

NETWALKER

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OmniEngine Desktop

Desktop Troubleshooting Engine



Edge to Core Network Analysis



Total Network Visibility



Help Desk Support

WildPackets' solutions enable businesses to

- Gain unprecedented visibility into networks and applications
- Accelerate find-to-fix times
- Discover and close network security gaps
- Increase end user productivity
- Increase ROI on existing networks and applications
- Increase IT efficiency and responsiveness
- Reduce costs associated with network downtime and service degradation
- Reduce IT labor costs

WildPackets®
Illuminate Your Network™

Desktop Troubleshooting Engine

Keeping end users productive is central to the mission of any IT or help desk organization. But without visibility into end users' network interfaces, it's difficult to troubleshoot problems involving server-based applications, Web transactions, VoIP and online services such as email and printing. This lack of visibility leads to guesswork, lost time, and costly service degradations.

WildPackets' OmniEngine Desktop enables network engineers and Help Desk staff to see and rapidly analyze network activity on remote end user computers. Thanks to this enhanced visibility, IT organizations can accelerate troubleshooting and maximize end user productivity.

WildPackets' OmniEngine Desktop is a Windows service that runs on desktop computers and captures packets for analysis. OmniEngine Desktop provides network engineers with the visibility into end user computers they need in order to accelerate troubleshooting and to maximize productivity. Packet captures can be initiated by network engineers or Help Desk representatives running OmniPeek from anywhere in the network - there's no need to be at the end user's workstation. Alternatively, captures can be initiated automatically when specific trigger conditions are met. Once a capture is complete, network engineers can transfer the packets into OmniPeek for analysis, and can collaborate with other network engineers by sharing the packet files.

Key Features

OmniEngine Desktop's features include:

- 10/100 Ethernet and wireless a/b/g/n packet capture technology that network engineers can control remotely
- Filters for selecting packets that match certain criteria, such as a virus signature or the destination address of an application server
- Triggers for automatically capturing packets when specified conditions are met
- Notifications that send email to network engineers or help desk staff
- A small memory footprint, enabling the OmniEngine Desktop to run continuously without interfering with application performance or end user activity

To Fix the Problem, See the Traffic

The OmniEngine Desktop enables network engineers to:

- Respond quickly and effectively when end users experience network or application problems; even problems affecting users at remote sites can be diagnosed quickly and accurately
 - Detect security attacks promptly and pinpoint their source
 - Automatically run packet captures when certain conditions occur, such as the presence of a virus signature
 - Strengthen network security by adding another layer of detection to end user computers
 - Capture packets and send notifications when end users violate security policies, such as illicitly accessing confidential data or communicating with a competitor's network
 - Work with other components of the OmniPeek Product Family to troubleshoot and optimize network services across the enterprise
- Using OmniEngine Desktop, network

