



# ClearSight Networks Newsletter

External Newsletter  
March 2008

## In this Issue

- ▶ [Join Us at VON.x](#)
- ▶ [Trade-In Promotion](#)
- ▶ [Troubleshooting IPTV](#)
- ▶ [Free Software Trial](#)
- ▶ [FAQ](#)

## Quick Links

- ▶ [ClearSight Analyzer](#)
- ▶ [Download Center](#)
- ▶ [Upcoming Events](#)
- ▶ [Contact ClearSight](#)

## Get Your Free Trial

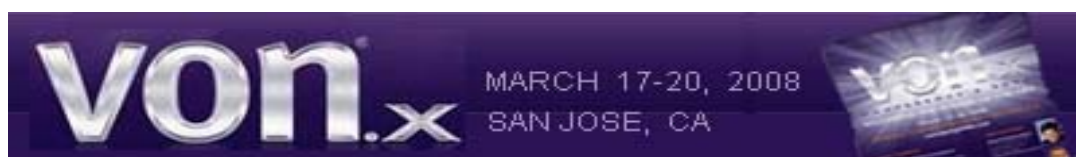
**ClearSight Offers Free Software Trial To Help LAN Engineers Prevent Outages in their Networks**

- ▶ [To download the free trial](#)



ClearSight Analyzer (CSA) is an advanced network monitoring and analysis tool that shows all activity on your LAN enterprise network via a

## Come and Visit with Us at VON.x



This spring's VON.x event takes place at the San Jose McEnery Convention Center from March 17-20. Dubbed as "the show that sets its sights on the continuing evolution of the Internet Communication," ClearSight will be there to showcase our latest LAN monitoring and analysis test tool products to support the ever expanding world of internet multimedia standards such as VoIP and IPTV.

Drop by booth 741 and mention that you learned about this event in this newsletter to enter into a drawing to win an iPod nano. You'll need to drop off a business card with us. For more show information, visit the official VON.x website at: <http://www.von.com/2008/sanjose/web/>. See you there!

## Trade-In Promotion: Receive up to \$5,000 trade-In credit

For a very limited time ClearSight is offering a valuable upgrade path to replace any commercially sold LAN protocol analyzer you currently own with an award-winning, market leading ClearSight product. Examples of the products accepted for trade-in credit include (but not limited to) NetScout/Network General, Network Instruments, Wildpackets and Nixsun products.



You may receive a credit of up to \$5,000 towards the purchase of an equivalent ClearSight product. Get started today by emailing us at [sales@clearsightnet.com](mailto:sales@clearsightnet.com) or calling us at +1-510-824-6000.

### Terms and Conditions:

1. This trade-in may not be combined with another ClearSight promotion
2. A maximum of one hardware analyzer product maybe traded-in; there is no limit on software analyzers accepted for trade-in
3. The trade-in equipment must be sent to ClearSight in Fremont, California
4. Credit will be issued upon receipt of the trade-in equipment by ClearSight
5. This offer is valid in North and South America and Europe only (for other regions, please send inquiry)
6. The promotion begins on March 17, 2008 and ends on July 31, 2008

simple, intuitive yet powerful user interface.

The tool is specifically designed to pinpoint problems and issues found on networks delivering triple-play services such as IPTV and VoIP.

Download a free, fully functional, 14 day trial version of the latest version of CSA today and see the difference visual troubleshooting can make in helping you locate problems and issues before they turn into network outages.

## ClearSight Tell you How to Troubleshooting IPTV

How can you analyze the quality of video transmissions across networks and determine the source and root-cause of problems?

ClearSight's **Troubleshooting IPTV** video course will give you the answer!

**With this video, you can learn how to:**

- Measure video quality
- Work with a broad array of CODEC's
- Determine the impact of impairments
- Keep current with today's IPTV technologies

▶ [Watch this video online](#)

▶ [Download this video](#)

## FAQ

There is not a day that goes by when ClearSight's technical support is asked about technologies involving our products. We have listed a few of these questions and accompanying answers to see what interest other ClearSight customers. If you have a question that you would like to see answered in a future edition of the newsletter, please write us at [marketing@clearsightnet.com](mailto:marketing@clearsightnet.com)

**How does the ClearSight Analyzer recognize what type of call was made? in other words, whether it was a local, intercom, long distance or international call?**

ClearSight analyzer software determines the origin of the call by checking the number of digits in the telephone number. A length of less than 7 digits suggest it is an intra-office call; exacty 7 digits mean it is a local call. A long distance call has 11 or few digits and an international call has more than 11 digits.

**How is 'Call Quality' defined in the SIP Call Summary reports?**

'Call Quality' is a numerical representation of a range of MOS (Mean Opinion Score) values. Calls that are classified as a good have a MOS value of greater than 4.34. Calls with MOS values of less than or equal to 4.34 but greater or equal to 3.60 are identified as acceptable. Poor quality calls typically have MOS values of less than 3.60.

MOS	Call Quality
Greater than 4.34	Good
between 3.60 and 4.34	Acceptable
less than 3.60	Poor

**What are the various RAID levels as they relate to the Network Time Machine product?**

RAID, short for Redundant Arrays of Independent Disks, is a technology that supports the integrated use of multiple of hard disk drives used in order to achieve greater performance than what can otherwise be had through single drives. RAID technology can also protect the integrity of data stored on disk drives.

The ClearSight Network Time Machine uses of RAID 0 and 5 in its long term network capture and storage solutions offering a high level of performance and data protection (for the RAID 5 configuration).

- RAID 5: Level 5 : Distributed Parity
- RAID 4: Level 4 : Dedicated Parity Drive
- RAID 3: Level 3 : Bit-Interleaved Parity
- RAID 2: Level 2 : Error-Correcting Coding
- RAID 1: Level 1 : Mirroring
- RAID 0: Level 0 : Striped Disk Array without fault tolerance

**What is the easilest way to restart the Network Time Machine agent?**

The NTM Manager/ Viewer can restart the NTM agent.