needed
- Easily collect data directly from non-technical clients
- Perform single use or ongoing network analysis
- Address all types of network traffic: wired, 802.11 wireless, voice and video over IP, etc.
- Ensure full data security and privacy
- Easily collaborate with other network experts

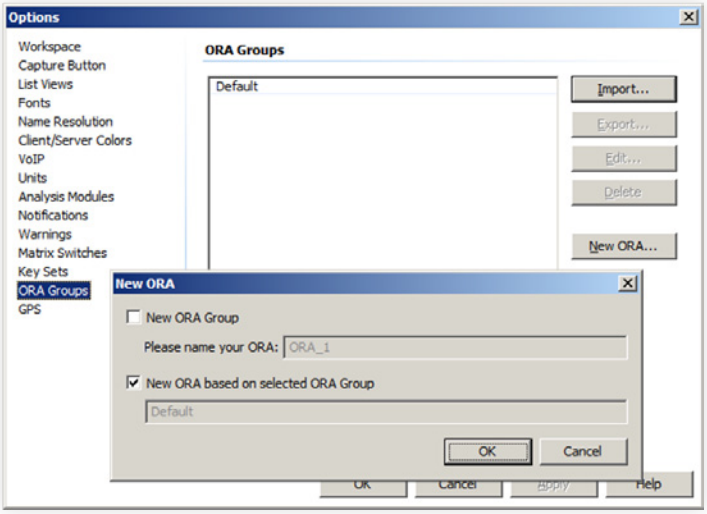


A Revolution in End User Support

WildPackets solutions enable businesses to

- Gain unprecedented visibility into networks and applications
- Accelerate find-to-fix times
- Discover and close network security gaps
- Maximize ROI on existing networks and applications
- Increase IT efficiency and responsiveness
- Reduce costs associated with network downtime and service degradation
- Reduce IT labor costs
- Increase end user productivity

Using OmniPeek Remote Assistant is as simple as 1-2-3



Creation of an ORA Group for distribution

Step 1: Generating the OmniPeek Remote Assistant Agent

A network engineer must first generate an OmniPeek Remote Assistant agent for distribution to the user or customer who will be collecting network data. This is done via the OmniPeek Enterprise Console. The agent is a zip file that contains the executable and associated files. The zip file can be posted to a file server, uploaded to a drop box, or simply emailed to the user or customer.

The network engineer simply navigates to the ORA Groups dialog and then decides if they want to generate an agent based on an existing ORA group using the same public/private key pair, or create a new group with a new key pair (this is only relevant for the analysis process afterwards). After deciding and clicking OK the agent is created and is ready for distribution.

Step 2: Collecting Data

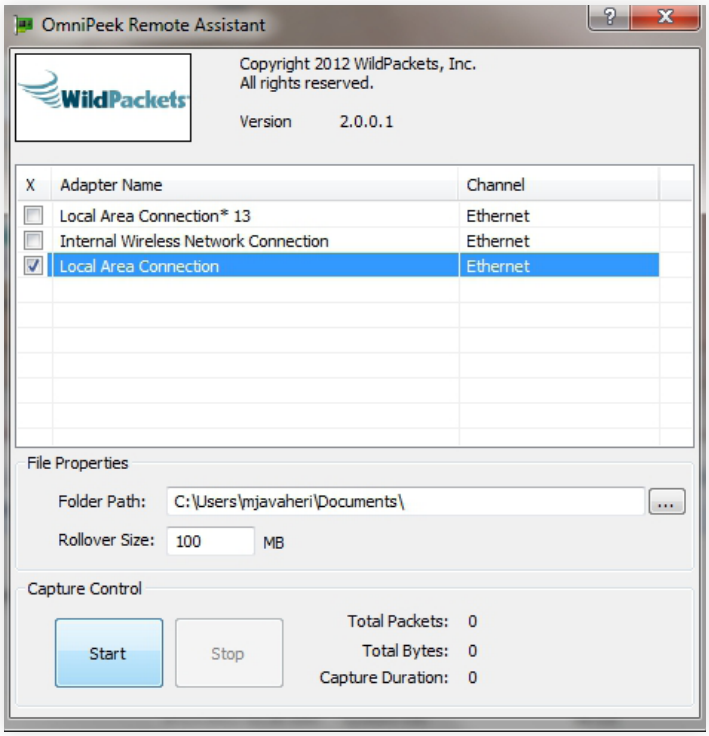
Once the end user or customer has saved the OmniPeek Remote Assistant zip file, they simply extract the files and double click on the OmniPeek Remote Assistant executable. This action will bring up the UI for the OmniPeek Remote Assistant.

The user selects which network adapter or adapters to use to collect data (wired or wireless, depending on the problem – the network engineer lets the user know which to use), clicks “start,” and the program begins collecting network packet data and storing files in the specified folder path.

When a sufficient amount of data has been collected, the user clicks “stop” and uses the method specified by the analyst to return the files (email, FTP, drop box, etc.).

Step 3: Analyzing Data

Once the analyst receives the data, the files can be opened using the copy of OmniPeek Enterprise which generated the OmniPeek Remote Assistant. The files are encrypted, so only the analyst who created the ORA agent can open the files, keeping both sensitive internal data as well as proprietary customer data very secure.



OmniPeek Remote Assistant presents a simple, easy-to-use UI suitable for non-technical users

If more data is required, the analyst can simply request that the user just start the program again and collect more data. Once the problem is solved, the user simply needs to delete the file folder, removing all traces of OmniPeek Remote Assistant.

WildPackets Distributed Network Analysis

WildPackets gives network engineers real-time visibility into every part of the network—simultaneously from a single interface—including Ethernet, 1/10/40 Gigabit, 802.11, and voice and video over IP. Using OmniPeek’s local capture capabilities, centralized console, distributed OmniEngine intelligent software probes, Omnipliance network analysis and recorder appliances, and Expert analysis, engineers can monitor their entire network, rapidly troubleshoot faults, and fix problems to maximize network uptime and user satisfaction.

About WildPackets, Inc.

WildPackets develops hardware and software solutions that drive network performance, enabling organizations of all sizes to analyze, troubleshoot, optimize, and secure their wired and wireless networks. WildPackets products are sold in over 60 countries and deployed in all industrial sectors. Customers include Boeing, Chrysler, Motorola, Nationwide, and over 80 percent of the Fortune 1000. WildPackets is a Cisco Technical Development Partner (CTDP). For more information, visit www.wildpackets.com.

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