

# SAM

## SERVICE ASSURANCE MANAGER



### MERU SERVICE ASSURANCE MANAGER

The essential wireless management tool for predicting service disruptions before end users are impacted and dramatically reducing helpdesk call volume.



### INTELLIGENT WIRELESS WELLNESS MONITORING SYSTEM

Predictive Performance Monitoring and Diagnostics for delivering Wireless like Wired™ reliability



## PRODUCT OVERVIEW

The Meru Networks® Service Assurance Manager™ is the industry's only predictive diagnostic application for remotely diagnosing the health of business critical 802.11 wireless networks without requiring any overlay sensors.

Service Assurance Manager runs on Meru Service Assurance Platform and fully leverages the advantages of Meru's virtualized wireless LAN architecture.

### DETECT INFRASTRUCTURE ISSUES BEFORE END-USERS ARE IMPACTED

Traditional approaches to wireless troubleshooting include after-the-fact on-site visits, packet-captures or completing labor intensive site surveys. With Meru Service Assurance Manager, the network automatically performs predictive health checks with Meru's Virtual Client, an end-user emulator, and reports any issues before real end-users are impacted, including wired routing and security misconfigurations.

### START YOUR DAY WITH EXECUTIVE SUMMARY NETWORK HEALTH REPORTS

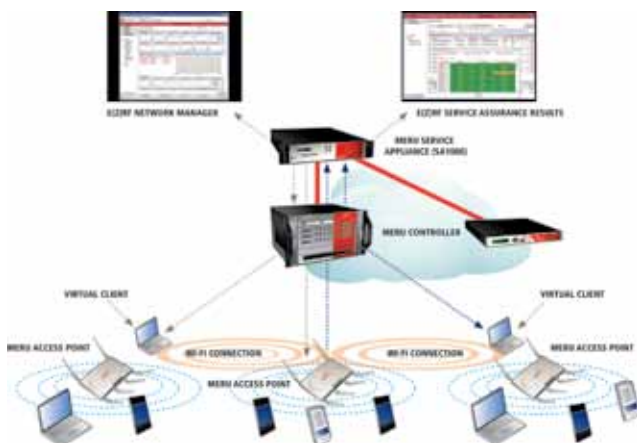
Service Assurance Manager creates network baselines and runs application level tests continuously or on demand and provides you with an executive summary of network operations through a simple dashboard.

### NO OVERLAY SENSORS ARE REQUIRED

Fully integrated into the Meru virtualized wireless LAN architecture, Service Assurance Manager performs diagnostic tests with the Meru Virtual Client, an emulated clients that gets instantiated on the Meru Access Points. Virtual Clients test for application performance globally and continuously without impacting users on the network.

### ELIMINATE TRUCK-ROLLS FOR ON-SITE TROUBLESHOOTING

Many network issues require more visibility and that used to require onsite set-up of a test network, running diagnostic and performance tests, and analyzing results on a variety of wireless security profiles. Service Assurance Manager uses the Meru Virtual Client to automate these tasks remotely, without human intervention, providing visibility into network operations without the need to send personnel and equipment onsite.



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## PRODUCT BENEFITS

- Executive summary network health dashboard allows administrators to proactively detect network issues, minimizing helpdesk burden.
- Remote diagnostic tests reduces on-site visits.
- Fully integrated - no need for additional equipment.
- Virtual Client for a variety of wireless profiles, saves the operational expense of setup->test->analyze->rectify cycles.
- Inject real, application-level traffic into the live network while not disrupting service.
- End-to-end performance tests enable rapid detection of wired-side misconfigurations such as VLAN or RADIUS.
- Identify potential root cause issues with automatic analysis of connection failure stage.

## GRAPHICAL USER INTERFACE

### Configure Baseline and Scheduled Tests

Test types – connectivity including loss, latency and throughput.  
Run tests instantly OR schedule continuously, hourly, daily, weekly  
User configurable 'good', 'bad' latency and loss thresholds

### Notification Filters

Customize notification filters including start time  
Severities (critical, major, Info)  
Messages with health check profiles

### SAM Client Configuration

Configure client info for 802.1x based authentication including ESSID, username and password

### Captive Portal Configuration

Configuration for testing captive portal connectivity including URL, Login ID, Success ID and Failure ID  
Add Captive Portal users.

## MONITOR

### Global Summary Dashboard

Network health Pie charts  
Controller Status Pie charts  
Recent Results by Controller with drilldown.

### All Controllers Dashboard

Summary of latest test run for each controller.  
Drilldown to test level.

### Completed Tests

Table of completed health check summary with overall result, number of good/fair/bad runs, start time and type of test.

### On Going Tests

Table of health checks in progress with test name, test type, start time and state of execution.

### Drill down Test runs

Details show test results for each of the ESS on every radio in the controller with start time using a Virtual Client.  
Next level of drill-down to specific Virtual Client or Station.

### E(z)RF Network Manager Integration

Virtual Client or Station details integrated with Network Manager's Station Trend Dashboard, Visualize heat-maps, AP Locator with flashing icons and notification profiles

### Virtual Client/Station Details

Show short and long term transmit/receive statistics.  
Throughput overall, Total frames count, Frames success, Frames failure, Bytes success & Failure bytes

## REPORTS

### Summary Reports

Mailed to configured recipients

### Detailed Reports

Available by drilling down from summary reports

## PLATFORM SPECIFICATIONS

The following table lists the product specifications for the Meru Service Assurance Manager running on Service Appliance (SA1000/SA200). Note that Service Assurance Manager is integrated with E(z)RF Network Manager on the same Service Appliance.

### Package Content

2 Ethernet cables (one spare)  
DB9 serial cable  
2 power cables  
Documentation disk with E(z)RF Network Manager 2.x  
- Getting Started Guide  
- Release Notes  
- User Guide

### Supported Browsers

Firefox 3.x  
Internet Explorer 7.x

### Supported Controllers

MC1000 and higher

### System Director Support

4.0, 4.1

**Meru Networks** | develops and markets wireless infrastructure solutions that enable the All-Wireless Enterprise. Its industry-leading innovations deliver pervasive, wireless service fidelity for business-critical applications to major Fortune 500 enterprises, universities, healthcare organizations and local, state and federal government agencies. Meru's award-winning Air Traffic Control technology brings the benefits of the cellular world to the wireless LAN environment, and its WLAN System is the only solution on the market that delivers predictable bandwidth and over-the-air quality of service with the reliability, scalability and security necessary to deliver converged voice and data services over a single WLAN infrastructure.

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