

Paessler previews new features to PRTG Network Monitor and updated iOS 7 app

New enhancements to be exclusively previewed at IPExpo in London and VMWorld in Barcelona

15th October 2013 - Paessler AG, the innovative [network monitoring solutions](#) specialist, today announced the availability of a range of enhancements to its PRTG Network Monitor software. The new features include: performance improvements for VMware sensors; a new high-performance SNMP trap receiver sensor; an improved Syslog receiver sensor; and an integrated ticket system. Visitors to VMWorld in Barcelona (Tuesday 15th – Thursday 17th October) and to IP Expo in London (Wednesday 16th – Thursday 17th October) will be among the first to see these new features, which are scheduled for general release later in 2013.

The announcement coincides with the update of Paessler's app for iOS 7. iPRTG is a free companion app for PRTG users and the latest version (3.4) comes with a refreshed layout, new colours, and with an improved rotation behaviour for iPad. This will make it even easier to view detailed sensor information such as monitoring results and events, statistics, data graphs, and geo maps on mobile devices.

The new enhancements in detail

PRTG will fully support VMware's latest host software ESXi (version 5.5) straight out of the box, allowing PRTG users to update their VMware environment without creating any issues for their monitoring. In addition, Paessler has recently improved the performance of these VMware sensors, so that PRTG users can now monitor more servers and more items on ESXi without the need for additional hardware.

Paessler is also introducing a new integrated ticket system, which allows administrators to define a workflow for network issues identified by PRTG. As soon as an outage is found, PRTG will create a ticket and send it via email to the relevant administrator. If PRTG later observes the end of this outage (regardless of why it ended), the respective ticket is closed automatically without any further action needed by the administrator.

This ticket system can also be used to manage other tasks within the administrator team. For example, a new ticket will be created when a new device or sensor has been discovered by PRTG's auto-discovery process and should be acknowledged by the user, or when a new report is ready for review. For easy collaboration, tickets can be assigned to other users or user groups in PRTG, which can then be edited or resolved, just like in any other ticket management system.

The two new sensors being introduced are an SNMP (Simple Network Management Protocol) Trap Receiver Sensor and a Syslog Receiver Sensor, both designed for high performance usage in larger networks.

Many network devices can be configured to send SNMP traps triggered by a range of reasons such as system events or outages. PRTG's new SNMP Trap Sensor will receive, filter and respond to these messages. The Syslog Receiver Sensor operates in the same way but with syslog messages.

Both the SNMP Trap sensor and the Syslog sensor have been optimised to receive and process up to 10,000 messages per second from numerous devices. The data is stored in an internal high performance database for later review and analysis using an easy-to-use web interface which will allow users to drill down into the data for specific events.

Dirk Paessler, founder and CEO at Paessler, says: "The functionality of these new sensors makes similar one-trick-pony software products redundant. It is available to all PRTG users for free, even in the Freeware edition. The new sensors will enable PRTG users to keep an eye on their syslog messages and SNMP traps more effectively and more systematically thus allowing a deeper understanding of the networks. Our new developments will help administrators save considerably on the expensive add-ons required by competitor products, while at the same time making the whole PRTG experience even more intuitive than it already is."

All new features will be shown by the Paessler experts at IP Expo in London at booth G58 in the VMware Partner Zone and at VMworld Europe in Barcelona at E405.

Further information is available at www.paessler.com/blog .

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About Paessler AG

Paessler AG leads the industry in providing the most powerful, affordable and easy-to-use network monitoring and testing solutions. The company's suite of just right software products delivers peace of mind, confidence and convenience for businesses of all sizes – from Small Office/Home Office (SOHO) to large enterprises, including more than 70% of the Fortune 100 companies. Based in Nuremberg, Bavaria/Germany, Paessler's global reach includes more than 50,000 licenses sold and more than 150,000 active installations, including its robust freeware products, through its worldwide locations in Canada, the UK, Japan, the US and others. Founded in 1997, Paessler AG remains a privately held company and is recognised as both a Cisco Technology Developer Partner and a VMware technology Alliance Partner. For more information, visit www.paessler.com.