

# Omnipeek Remote Assistant (ORA)

Easy remote network analysis (packet capture) by non-technical personnel

## Benefits

- Enables remote network analysis (packet capture) by non-technical personnel
- Easy to distribute to remote users
- Generate secure encrypted capture files
- Discover the root cause of problems quickly
- Measure exact network and application latencies between remote users and the network backbone with Multi-Segment Analysis (MSA)
- Deploy customizable MSI installer packages, including any necessary drivers, for a complete remote analysis solution
- Reduce mean-time-to-resolution (MTTR)
- Eliminate the need to send staff out to customer sites to investigate problems
- Gain access to network data anywhere in the world
- Establish an instantaneous “point of presence” when one is needed
- Perform single use or ongoing network analysis
- Address all types of network traffic: wired, 802.11 wireless, voice and video over IP, etc.
- Ensure full data security and privacy
- Easily collaborate with other network experts

## The Challenge

With the proliferation of new applications, especially those that are cloud-based or offered “as a service,” IT help desks have their hands full. When a call comes in, typically the end user is blocked from doing their work, and has limited ability to explain the technical issue they are facing, leaving the IT support team with a poor understanding of the problem. Neither party on that call is happy; you both want the problem to be resolved quickly without having to dispatch a technician to the customer site.

## The Solution

Omnipeek® Remote Assistant (ORA) is a small tool included with every license of Omnipeek Enterprise. ORA can be instantly distributed anywhere in the world to capture data for network analysts. The tool is extremely simple and can be operated by those without a network analysis background. The remote user only needs to unzip a ZIP file, double click the executable (OmnipeekRemoteAssistant.exe), click Start, then Stop, and email the packet files created back to the network analyst. The files are secured with public/private encryption and can only be opened by the network analyst who requested the data.

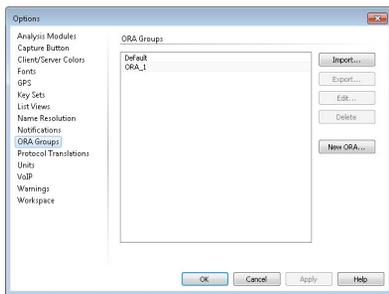
By deploying Omnipeek Remote Assistant throughout both your help desk and customer support organizations, anybody can capture network data for analysis, no matter how far away they are, relieving help desk and customer support of the burden. Now, when non-technical end users or customers experience a problem, they can capture and collect data themselves, with the highest level of data privacy, using the Omnipeek Remote Assistant.

## Using Omnipeek Remote Assistant is as simple as 1-2-3

### Step 1: Generate the ORA management ZIP file

A network analyst must first generate an ORA management ZIP file for distribution to the user or customer who will be collecting network data. This is done via the Omnipeek Enterprise Console. The ZIP file contains the executable and associated files. The ZIP file can be posted to a file server, uploaded to a drop box, or simply emailed to the user or customer.

The network analyst simply navigates to the ORA Groups option in Omnipeek (Tools > Options) and then decides if they want to generate a ZIP file based on an existing ORA group using the same public/private key pair, or create

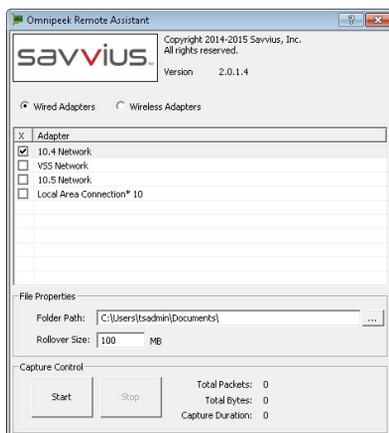


a new ORA group with a new key pair (this is only relevant for the analysis process afterwards). After deciding and clicking OK the agent is created and is ready for distribution.

You can also import and export ORA management files. Importing ORA management files allows another OmnipEEK-ORA user to analyze files that they did not generate themselves. Exporting ORA management files allows a user to authorize another OmnipEEK-ORA user to open and analyze files generated by the original user.

### Step 2: Collect data

Once the end user or customer has received the ORA ZIP file from the network analyst, they simply extract the files to a non-networked drive and double click the ORA executable (OmnipeekRemoteAssistant.exe). This action will bring up the UI for the OmnipEEK Remote Assistant.



The user selects which network adapter or adapters to use to collect data (wired or wireless, depending on the problem – the network analyst lets the user know which to use), clicks ‘Start,’ and the program begins collecting network packet data and storing Savvius packet files (\*.pke) in the specified folder path.

When a sufficient amount of data has been collected, the user clicks ‘Stop’ and uses the method specified by the network analyst to return the Savvius packet files (email, FTP, drop box, etc.).

### Step 3: Analyze encrypted packet files

Once the network analyst receives the packet files back from the user or customer, the files can be opened using the copy of OmnipEEK Enterprise which generated the ORA management ZIP file. The packet files are encrypted, so only the analyst who created the ORA management file can open the packet files, keeping both sensitive internal data as well as proprietary customer data very secure. If more data is required, the analyst can simply request that the user just start the program again and collect more data. Once the problem is solved, the user simply needs to delete the file folder, removing all traces of OmnipEEK Remote Assistant.

## About Savvius, Inc.

Savvius sets the standard for actionable network visibility with software and appliance offerings relied on by leading enterprises around the globe. Trusted by network professionals at over 6,000 companies in 60 countries, Savvius solutions provide unparalleled insight into network performance with real-time analysis and seamless packet capture. Visit <https://www.savvius.com> to learn more about Savvius Omnipliance®, Savvius Omnipliance Ultra™, Savvius Spotlight™ Appliance, Savvius OmnipEEK®, Savvius Vigil™, and Savvius Insight™, and to leverage Savvius technology and channel partners. Follow us on [Twitter](#), [Facebook](#) and [LinkedIn](#).

## Learn more about OmnipEEK Remote Assistant

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Or visit us online at: <https://www.savvius.com/product/capture-assistant-omnipEEK>