



HyBlue Network Performance Monitor (NPM) Quick Start

HyBlue's Network Performance Monitor (NPM) combines ease of use with powerful data gathering and analysis to give you in depth visibility into TCP/IP networks with surprisingly little effort. Flexible and inexpensive, NPM gives you the knowledge to proactively manage your network without the painful setup most SNMP monitoring packages require.

Monitoring

NPM automatically polls bandwidth utilization from SNMP devices on a network, creating a graphical one year history. You'll know exactly how much traffic passed through every SNMP port 7x24.

NPM also tests TCP/IP devices and services for response time and plots that information as well. Imagine having a one year graph showing you the response time of your website.

Real-time Alerting

NPM automatically alerts you of three types of network issues:

1. Availability of a TCP/IP service or device
2. Significant changes in bandwidth utilization
3. Significant changes in response time of a TCP/IP service or device

Simple – Powerful – Effective

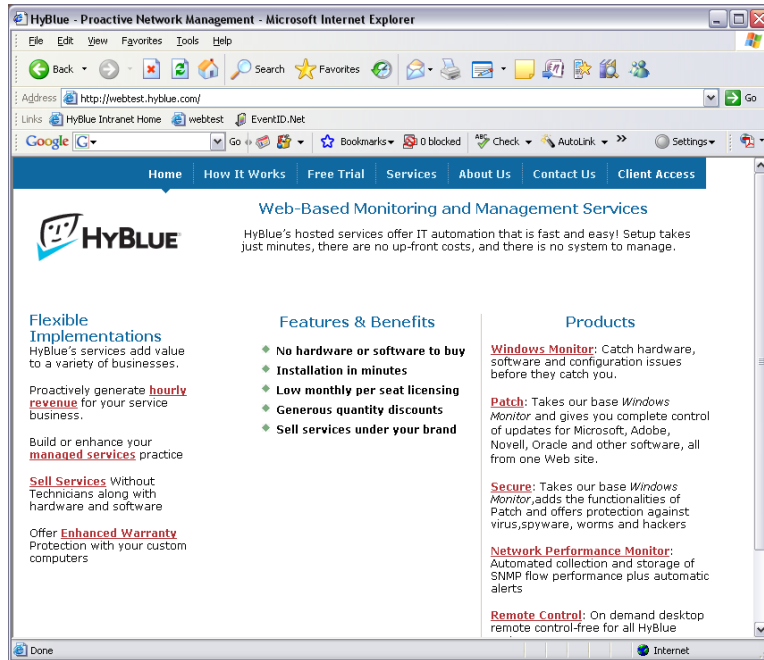
HyBlue's NPM is simple to install and requires zero maintenance. In minutes you'll know more about your network than ever before. This document will show you how to install and fully utilize HyBlue's Network Performance Monitor.

Customer Configuration

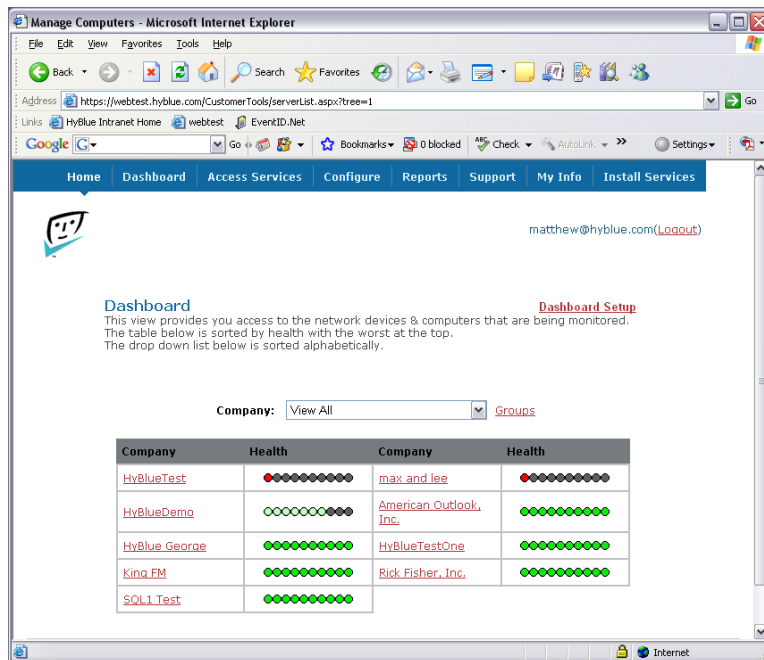
Like all HyBlue services, NPM is very simple to setup. This document assumes you already have an account at www.hyblue.com. If not, please follow the instructions [here](#) to setup a free trial account.

To start, login to your account at www.hyblue.com. Click on Install Services in the upper right hand corner of the page.

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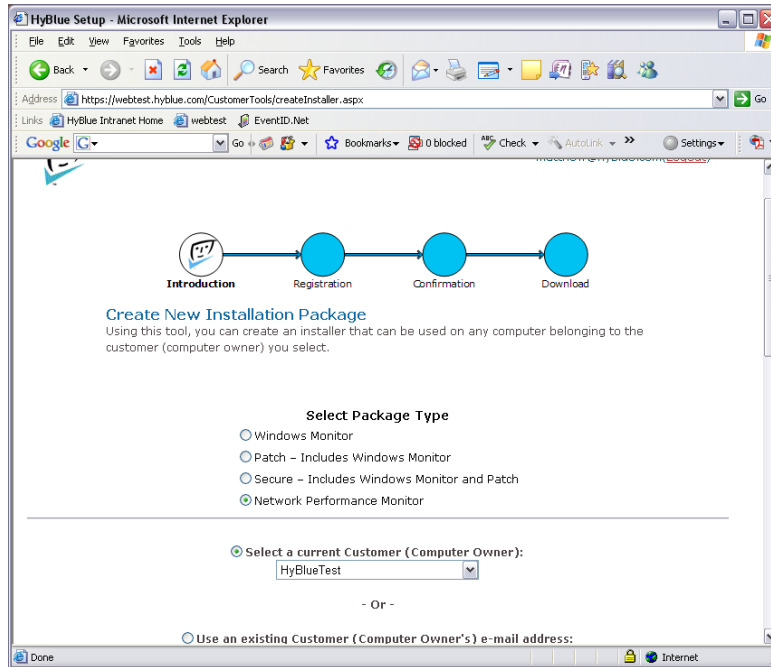


Click Install Services in the upper right hand corner

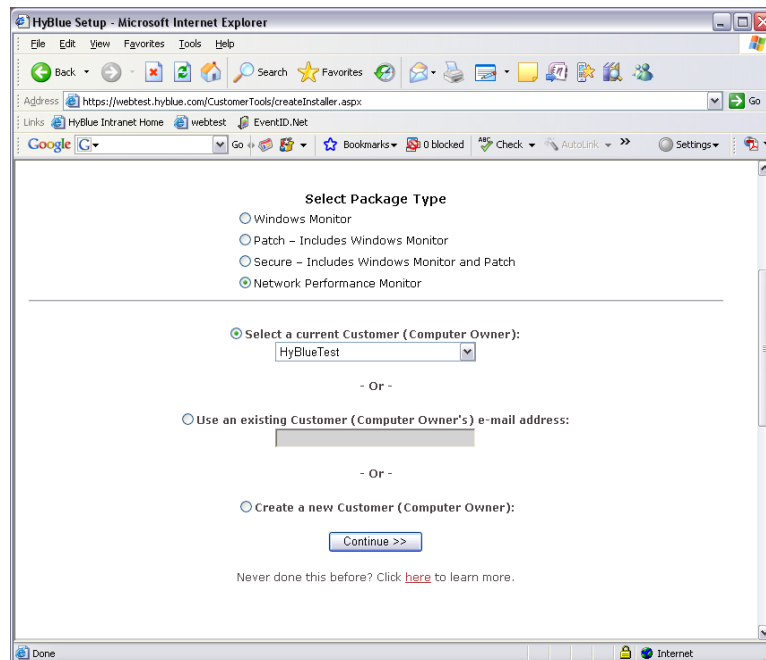


Select Network Performance Monitor

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If the customer is already in the HyBlue system you can select them from the drop down menu. If not, select Create a New Customer.



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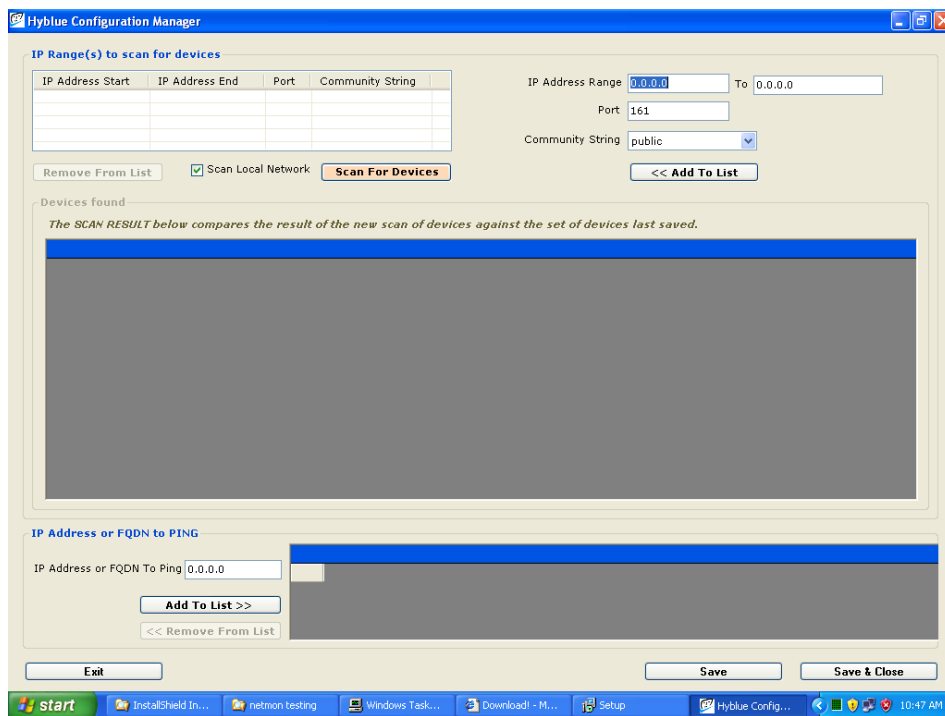


Now follow the screens to select a technical contact, approve the End User License Agreement (EULA) and download the software. Like all HyBlue installers, the file name on the download is the key that relates the customer back to our servers so please don't change the name of the downloaded software.

Installation

Installation is a snap. Simply run the software you downloaded from HyBlue's website on the computer you want to run Network Performance Monitor from. Ideally the computer will be a server running HyBlue Windows Monitor, Patch or Secure on that computer. This way if the server goes down, HyBlue will alert you that the data collection device is down.

When you complete the installation, the Network Configuration Manager pops up automatically.



By clicking on Scan For Devices the Configuration Manager will automatically scan the local network as configured on the computer running Network Performance Manager. You can also add IP address ranges that you want to scan for SNMP devices.

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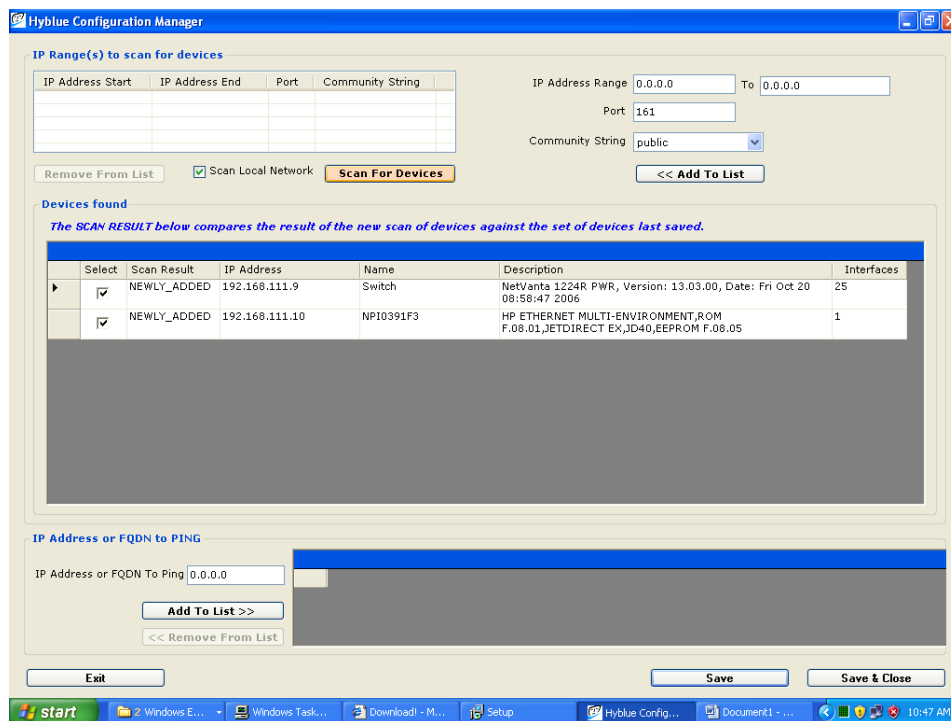
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You can also specify IP addresses or address ranges and your Community String prior to scanning. This is done in the upper right hand corner of Configuration Manager.

Please note, while HyBlue's Network Performance Monitor supports SNMP V3 and can be used to collect data from SNMP devices across the Internet, it is usually easier to run Network Performance Monitor locally at each location with SNMP devices. Since HyBlue charges based on the number of devices monitored, not installations of the Monitor, there is no cost difference.

Once the Configuration Manager has completed its scan, it presents the items found in the core of the main screen.



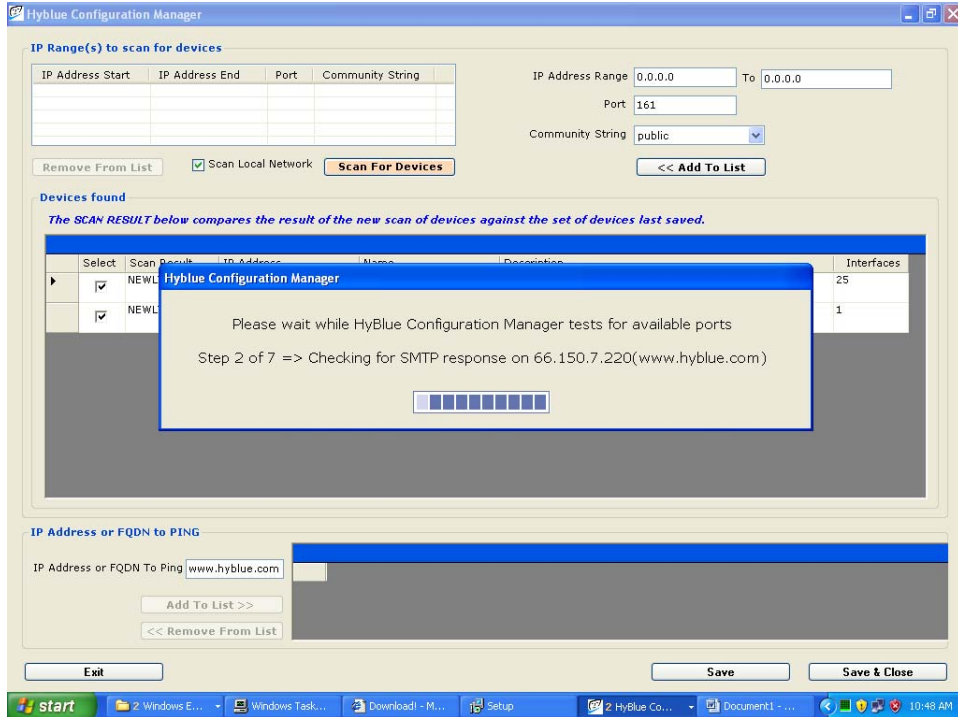
Each SNMP capable item is selected by default to be monitored. You can simply click on the Select column to remove any device from monitoring. Please note, you can add or delete items later by simply running the Configuration Manager again.

Network Performance Monitor also tests and pings IP addresses and services anywhere on the Internet. Selecting addresses to ping is also very simple. Simply enter the address you want to ping as a fully qualified domain name (like

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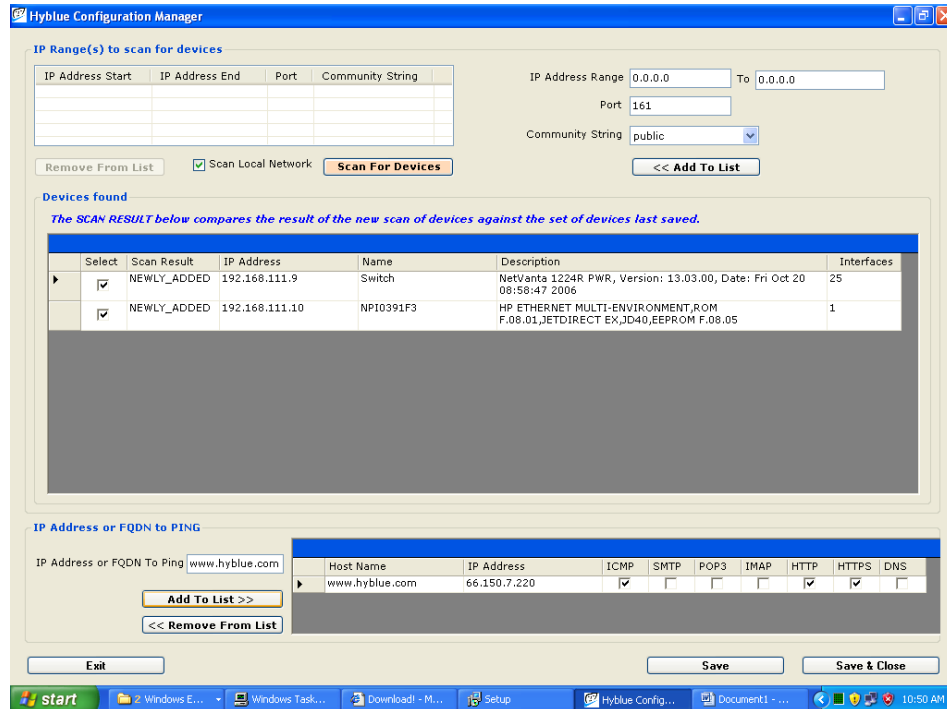


www.hyblue.com) or as an IP address. When you click Add to List, Configuration Manager automatically tests that address for response and will automatically select the available ports to monitor.



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HyBlue Network Performance Monitor currently monitors the following TCP/IP services:

- ICMP (Ping)
- HTTP
- HTTPS
- IMAP
- POP3
- DNS

Continue to add IP addresses and devices you want to monitor. When finished click Save and Close and HyBlue's Network Performance Monitor immediately goes to work.

You can ping as many IP addresses as you like, there is no charge for pinging. HyBlue charges only for SNMP monitored devices.

Using Network Performance Monitor

HyBlue's Network Performance Monitor works quietly in the background. You do not need to do anything to maintain the system, it simply collects data.

Network Performance Monitor automatically scans each device every 5 minutes and uploads the data found to HyBlue's servers. We then log, graph and test the data

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for signs of any problems. If an irregularity is found, HyBlue will automatically alert the technician.

Alerts

Network Performance Monitor has three types of alerts that are automatically generated to keep you informed of issues on monitored networks.

TCP/IP Service Down If a service, including Ping, does not respond for two tests in a row, HyBlue sends out a critical alert via email and text message if configured. This indicates a device has been down for 10 minutes.

TCP/IP Service Degredation If the response time varies from its long term baseline by more than 300% for more than 60 minutes, an important alert email will be sent to the technician.

SNMP Bandwidth Increase If the bandwidth utilization varies from its long term baseline by more than 200% for more than 60 minutes, an important alert will be sent to the technician.

Graphs

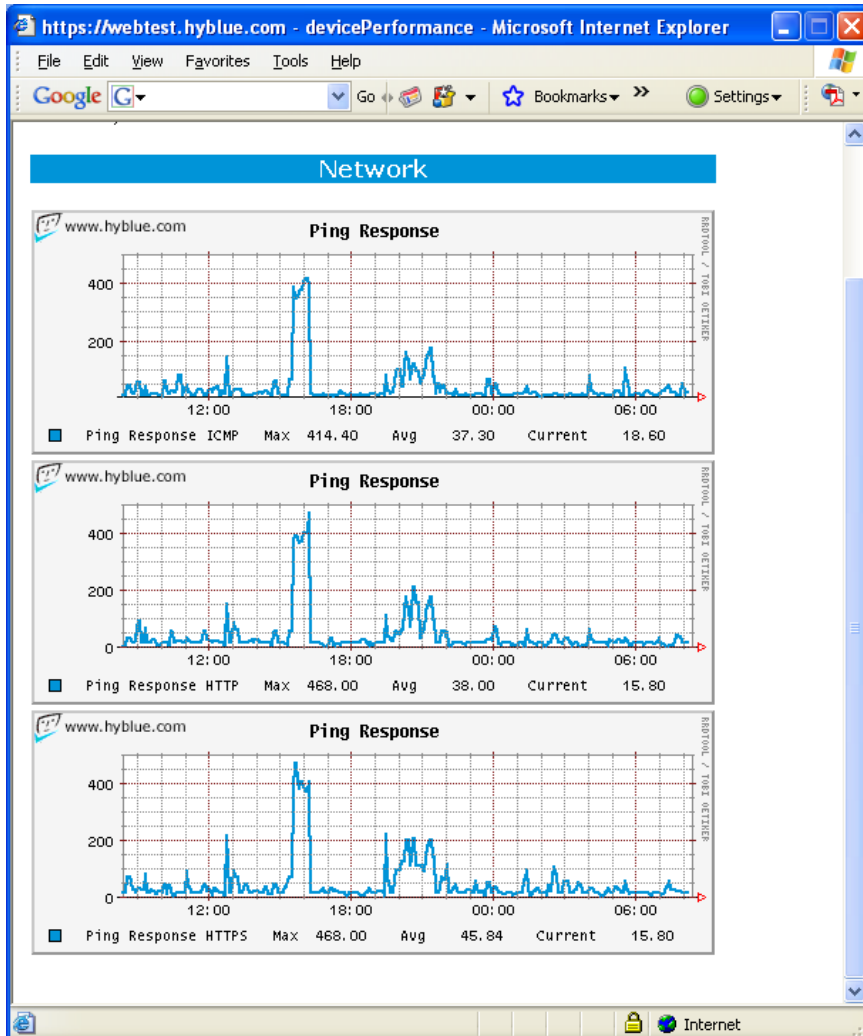
You can login to the HyBlue website and review performance graphs from any web browser in the world. These graphs are updated every 5 minutes automatically with information gathered from each monitored device.

To access the graphs simply login to the HyBlue website, select the customer that owns the network equipment and then click on Performance for that customer.

The graphs shown below are for response time of SMTP, POP3 and IMAP and show one day of traffic. Clicking on any graph shows the day, week, month and year performance graphs for that device.

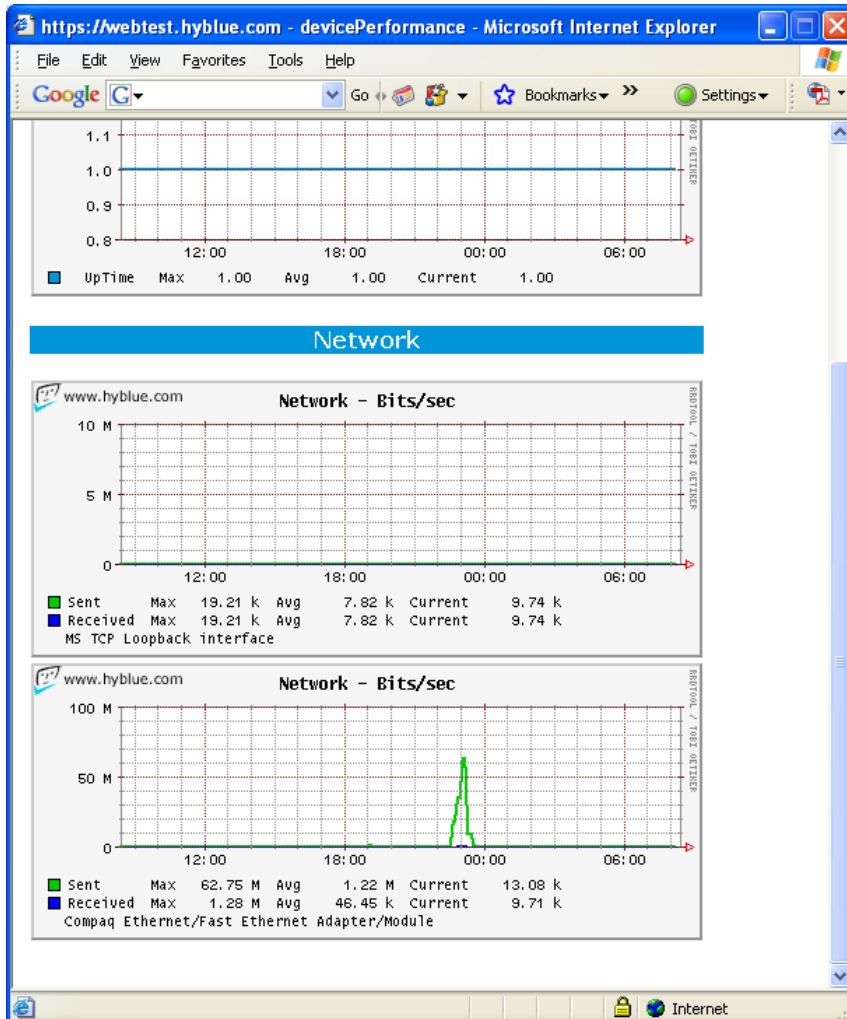
Each graph shows which port is responding, the maximum, average and current response time.

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For an SNMP device like a network switch, we collect bandwidth utilization and display it as shown below:

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Each Network graph shows data sent and received in an overlaid graph. The graphs are scaled to the speed of each port. These graphs also show the maximum, average and current reading of bandwidth utilization.

Scenarios for Use

The flexibility and low cost of HyBlue's NPM lets you deploy it strategically across any size network. Look for your type of implementation below for suggestions on how to best leverage NPM:

Single Location

In a single location network simply install the NPM service on a server or workstation. HyBlue recommends installing NPM on a server running HyBlue's Windows Monitor or other Windows service. This

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way if the server goes down, you will be alerted and know that NPM is not working either.

With NPM installed, it will automatically find and display the SNMP devices in the network. You can then select to ping different TCP/IP services external to your network (or even internal!)

We recommend pinging the default gateway at your ISP. This will give you a historical report of the performance of your DSL and alert you if there are problems on the DSL line.

You probably also want to ping your mail server, wherever it is. Pinging mail.yourcompany.com will give you quick alerts if your mail server is down no matter where it is in the world.

Pinging your website will give you visibility into its responsiveness as well. You'll know that it is up and you'll see how quickly it responds to your customers.

Two Locations

With two locations it is best to install the NPM agent on a computer at each location. Then each NPM agent will collect local SNMP data.

In this scenario one office could be the main office where you ping your mail server, website and so on. From the other office you would ping the main office and if using a VPN ping a VPN address from remote to main office. This will alert you if there is a problem on the VPN and show you the response time the users in the remote office experience.

Lots of Locations

Here again, installing an NPM agent at each location allows you to easily collect SNMP data. Strategically build the pinging plan so that each office is testing its own performance.

If you have further questions on the use of NPM, please contact HyBlue support at 206 838 7238 or support@hyblue.com.

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