

TeVISTA Enterprise *Plus* is a complete Network Management Solution combining comprehensive fault management, troubleshooting and application performance monitoring.

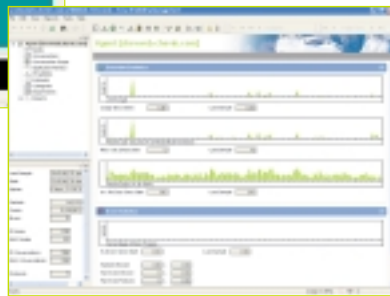


TeVISTA Enterprise Plus is a distributed and comprehensive network management system that monitors the entire network infrastructure and the delivery of applications across the network (using real application transactions) enabling you to visualise, monitor and pro-actively manage your network.

TeVISTA Enterprise Plus automatically discovers all network devices, allowing you to collect network statistics and automatically generates Trend Reports. The distributed polling architecture makes it easy to manage networks that span multiple sites. In the event of a network problem (device failure, high utilisation, low disk capacity) TeVISTA Enterprise Plus will generate an email or pager alert. You can manage your network remotely via a Web Browser Console and export map topology, trend statistics and event log entries to other databases.

### Unique Synthetic Users

In addition TeVISTA Enterprise Plus uses unique 'Synthetic User' Probes, which can be located anywhere on the network to emulate users accessing applications and services provided across the network. The 'Synthetic User' is designed to test the delivery of application performance across the network comparing



every intermittent component between the user and the application itself. This will include Network test, both LAN and WAN, Server and Database test, running real user transactions into the application providing accurate user experience reporting.

### TeVISTA Visibility Agent – Software Probes

TeVISTA Enterprise Plus extends the reach of traditional management solutions and allows you to monitor network activity from every Workstation or Server on the

## Key Features

- > Distributed Synthetic User probes provide a 'user perspective' for all locations, for all applications
- > Web Portal design makes configuration and access easy for any user from any location
- > Service Level Agreement (SLA) reports make measurement and reporting of SLAs an automated task
- > Full alerting on breach of performance thresholds
- > Multiple report display and analysis
- > Multiple application tests, including Oracle, SQL, Citrix, Exchange, Lotus Notes, File and Print Service, Voice Over IP, plus a wide range of network, server and infrastructure tests
- > Bespoke Application tests can be added by building on an extensive library of standard tests
- > Complete access to historical test data allows simple analysis of 'before and after' impact of new applications
- > Consistent 'active' testing eliminates the need to deploy any agents on servers or to have access to SNMP or other management information, vital when dealing with either managed, hosted or 3rd party network services or applications
- > Full network utilisation reports
- > Network trend reports
- > Comprehensive network discovery
- > Intuitive GUI
- > Distributed software probes
- > Historic and real time packet capture – dynamic analysis on demand
- > Historic network statistics collection
- > Automated report generator
- > Alarms

network. Chevin's unique software probes, known as TeVISTA Visibility Agents, provide full RMON 2 type information directly from Workstations or Servers. The Visibility Agent binds itself to the Network Interface Card (NIC) within the machine that it is loaded on. This allows it to see and collect information on all the traffic in a collision domain/broadcast domain, as well as capturing packets.

### Protocol Analysis

TeVISTA Enterprise Plus includes the award winning Etherpeek NX protocol analyser, providing expert fault diagnosis at source. Etherpeek is a feature rich expert analysis system. A highly intuitive problem solver within Etherpeek means the Network Manager is able to interpret and resolve network problems more easily and quickly than using a traditional Protocol Analyser.

**Key benefits**

TeVISTA Enterprise Plus allows the business to gain visibility of the service provided to users and customers by the IT team. It also allows the IT team to explain clearly the value provided to the business or organisation. Views are broken up into groups of users and applications. This allows a business to understand clearly, and without argument, how well the network is able to deliver applications to users.

TeVISTA Enterprise Plus cuts through any emotionally based or anecdotal discussion with regards to where the problem exists. Quite often departments find it difficult to agree if they have a network problem, a server problem, a desktop problem or an application problem.

**Distributed Network Management**

Managing distributed networks can be daunting. TeVISTA Enterprise Plus makes the task much easier by combining application performance and granular

SNMP information with detailed conversation and packet analysis. Multiple layers within the GUI mean the network can be broken down logically into geographical locations, sites, offices, subnets and key devices. Intelligent alarms allow real problems to be dealt with quickly and, where necessary, escalated automatically.

90% of today's networks are fully switched to the desktop. Traditional network monitoring tools and analysers have relied heavily on hardware probes. The problem is one of cost and practicality – where do you physically locate them?

Network Managers can be forced to be selective about where they locate hardware probes and the associated cost can be prohibitive. Chevin tackles this by providing software probes (TeVISTA Visibility Agents) that can be loaded onto every workstation or windows server, providing unrivalled visibility of network traffic and analysis at an affordable price.

**Total Visibility Management**

Total Visibility Management allows the network manager to view all the information provided by the TeVISTA Visibility Agent (probe). This information includes:

- Node information – What devices are talking and what effect is it having on the broadcast/collision domain?
- Conversations – Who's talking to whom?
- Application Monitor – Which applications are being used and by whom?

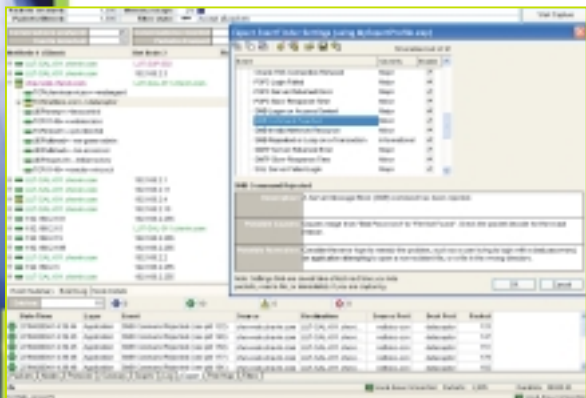
- Protocol breakdown, IP and Mac conversations.
- Categories and Departments – Which groups of users are using the network?
- Reports – How busy is the LAN?

**Expert Analysis at Source**

Having a probe on every desktop and server means that the network manager can begin packet capture, troubleshooting and expert analysis from every user, machine and server. This means the network manager can go to the exact point on the network where the fault is reported rather than relying on a SPAN port or mirror port on a switch, which may provide limited visibility and extend the time it takes to resolve the issue. This approach also prevents the network manager from having to travel to remote sites to troubleshoot the problem as the TeVISTA Visibility Agent can be accessed remotely from one or more central consoles.

**Expert Analysis on Demand – Historic Packet Capture**

There's nothing worse than a user reporting an intermittent problem after the event. Historic Capture allows Network Managers to configure an extended capture on a user's machine for any specified period of time, which means that he or she can be certain of capturing the problem whenever it might occur. Creating filters to, for example, only capture HTTP traffic can further enhance the troubleshooting capability of this feature.



T E C H N I C A L S P E C I F I C A T I O N S

**System Requirements**

Main Management Console and Portal

- Dedicated - Licensed
- CPU Pentium 4 2.8 GHz
- Memory 1 GB
- Disk 80 GB
- Operating System Microsoft Windows XP/2000
- IE 6.0

**Additional Management Console**

- Dedicated - Licensed
- CPU Pentium 4 2 GHz
- Memory 512 MB
- Disk 40 GB
- Operating Systems Microsoft Windows XP/2000
- IE 6.0

**Synthetic User Station - As remote management console**

**TVA Station**

- Non-Dedicated - Licensed
- CPU Pentium II 266 MHz
- Memory 64 MB
- Disk 1-120 GB
- Operating Systems Microsoft Windows XP/2000/NT/98

**Poller Station**

- Dedicated - Unlimited
- CPU Pentium II 266 MHz
- Memory 128 MB
- Disk 1 GB
- Operating Systems Microsoft Windows XP/2000/NT/98

**Heavier Usage Recommendations**

Factors that contribute towards superior performance include: high speed CPU, dual CPUs, two or more GB of RAM, high performance disk storage subsystem (RAID 0), and as much additional hard disk space as is required to save the trace files that you plan to manage.

Report and alarm information is viewable via standard web browsers in addition to some system configuration.

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