



## May 2010, ISSUE 11



### IN THIS ISSUE:

- [New: Product Updates](#)
- [Customer Article](#)
- [The Latest: News & Partners](#)
- [NEW Survey - Enter to Win!](#)

### IN EVERY ISSUE:

#### Try PathView for Free!

Find out why thousands are already using PathView network performance management. Download your fully-functional free trial today at [www.Apparentnetworks.com](http://www.Apparentnetworks.com).



#### Live Webinar: Building a Services Business Managing VoIP Networks - A Customer Case Study

##### Thursday, June 3, 2PM EDT

In this webinar, Eric Knaus, President of RonEK Communications will discuss how he built a profitable services business managing VoIP networks:

- Challenges Eric and his customers have faced with VoIP deployment
- How Eric developed a managed services business around VoIP network management
- Best Practices for VoIP networks assessments and monitoring

➔ [Register for this free webinar here](#)

#### Live PathView Cloud Webinar Series: Introduction to Using

### Welcome!

Welcome to the Network Hero News, Apparent Networks' monthly newsletter. This month's issue highlights some exciting product updates, invites you to join us for a featured webinar on June 3 and shares the latest company news and partnerships. Also, if you missed the last issue, be sure to check out the new [PathView Live Demo!](#)

### New: PathView Product Updates

Over the past few weeks we have updated PathView with some invaluable product features that will enable you to monitor and manage your network paths with greater efficiency and accuracy!

Some of the latest updated PathView features include:

- **QoS support for Continuous Monitoring** – You can now define QoS settings for paths, with the TOS, DSCP, Binary and Decimal formats supported. All monitoring activity on that path will have these QoS settings applied to get accurate performance measures.
- **Available Capacity Service Quality Definitions** – Allows you to create alert thresholds based on how much available bandwidth capacity is left on a path, either as a static Mbps value or as a percentage of the total path capacity.
- **Sneak Preview! Measurement of Asymmetric Network Paths.** PathView will soon have the ability to measure bandwidth capacity, utilization, packet loss, jitter and Mean opinion score (MOS) separately for both the upstream and downstream direction of a network path. This is particularly useful for measuring asymmetric networks like cable, aDSL, fiber and mobile IP services where the network capacity differs in each direction. But that's not all - learn more about this updated feature below!

➔ [Watch this video to learn more about measuring asymmetric network paths](#)

[Back to top](#)

### Guest Author: Oregon State on Managing Visual Communications

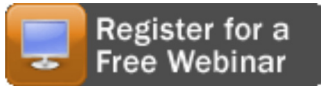
PathView customer Derek Abrams, a Certified Videoconferencing Engineer and Operating Systems/Network Analyst at Oregon State University, discusses some of the specific challenges he faces with visual communications.

In this article, Abrams builds on his first article, highlighting the difference between knowing a problem exists and knowing how to

## PathView Cloud

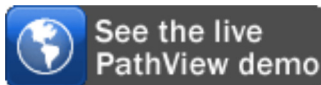
Want to learn more about PathView Cloud and how you can use it on your network or with your customers? Sign up here for one of our daily webinars.

➔ [Register Now](#)



## PathView LIVE Demo

From your desk, you can see PathView monitoring a network delivering business critical services including Voice over IP (VoIP), internet-based backup, virtual servers, web-based conferencing and CRM systems as well as the LANs and WANs between four offices and a data center.



pinpoint it and fix it quickly. Using the right tools and an innovative approach, Abrams shares how his team has uncovered issues and improved their network performance.

➔ [Read the full customer article here](#)

Want to contribute an article to the newsletter? Please email us at [hero@apparentnetworks.com](mailto:hero@apparentnetworks.com)

[Back to top](#)

## The Latest: News and Partners

### New Partner Announcements:

Apparent Networks recently announced two new Powered by PathView partners:

- [Amtel Communications](#), a New Zealand provider of Interactive Intelligence's unified IP business communications services will use PathView for pre-deployment assessment services and ongoing monitoring for customers and end-users.
- [Adaptive Technology Group](#) is leveraging PathView to bring its customers enhanced network monitoring, network troubleshooting and network reporting services as part of its core business offerings.

### Recent News Articles:

- Processor Magazine: "[Know Your Network Performance: Put a Finger on the Pulse of Your Data Centers Flow of Information.](#)"
- Computer Reseller News: "[Apparent Networks Tools: Troubleshoot VoIP, Video Remotely.](#)"

➔ [Learn more about the Powered by PathView Partner Program here.](#)

## NEW Survey: Enter to win an Apple iPad!

We are happy to announce the winner of the April PathView survey - Rick Williams from [Pacific Mainland Information Management!](#) Rick won a gift certificate for an Apple iPad!

In this month's new survey, we want to find out more about where you get your information and news. Please take **2-3 minutes** to provide some input on this month's survey, and enter to win!

[Complete PathView survey and ENTER TO WIN AN APPLE iPad!](#)

➔ [Take the Information and News Survey](#)

[Back to top](#)