



ClearSight Networks Newsletter

ClearSight External Newsletter
July 2008

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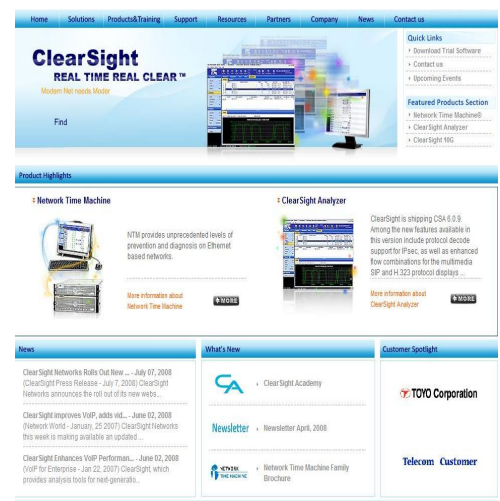
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ClearSight's New Website with Easier Navigation Plus Many New Features for Partners and Customers

Last week, ClearSight rolled out a new website at www.clearsightnet.com, providing vastly enhanced navigation and a host of new features that benefit ClearSight's partners and customers. You can now get almost anywhere on the site directly from the home page. Each of the top-level categories -- Solutions, Products&Training, Support, Resources, Partners, Company, and News -- has a dropdown list that appears when you roll over the category name.

You can jump to success stories directly from the Customer Spotlight section on the home page. This provides potential customers with more confidence that ClearSight is a company with products that are recognized and used by major corporations around the world. Visit our new site at www.clearsightnet.com. Read the press release at [http://www.clearsightnet.com/upload/files/ClearSight Networks Rolls out New Website.pdf](http://www.clearsightnet.com/upload/files/ClearSight%20Networks%20Rolls%20out%20New%20Website.pdf)



New Application Note: How To Merge Trace Files with ClearSight Analyzer

Due to the complexity of today's networks, it is often difficult to pinpoint where problems occur. These problems may be caused by one or more network elements: network device (router, switch, firewall, etc.) client, server, or application. In addition, these elements may reside in different network segments. Viewing data from one segment provides only a local perspective. Viewing data from multiple segments can be a challenge, because correlation often proves tedious and time consuming. With the ClearSight Analyzer, this challenge is met by the Analyzer's ability to create a combined "ladder" diagram using trace files from up to four different network segments. IT Professionals will then be able to visualize data in proper perspective, taking into account the sequence of frames as they are generated, forwarded, received, processed, and replied to by the various network elements. Read the complete application note and download the sample trace files at [http://www.clearsightnet.com/upload/files/How To Merge Trace Files with ClearSight Analyzer.zip](http://www.clearsightnet.com/upload/files/How%20To%20Merge%20Trace%20Files%20with%20ClearSight%20Analyzer.zip)

White Paper: Why Use a Hardware Based Protocol Analyzer

[ClearSight Analyzer](#)[Analyzer Trial](#)[Download](#)[Contact ClearSight](#)[Software Updates Through ClearSight New Website](#)[Get Started Here](#)[Webinar Video Download](#)

Learn How to Troubleshoot Voice Over IP Using The ClearSight Network Analyzer

[Download Here](#)[Past Issues](#)[May 2008](#)[March 2008](#)

Software-only protocol analyzers are limited to accessing network traffic through the utilization of mirroring. While this is a convenient and versatile way of accessing network traffic, this paper will explore its constraints and how those restrictions (e.g.: losing all frames that exceed 50% of a full-duplex frame rate, mirrored frames being delayed when the CPU utilization is too high, switches rebooting when they run out of memory, and filtering out MAC frames with errors) can significantly hinder the ability to accurately access all the relevant network traffic. Protocol analysis cards, being a hardware-based solution, can take advantage of port mirroring where it makes sense, but can also access network traffic using full-duplex TAPs, which avoid all the limitations of port mirroring. Read the complete white paper at http://www.clearsightnet.com/upload/files/Why_You_Should_Consider_a_Hardware_Based_Protocol_Analyzer.pdf

[New Network Time Machine® Collateral](#)

In conjunction with the launch of our new redesigned website, we have been busy reworking and redeveloping collateral for all our products. In particular, we have completely redesigned the landing page for the Network Time Machine® (NTM) product line to match our new branding and to prepare for the NTM 6.5 product scheduled for later this month. We have also developed a new NTM product family brochure, new datasheets for the portable and premium versions, and a new datasheet for Atlas, which is a new feature introduced in NTM 6.5. Please visit our new NTM page at <http://www.clearsightnet.com/productInfo.php?ProductID=20> to learn about Atlas and to check out our new literature.

[Access Software Updates through the New ClearSight Website](#)

All ClearSight customers are entitled to free software updates for one year after product purchase through SUS (software update service). Customers can benefit from all the fixes and enhancements that ClearSight provides to its customers on a regular basis through this program; additional years are also available for purchase. We regularly alert customers of new releases through various means, including email, website announcements and by telephone. Customers in turn contact ClearSight and request the new software. ClearSight Networks also provides an easy way for our customers to get the latest software update. Customers can visit us at www.clearsightnet.com and navigate to the Support > Software Updates page, where they will find a form to fill out. Once the form is submitted, a link to the latest software will be emailed to the customer, and the customer can download the software. It is that simple.

ClearSight Networks
Software Updates

Support Center: Software Updates

Product:

Product Serial #:

The product serial number is required to process your license request.

Company:

First Name:

Last Name:

Phone:

Address:

Current software version:

The downloaded file will be sent to this email address. Please verify it is correct.

Email:

Product Update: I'd like to receive the newsletter.
 I would like to receive product updates by email

[Satisfying Our Customers](#)

We are always striving to improve our Customer Support. We have recently gone to a better ticket tracing system. And we are looking into a Customer Web portal where you can enter, review, and track issues. At this time, we would also like to announce an incentive program for you to inform us of interesting and innovative ways that you have used our products to solve real life problems; we know many of you must have some incredible stories to tell. We'd like to hear them and we'd also like to share them with other users so they can benefit from your experiences. We are finalizing details of this program right now, but don't wait. If you have any cases, please contact us at comments@clearsightnet.com. In return we'll send you a small token of appreciation. As always, any comments, either good or bad, are appreciated.

[Customer Spotlight Section](#)

You may have noticed on the ClearSight website that there is a new section entitled "Customer Spotlight" located on the lower right hand corner. This is an area where we report on how customers are using ClearSight products in their network environments;

One story turns the spotlight on Softbank IDC, a Japanese leader in the data-center service industry. Operating nine data centers across Japan, the company provides reliable and high-speed network services such as VoIP and video conferencing to a growing number of corporations. Issei Inoue, the Backbone Network Group Manager in the Technology Division's Network Department, points to the importance of systems management. "Troubleshooting the problems that emerge in high-quality services is becoming ever more complex," he says. "That makes a tool capable of performing reliable analysis an absolute necessity." It is no surprise that Softbank IDC relies on the ClearSight Network Time Machine® to keep their data-centers running at peak performance.

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