

# NetMotion Diagnostics<sup>®</sup>

Empowering Unprecedented Mobile Troubleshooting and Analytics

NetMotion Diagnostics<sup>®</sup> reveals the root cause of connectivity-related problems, whether on the mobile device, GPS unit, corporate servers, or across any of the private or public networks being used. It dramatically speeds resolution of issues with remote devices to ensure mobile users stay productive. Eliminate unnecessary support calls and frustration with a single click, isolate and resolve the root cause of connectivity issues and get your workers back to work faster.

## Quickly Troubleshoot Root Cause of Connectivity Problems



- Minimize downtime by quickly identifying problems with pinpoint accuracy.
- Reduce support costs and mean-time-to-resolution by accelerating mobile support ticket resolution.
- Troubleshoot the connection path from the mobile device, through the network, to back-end application servers.
- Measure actual throughput and latency of Cellular, Wi-Fi and Ethernet networks from the mobile device, and see the results in NetMotion Mobile IQ<sup>®</sup> or other analytics products.



## Reinforce Security with Network and Location Forensics

- Provides detailed information to Mobile IQ (and other Syslog-compliant reporting tools) on who, when and where unsecured networks and rogue access points were accessed.
- Monitor the performance of GPS location services to identify failing or switched-off GPS devices.
- Find the last known location of lost or missing mobile devices.



## Improve End User Experience and Productivity

- Ensure mobile workers have access to the best coverage and the fastest network technologies.
- Use geo-tagged data to drive better decision making on devices, networks, coverage plans and service level agreements.
- Schedule regularly occurring diagnostics reports, and use NetMotion Mobility<sup>®</sup> policy controls to automatically run diagnostic reports when connectivity is lost.

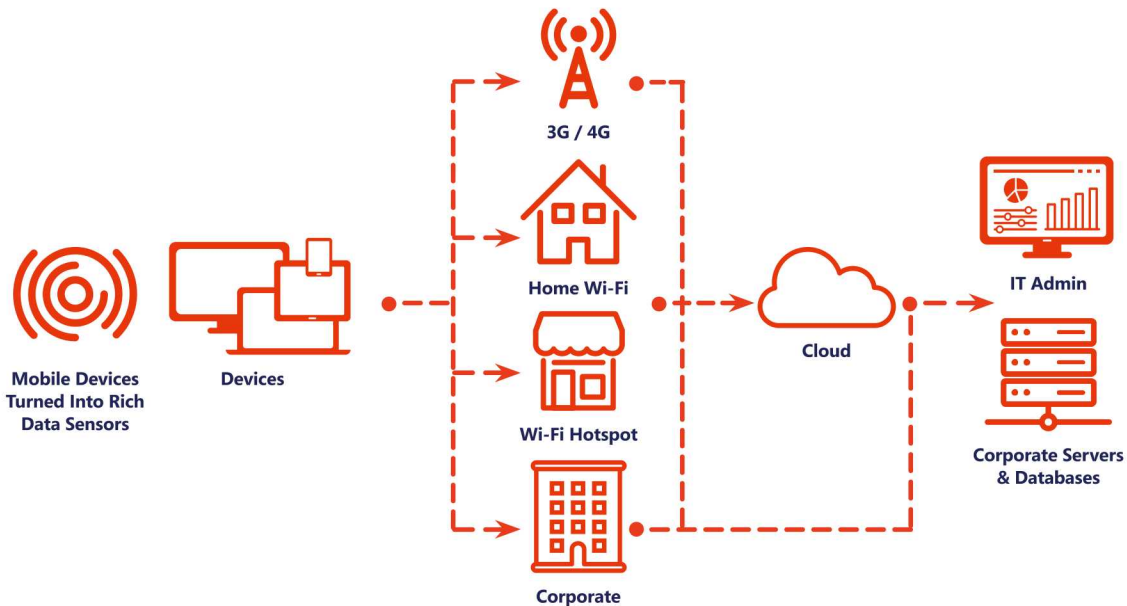


## Seamless Integration and Powerful Reporting

- Provision and configure Diagnostics clients using popular EMM/MDM systems.
- Export data to analytical, business intelligence, and SIEM tools such as NetMotion Mobile IQ, Splunk, IBM QRadar, etc.
- Big data reporting with over 20 messages types and 80 discrete values collected on each device covering connectivity (connects/disconnects, location, failures), usage statistics (bytes, networks, and applications), location (longitude, latitude, accuracy), adapter information (vendor, model, driver, backhaul, EMEI, IMSI), network (signal, security, GPS, and inventory information).
- Tailor data export streams based on the needs of the systems receiving the data (e.g., operations, diagnostics, security, or accounting).

# NetMotion Diagnostics® Features

## Full Visibility – Better Troubleshooting & Analytics



**Real-time monitoring of entire deployment inside & outside of firewall**

**Full visibility into device, network, location, data usage & application flow information**

**Automated end-to-end troubleshooting, root cause analysis & alerting**

**Monitor and alert on irregular behaviors**

## Platform Support & System Requirements

(Please contact NetMotion Software for detailed specifications and pricing.)

<b>Clients</b>	<ul style="list-style-type: none"> <li>• Android (4.4 &amp; later) via Google Play Store</li> <li>• iPad &amp; iPhone (iOS 10 &amp; later) via iTunes App Store</li> <li>• Windows laptops, Surface Pro tablets and other devices (Win 10/8.1/8*/7* – Professional, Enterprise &amp; Ultimate Editions)</li> </ul>
<b>Servers</b>	<ul style="list-style-type: none"> <li>• Hardware Min.: 2.8 GHz, dual core, x64 compatible; 4GB RAM; 500 GB free disk space (over 2-3 drives)</li> <li>• Software: Windows Server 2016, 2012 R2, or 2008 R2**</li> </ul>
<b>Supported Adapters</b>	<ul style="list-style-type: none"> <li>• Cellular including embedded, USB, PC-Card, and remote broad band (MiFi and trunk mount)</li> <li>• Ethernet (Wired, Wi-Fi)</li> <li>• Many devices and adapters are supported including FirstNet (See list of supported network adapters on our website)</li> </ul>
<b>Installation/ Configuration</b>	<ul style="list-style-type: none"> <li>• SaaS (private cloud)</li> <li>• On-premises</li> <li>• Clients can also be installed/configured by EMM/MDM systems supporting the AppConfig Consortium standard</li> </ul>

\* = Requires .NET 4.5.1 enabled; \*\*=Requires .NET Framework 4 and ASP.NET 4.5 enabled.