TOTAL VIEW ONE Frequently Asked Questions

Why do I need to monitor my network?

A lot of reasons, but most of them are the same as the reasons why you pay attention to the rest of your business. Just as you hire supervisors to manage the performance, productivity, and value of your staff, you need to do the same with your network assets.

How does TOTAL VIEW ONE monitor my network?

TOTAL VIEW ONE is an appliance based solution that contains server and sensor hardware in a single platform. The appliance watches a port on a switch or router that you mirror (port replication) logging header data and other statistics from each connection as it passes through the switch. If you do not have a managed switch, TOTAL VIEW ONE can be implemented using a network TAP.

What if I have a managed switch at my head office, but not at my remote locations?

No problem, TOTAL VIEW ONE S100 Sensors support in-line implementation for those remote sites, enabling easy implementation for simpler networks.

Do I need any proprietary hardware or software?

None whatsoever. Because TOTAL VIEW ONE does not rely on any proprietary protocols like Netflow or SFlow, the appliance is the only thing you need.

How is TOTAL VIEW ONE different from Netflow solutions?

For several reasons. First, only certain high-end routers and switches support the Netflow protocol, and you have to have that equipment in order for those solutions to work. Second, collecting the Netflow data puts a lot of stress on the router, and slows down packet processing while the collection is taking place, which can severly impact performance. You're monitoring your network because you want to ensure optimum performance, not slow things down.

Didn't Netflow v9 take care of that performance issue?

Netflow v9 does reduce the network footprint by sampling the data, rather than collecting all of it. This does lessen the network performance impact, but it also compromises the data integrity so that it can't be used for regulatory compliance, security or audits, and can even skew the results for performance and troubleshooting. Best practice is a solution that logs ALL connections WITHOUT impacting performance.

Will TOTAL VIEW ONE affect the performance of my network?

Absolutely not. Because TOTAL VIEW ONE simply logs the data as it flows through the router, the implementation will not affect the performance of your network at all. All appliances in the product line-up support gigabit throughput, ensuring packet data won't be lost, and the monitoring solution will not affect network performance. TOTAL VIEW ONE supports up to 16 million connections per day.

I already have a network health solution polling data from SNMP traps: why do I need a network visibility solution as well?

Network health solutions monitor the physical assets of the network, such as routers and switches (CPU, memory, temperature, etc). Network intelligence monitors and analyzes the logical assets, the traffic and the data that flows through the network. Although systems that monitor hardware stats and CPU utilization are necessary, they don't give you the information you need about the flow of information (connections, bandwidth, applications, users) across your network that you need to manage access, strengthen security, identify performance issues, and comply with policies and regulations beyond the hardware level. TOTAL VIEW ONE is more than a monitoring solution, it provides real intelligence you can use in real time to ensure you are providing peak network and application performance to your clients, and a secure, auditable internal network environment to your stakeholders.

What if I need to monitor more than one network?

No problem. TOTAL VIEW ONE supports remote sensors that are extremely affordable, enabling easy scalability of the TOTAL VIEW ONE solution. Various models of TOTAL VIEW ONE are licensed to support different numbers of sensors, enabling network intelligence and visibility across your organization.

How do I know which TOTAL VIEW ONE model I need?

For average sites, just calculate the number of users you have across the network (for example, M250 supports up to 250 internet enabled devices and users). Include all remote devices and users that appear in the network as well (don't forget virtual private networks and VLANs). For networks that experience above average connections due the the nature of their business, high capacity configurations of TVO are available.

What about privacy?

Unlike SaaS and hosted services, TOTAL VIEW ONE is an appliance based solution, keeping all of the data local to your network, for fast, secure access and intelligence.

What tools do I need to access the information?

TOTAL VIEW ONE is web based, and does not require any agents or software to be installed. All you need is a desktop or laptop computer with secure access to the network. Just open a web browser and type the IP of the TOTAL VIEW ONE appliance into the address bar. TOTAL VIEW ONE is compatible with all major web browsers.

How easy is TOTAL VIEW ONE to use?

The TOTAL VIEW ONE Web Portal was built around the idea that if Network Intelligence isn't easy to access, easy to use, and easy to understand, it's not going to get used. With that in mind, the portal provides easy access to reports and graphs that are easy to use for HR and executives, who may not be too IT savvy. All of the information is drillable down to the fine details, so that the network administrator can use it to identify security and performance issues, and solve them quickly.

Can TOTAL VIEW ONE tell me what users are new to the network?

Easily. In the portal, just click "Security", "Profile" and choose "New Users". That's just four clicks to the information you're looking for.

How about new applications?

Same as users, just 4 clicks, and the information is at your fingertips (or your mouse!)

What if I want to know what application has the most latency?

For today, or another day? For today, click "Connections", then choose the Latency tab. The bar graph will show you the latency, by application, in order by latency. The table at the bottom will also start with the application experiencing the most latency. Two clicks, if you're counting. If you want to look at another day, we'll add two more clicks, select the alternate date from the drop down list, and click "Generate"

What if I want more detail, like when the latency was occuring?

Just a single click. Click on the clock beside the application, and you'll get details about the latency in 5 minute intervals. One more click into "time" and you have packet level detail by port, protocol, source, destination, and the actual latency for the connection.

How do I find out if lack of bandwidth is causing the latency?

Bandwidth has it's own section, but for your convenience there's a "throughput" button at the bottom of the latency table. One click on that button gives you a throughput graph for the day.

What if I don't want to check all the time, but I want to be notified if latency on a particular application reaches a certain point?

Great question. Alerts are a terrific way to be notified about potential performance issues before users complain about them. The "Alert Thresholds" tab lets you choose the parameters from easy to use drop down fields, and click "Save Threshold".

HR wants to know who's using the internet for recreational use, how do I do that?

Piece of cake. Click Connections, then Web Usage. Right away you get a graph of the top websites visited across your network, and who is using them. One more click on Top Web Users, and you can see the individual culprits, by order of their volume of web use. Not only can you see which sites those users were visiting, but you can set up a read only account for HR, so that they can access the data themselves!

What if the CFO wants to know who's accessing the financial servers?

Pretty straightforward: Click Bandwidth, then User Focus. Select the account for the financial servers from the dropdown list, then select the server from the User dropdown, and click on Audit, to get a detailed list of who is connecting to the server, and what IPs the server is connecting to. Not only that, but you can tell if the connections are from (or to) within the network, or outside of it, and how many connections there were. Again, the CFO can have his or her own account, so they can get the information for themselves.

What if I don't want to look at lists of IPs, then try to figure out who they are?

Reconciling lists of IPs can be a daunting task. That's why TOTAL VIEW ONE integrates with your DNS servers to resolve IPs to user names automatically.

Are there other products like TOTAL VIEW ONE on the market?

Sure, visibility products are out there in appliance, software, and managed services forms. Some are focused on network management, some on security, and some on web monitoring. Some of the products certainly do what they are supposed to, but only TOTAL VIEW ONE combines internal security, compliance, and policy tools in one easy to implement, easy to use package.

How do I find out more?

You can check out our online demo at www.presinet.com for an overview of the portal functions, email solutions@presinet.com, or call 1-877-591-5625. A PresiNET representative will be happy to answer your questions!

Do you know what's running on your network?