

IntelligenceCenter

Frequently Asked Questions

Why is Packeteer releasing IntelligenceCenter™? What's new?

Packeteer is introducing a unified central management framework that will allow customers to analyze and optimize application performance across their entire network. IntelligenceCenter (IC) provides a modular and dynamic platform that allows us to deliver advanced reporting and analysis that lets different users with different roles access the key information they need in the way they need to see it. IC also allows us to easily add new central management functionality so that we can integrate more closely with other business systems. The IntelligenceCenter Reporting Module is the first component.

What is in the IntelligenceCenter Reporting Module:

- Flexible Report Parameters
 - Selectable Timeframe
 - Application, Device, or Group Name
 - Metrics (e.g. Bytes, Packets)
- Ability to drill down
 - Summary page
 - More specific view
 - Raw data
- Ability to view as PDF or HTML
- Ability to create reports on device groups
- Ability to create custom reports
- Ability to modify the look and feel, “Re-Branding” reports
- Report Management
 - Ability to save and search for reports
 - Ability to add custom reports

What benefit will IntelligenceCenter Reporting provide to customers?

IntelligenceCenter Reporting gives customers a comprehensive view of their enterprise-wide application performance. This helps them to understand performance of their key applications and gives them the information they need to make the right investments in infrastructure and solutions that support their business priorities.

How does this compare to other central reporting and management products?

IntelligenceCenter goes beyond simply alerting customers about performance issues like other central reporting and management products. IC delivers an integrated system that allows customers to define, monitor, troubleshoot, and optimize application performance.

Which versions of Packeteer software does IntelligenceCenter support??

The Data Collector that IntelligenceCenter uses will collect data from all PacketShaper appliances running version 7.4 or higher and iShaper appliances running version 8.2.1 or higher.



Does it work on my current ReportCenter server?

IntelligenceCenter requires its own server. If you choose to uninstall the ReportCenter software, you can install IntelligenceCenter as long as it meets the minimum server requirement.

Can IntelligenceCenter run on a virtual server?

In virtual environments it is possible to run IntelligenceCenter. Care must be taken to make sure that sufficient resources are allocated to meet IC's minimum specifications.

Does IntelligenceCenter only work with PacketShapers/iShapers? Does it accept data from other devices?

The Data Collector can accept flow records from any device that emits NetFlow v5 records.

Does IntelligenceCenter support 3rd-party authentication?

IntelligenceCenter does not support 3rd-party authentication at this time.

When and how will IntelligenceCenter be available?

We are planning to make IntelligenceCenter available in mid-December, 2007.

IntelligenceCenter will be provided by CD and via internet download from www.packeteer.com.