



## JULY 2009, ISSUE 1



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### IN EVERY ISSUE:

#### Try PathView for Free!

Find out why thousands are already using PathView network performance management. Download your fully-functional free trial today at

[www.ApparentTools.com](http://www.ApparentTools.com).



#### Got a Tough Network Problem?

Let our systems engineers help you find and fix your toughest networking issues 70% faster. Our free "Fix It Now" program connects you to a PathView expert who will work with you until your problem is resolved. Everyone is eligible to take advantage of this great offer.

➔ [Sign up here!](#)



## Welcome to our Premier Issue!

Welcome to the **Network Hero News**, Apparent Networks' monthly newsletter. Each month we will strive to bring you a valuable update on network management tips & tricks, product info and anything else we think you might find interesting. We hope this newsletter will make your job a little easier and provide you with some tools that will turn you into a Network Hero.

We want you to be involved! Let us know if there are troubleshooting topics or product-related info that you want us to discuss. We also hope you will share your comments, feedback and ideas for future newsletters. Please contact us at [hero@apparentnetworks.com](mailto:hero@apparentnetworks.com). We look forward to hearing from you!

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## Tips & Tricks for Solving Issues Fast...

### WAN Performance Monitoring: Top 5 Tips for improving your WAN Performance Monitoring

1. **Know and monitor your network:** Determine acceptable benchmarks for network performance characteristics such as jitter, packet loss, packet reordering, utilization, propagation delay, maximum achievable bandwidth, host average and worst RTT, measured and reported MTU and mean and predictive MOS scores.
2. **Be proactive:** Keep your network always up and running by monitoring your network continuously to detect and troubleshoot problems before they impact users.
3. **Consider doing two tests** between the application and the target:
  - A target-only test quickly measures the end-to-end bandwidth, utilization, packet loss, jitter, latency and overall health of a network path to detect if the network is the source of the problem.
  - A full-path test takes a little longer but looks at every layer 3 device between the sequencer host and the target system to identify the exact cause and location of the problem.
4. **Have a troubleshooting plan:** Design and implement alerts, traps and escalation to troubleshooting mode based on customizable service quality definitions so that you will automatically be notified and already have diagnostic tests completed when your SLAs or OLAs are violated.

Watch the video and learn more about measuring WAN performance between sites.

## Win \$250 Amazon Gift Card!

We want to hear from you! Please take 5 minutes to share your thoughts on VoIP in this month's [survey](#). You'll automatically be entered to win.

## Live Webinar: July 22 PathView Setup Boot Camp

This webinar will take you through the paces of setting up and using PathView. We'll discuss configuration, sequencers, service quality definitions and more. Plus, there will be plenty of time for Q&A.

➔ [Register Now](#)

## Live Webinar: August 6 Best Practices for VoIP Assessments

Are you planning a VoIP deployment? Proper assessments are a must to ensure your network can handle the additional traffic. Find out how to use PathView to check the end-to-end network readiness for VoIP.

➔ [Register Now](#)

## New to PathView and Want to Learn More?

Check out our introductory [video](#) and the rest of our video library at our website.



Or call **800-508-5233** to schedule a **demo**.

[Not playing? Click here.](#)

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## The Latest

# PathView

### PathView 1.3 Release:

PathView v1.3 is now available [for a free download at ApparentTools.com](#). This updated release makes it easier than ever to accurately monitor the impact of network performance on your entire infrastructure by dramatically expanding the number of target types from 7 to 45.

DOWNLOAD THE TRIAL  
**FREE**

Target Types are predefined settings that enable PathView to get the most accurate performance data by knowing what type of device is at the end of a given path. New server, client and network device target types will get you up running and monitoring new paths with your settings dialed-in. Along with new Target Types, PathView 1.3 includes a number of new service quality definitions (SQDs), which provide simple and accurate alerting levels for all types of networks.

➔ [Learn more about PathView 1.3 features](#)

## May's survey results are in!

According to the survey results, *more than 36 percent of network managers have delayed application deployments because of network performance concerns*. Of those that have experienced delays, 61 percent said issues outside their own networks presented the biggest roadblocks to these deployments.

➔ [Find out more here.](#)

## Thank you!

A big thanks goes out to last month's survey entrants. Congratulations to **Peter Mwariga from Teleconnect Solutions** who won the iPod Touch.



This month's survey winner will receive a \$250 Amazon gift card. Please take a few minutes to share your thoughts on VOIP.



➔ [Enter here](#)

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## NEW Customer Blogging Contest

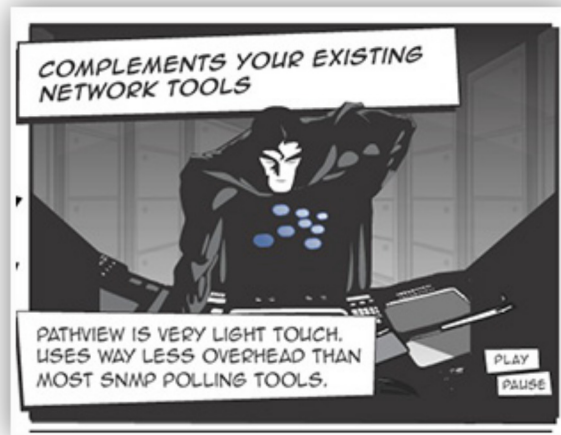


Through August 14, every time you blog about PathView, send out a tweet, or share a link back to [ApparentTools.com](http://ApparentTools.com), you will be entered into a raffle drawing to win a \$250 Best Buy Gift Card.

Simply send your submission with your name, phone number and the link to [rewards@apparentnetworks.com](mailto:rewards@apparentnetworks.com) and you'll be automatically entered to win!

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## Be a Network Hero. Watch how!



**Finally, A Way to See Your Network End-to-End**

## What's Next!

- Best practices for assessing your network before deploying VoIP...
- PathView 2.0 – Preview of the products updates and features that will continue to improve how you manage your network performance
- Network Hero profile
- NEW PathView Video Channel...

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