



Dynatrace DC RUM and EndaceProbe Network Recorders

Evidence-based investigation leveraging network history

Contextual Network History

Indisputable proof of what happened on the network

- Conclusive evidence of transactions between tiers and users
- Network packets provide common source of “ground-truth” for all teams

Valuable complement to DC RUM reports

- Pivot to Packets provides instant access to packet context from DC RUM

Comprehensive Fault Domain Isolation

- Rapid delivery of packets to Dynatrace Network Analyzer™ (DNA) or Wireshark™
- Packet history critical for efficient hand-off to other teams

Packet Level Indicators

Low server realized bandwidth

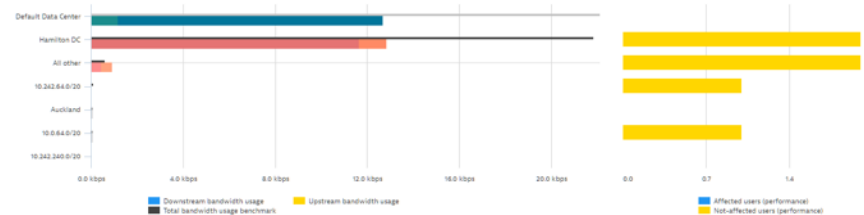
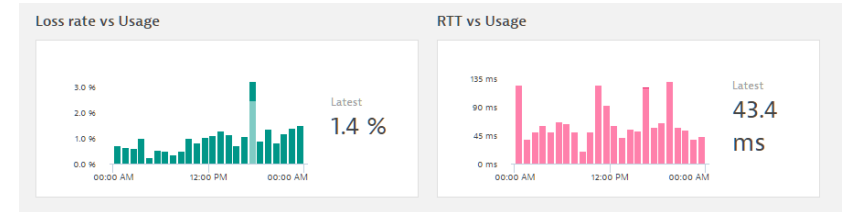
- Indicates low throughput

High level of TCP errors and loss rate

- Connection refused
- Retransmissions

General network FDI

- Isolate or absolve blame



EndaceProbe Network Recorders

100% accurate recording, 10M to 100G

- Open platform
 - API for streamlined workflow with partner apps
 - AFV Hosting of virtualized analytics applications
- Days to months of network history storage

Flexible and scalable fabric

- Centralized recall and investigation
- Centralized management, ultra-scalability

Built-in investigation tools

- EndaceVision™ and EndacePackets™



Deployment and workflow

EndaceProbes record days to weeks of live network traffic

- Receive packets from same links as standalone AMD's
- vAMD can also be hosted in Application Dock™ on EndaceProbes

Recorded traffic available on-demand

- Streamlined workflow using Pivot to Packets from CAS console
- Or selected by user through drill-down in EndaceVision

CAS stores extracted PCAPs

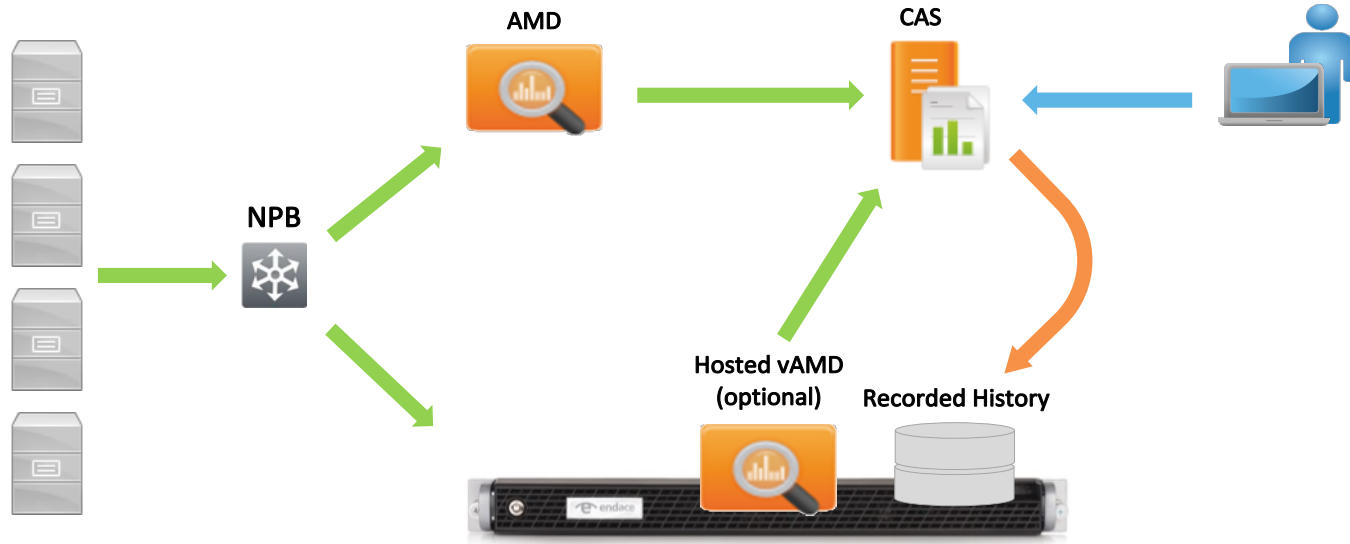
- Instantly downloadable for analysis in DNA or Wireshark

Key

→ Packet data

→ Packet Retrieval via Pivot to Packets

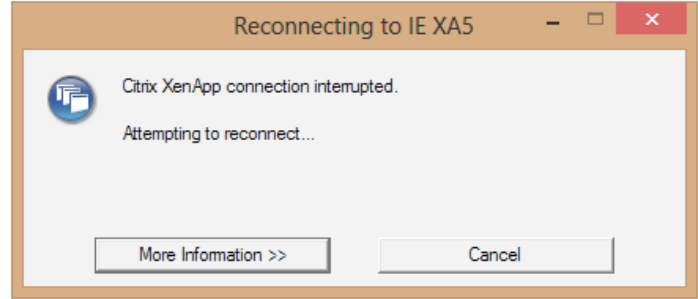
Architecture



Application
Infrastructure

Citrix Example

User reports error message and contacts help desk



Smart packet capture

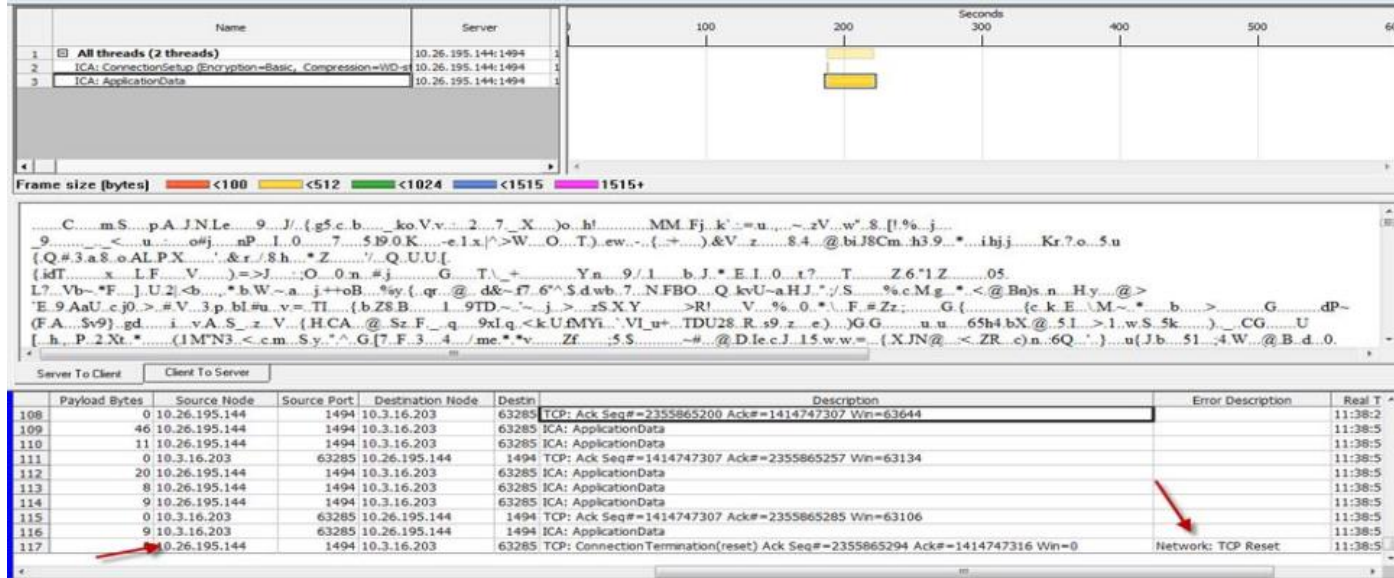
Help

Disk usage: 1.67 TB free of 1.74 TB

Task 20170131072734 Description: Created from "All users" for "Client from 10.245.70/24" User: adminuser			Start time: 01/29/2017 05:00:00			
Task 20170131071309 Description: Created from "Application responses" User: adminuser			Start time: 01/30/2017 07:05:00 Duration: 2m 0s			
Task 20170127031910 Description: Created from "Application responses" User: adminuser			Start time: 01/27/2017 00:00:00 Duration: 15h 15m			
Task 20170127031543 Description: Created from "Application responses" User: adminuser			Start time: 01/26/2017 00:00:00 Duration: 24h 0m			
rob1 Description: Created from "Application responses" User: adminuser			Start time: 01/26/2017 00:00:00 Duration: 24h 0m			
Mark Test Description: Created from "Application responses" User: adminuser			Start time: 01/26/2017 00:00:00 Duration: 24h 0m			

Analyst correlates time of email with user ID and goes back in time to retrieve packets from EndaceProbe

Packets Show Root Cause



Router resetting idle connections



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