



What's New Guide

PacketTrap IT 5.2

PacketTrap **IT**

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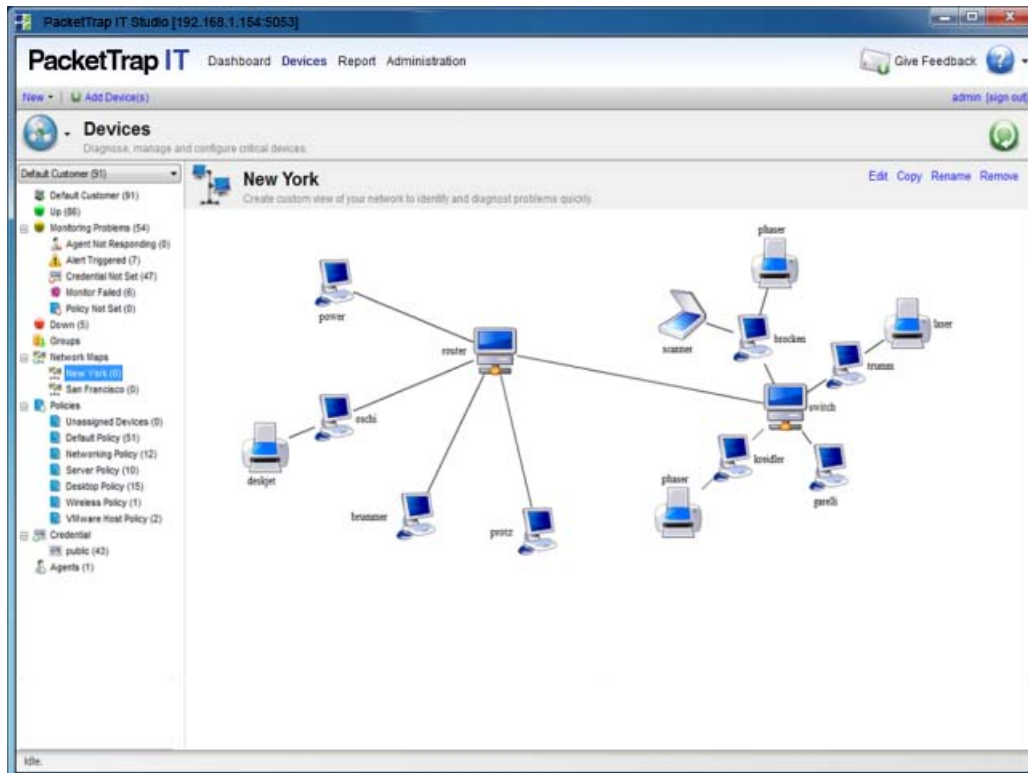
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PacketTrap IT is a comprehensive and affordable network monitoring and IT infrastructure management solution. It solves the problems associated with bandwidth, network and application performance, and connectivity that are often constant, time-consuming issues for IT departments. PacketTrap supports multiple sites, is easier to use and more comprehensive than traditional network management products.

New Feature Highlights for Version 5.2

NEW! Easily Depict the Network with Network Mapping

Leveraging several discovery techniques, PacketTrap automatically discovers your LAN or WAN and produces easy-to-view network diagrams. These diagrams are automatically updated when devices are added or removed from the network. Supporting the need for monitoring, visualization and planning for the future of your network, network mapping is an invaluable feature.

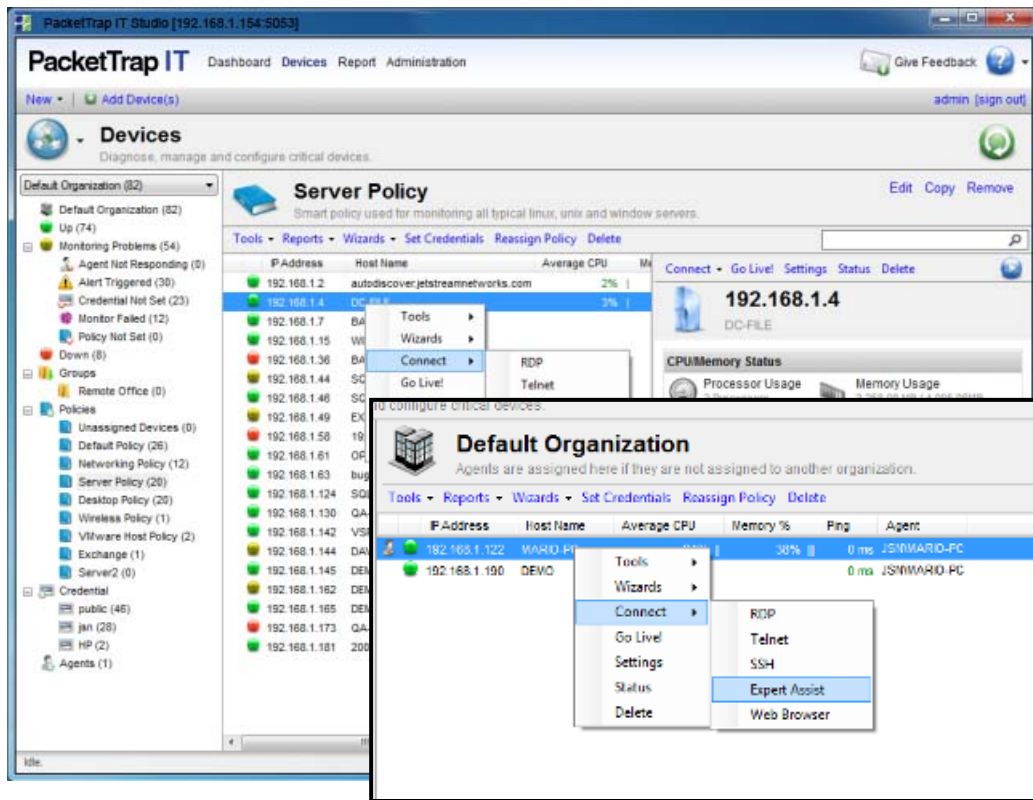


PacketTrap's network mapping produces a multi-level, comprehensive, easy-to-view network map for your entire network. Drill into devices and links for granular statistics on performance and other key metrics.

- Auto-creation of topology maps
- Automatic changes to maps as devices are added
- Ability to drag and drop devices to create customized views

NEW! Advanced Troubleshooting and Resolution with ExpertAssist

PacketTrap now comes bundled with ExpertAssist, which provides advanced behind-the-screen remote troubleshooting for Windows desktops and servers. Launched with a single click from the device in PacketTrap, ExpertAssist can manage devices remotely, in real time, while users continue to work without interruption. ExpertAssist provides more than 45 distinct capabilities to control, manage and gather information from remote computers. These capabilities include file transfer, stopping and starting services, command prompt, registry editing and local disk manipulation. Engineers also have access to real-time performance information.



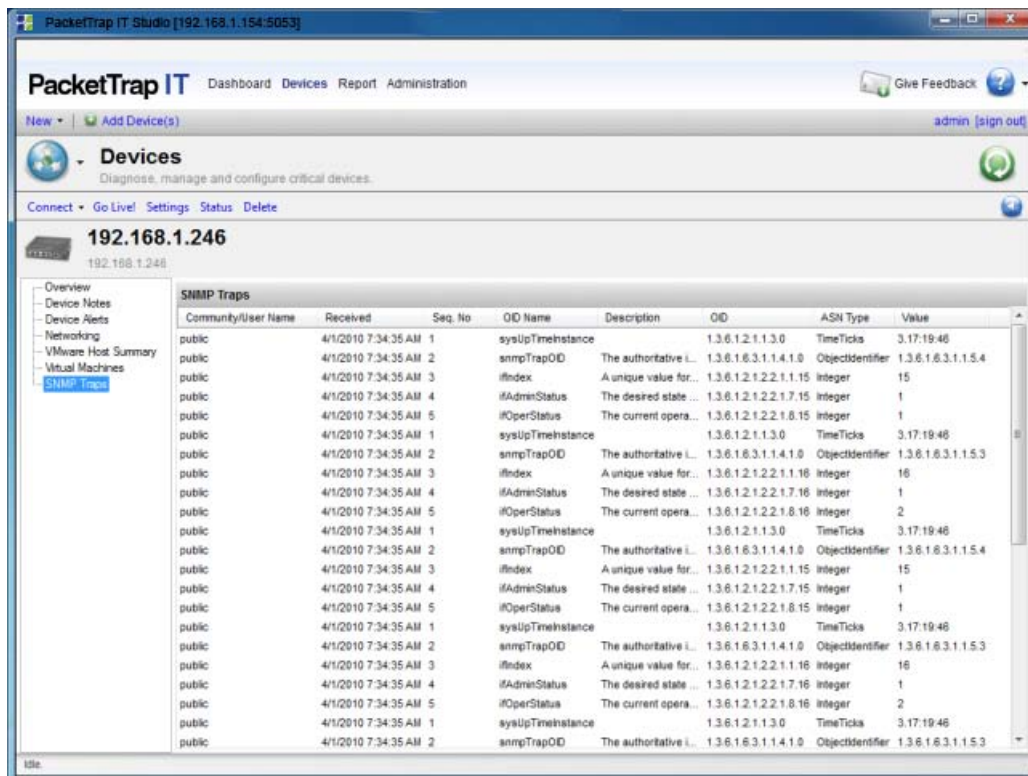
PacketTrap is the only network management solution to offer this advanced remote management capability. ExpertAssist provides network engineers a more robust method for remotely accessing, viewing performance and status as well as resolving any issues with Windows desktops and servers behind the screen while allowing users to continue working.

NEW! Proactive device monitoring with SNMP Trap Manager

No longer will alerts be dependent on the intervals used in SNMP polling of network devices. In the past, this meant that an issue occurring on a device would only be detected within 5, 10 or even 15 minutes when PacketTrap sends a request to the device for its status. With the SNMP Trap Manager, devices can be configured to proactively send out trap messages via SNMP when there is an issue. This ensures that alerts can be triggered more quickly in PacketTrap, avoiding problems before they impact the network.

SNMP Trap Manager is a complete receiver and analysis utility that captures SNMP traps sent from various devices on a network. It uses an extensive Management Information Database (MIB) library to reference Object Identifier (OID) description to make traps easy to recognize and understand quickly. Proactive alert notifications can be sent based on OID, source and other key trap information to make sure you know about problems before they become an issue.

- Complete analysis of traps for SNMP v1, v2, V3
- Real-time alerts for proactive management
- Centralized logging for easy access to any SNMP trap
- Extensive out-of-the-box MIB library for OID translation



NEW! Remote Connection using SSH

SSH is one of the most trusted names when it comes to data confidentiality and security. SSH is used to log-in securely into a device over a network, execute commands on a remote machine, and copy files from one machine to another. SSH provides strong authentication and secure communications over insecure channels. This means that all data will be shown in an unreadable format, which makes it hard for hackers to get anything from it.

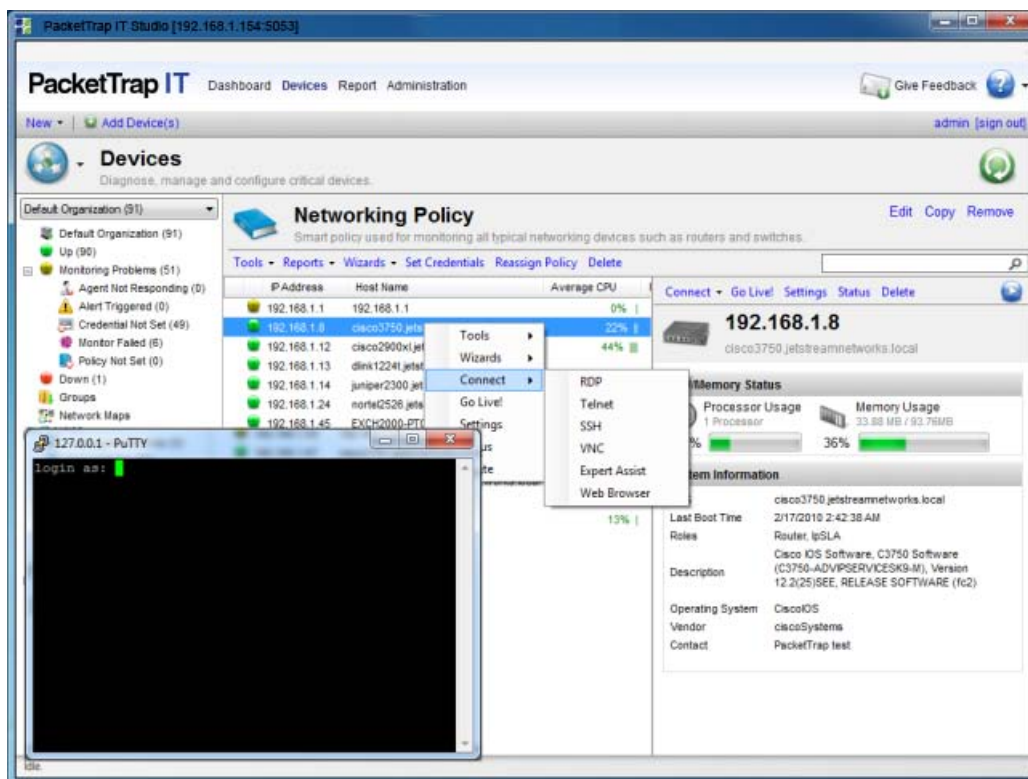
As the network engineer, you must complete routine maintenance or update on the router. By using SSH in PacketTrap before classified information is transferred, any authorized person like you may fulfill your responsibility without having to deal with threats brought by a non-secure connection.

How it works?

Once you're logged in through SSH, it will communicate with the remote computer. Because the connection is secured, the two computers will talk and swap information secretly. Should another person try to collect the details of the conversation, SSH will automatically act as a shield. SSH is compatible with all major operating systems like Unix, Windows, and Macintosh.

SSH protects against:

- Eavesdropping of data transmitted over the network.
- Manipulation of data at intermediate elements in the network (e.g. routers).
- IP address spoofing where an attack hosts pretends to be a trusted host by sending packets with the source address of the trusted host.
- DNS spoofing of trusted host names/IP addresses.
- IP source routing



Summary

With PacketTrap IT 5.2, network engineers have an advanced tool for remotely troubleshooting and resolving issues on Windows desktops and servers with ExpertAssist. PacketTrap IT 5.2 also proactively monitors network devices by managing SNMP Traps and using an extensive MIB library to identify the message and give it a name that is easy to understand. Alerts can be set based on SNMP Traps and help identify problems before they become issues. With the network mapping functionality, network topology maps are automatically created and updated, providing a clear picture of the network and granular information on performance and other metrics. With the new features available in version 5.2, PacketTrap helps you proactively manage your network and respond to any issues faster and more efficiently. For more information, please visit <http://www.scriptlogic.com/packettrapit>.