SHARKFEST '12

Wireshark Developer and User Conference

MB-5 Troubleshooting from the field

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MB-5 Troubleshooting from the field

- Introduction about me
- List of Use Cases
- Use Cases in Detail

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About me

- Around 5 Years IT Datacenter Operations and Help desk

- Around 15 Years network administration, network design, Troubleshooting different problems that are not seen in the network configuration, first contact with network analyzer (Sniffer, Network General)

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About me

- Around 13 Years Network Analyst, working with different products to analyze and monitor performance problems. (change to Wireshark and Cacetech)
- And now in the position for searching for new challenges

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List of Use Cases

- Citrix Application is stuck for some seconds.

- Web Application increasing Response Time when clicking trough drop down boxes in the mask

- File Upload with Web Browser takes much longer as expected

- Login to Webmail takes around 2 minutes

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Citrix Application is stuck for some seconds

- Branch offices are connected with 2 Mb/s, 4 Mb/s or 10 Mb/s
- All have the same problems
- Packet shaper should reserve 50 % of the bandwidth
- Measurement point in one Office, Datacenter before and after the packet shaper
- Traces in Trace Module III

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Web Application increasing response Time

- Traveling agencies using application over the internet

- Application is tunneled over GRE because of printing from the application must go trough all firewalls

- Response time doubles sometimes each time the user clicks on drop down lists in the input mask.

- Traces in Trace Module II

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File Upload with Web Browser takes much longer as expected

- Web Application has an file upload function
- With IPS disabled on the firewall it works with Windows 7 and Windows XP Client
- With IPS enabled on the firewall it works only with Windows XP Clients
- Traces in Trace Module VI

Login to Webmail takes around 2 minutes

- Access to Webmail from the office was ok

- Access to Webmail from home takes around 2 minutes

- Traces on continuous capture with sharkappliance shows no problems in server response time

- Request traces from the client side

- Traces in Trace Module V

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Troubleshooting from the field

Thank you for your interest