

Paessler Extends Support for PRTG Network Monitor with New Interactive Knowledge Base

Online Customer Service Portal Provides Integral Support for Industry-leading Network Monitoring Solution; Video Tutorials Show Step-by-Step PRTG Start up and Configuration

LOS ANGELES, CA and NUREMBERG, Germany (May 11, 2010) – Paessler AG (www.paessler.com), a leading provider of [network monitoring](#) and performance optimization solutions, announced today that it has extended its customer support services with the addition of a new, interactive online knowledge base portal to provide customers with a superior, comprehensive knowledge support platform with information and advice for optimal network monitoring.

Paessler's flagship PRTG Network Monitor, which recently earned top honors in a worldwide test of network monitoring solutions, ensures the problem-free operation of everyday business processes and is an essential component in the efficient operation of thousands of enterprise-grade IT systems around the world. PRTG not only optimizes network performance, but also allows for the quick, easy and scalable provisioning of network sensors to ensure maximum up-time and reliability

With the new knowledge base (www.paessler.com/knowledgebase), Paessler customers and partners can rapidly find answers to questions about how to use PRTG Network Monitor, as well as advice and information about network monitoring in general. The online platform has been designed to provide a combination of technical knowledge and an interactive user forum that employs Web 2.0 features, such as a tag cloud, that make it easy to find needed information quickly.

“With ongoing updates and frequent feature enhancements constantly being added to PRTG to meet our customer's needs, the knowledge base serves as an active and dynamic PRTG and network monitoring resource library,” said Daniel Zobel, head of technical documentation at Paessler. “Users and other interested parties can easily find a vast amount of valuable information here, and we are especially pleased by the positive response from our customers and knowledge base users who have become actively involved in making contributions right from the very start.”

Interactive Exchange of Knowledge

In addition to providing rapid, round-the-clock self-service support for all users, the Paessler knowledge base also functions as an interactive community for the mutual exchange of experiences and information. Here, PRTG users can not only ask questions and find information, but also share their knowledge with others by answering questions posted to the forum. Answers can be evaluated by other users, with active participants able to earn “expert status” as a result of their contributions and corresponding evaluations. The quality of the solutions offered is also constantly monitored by the Paessler support team to ensure accuracy and solicit input from users on issues and features desired.

The addition of the knowledge base enhances PRTG support turnaround time by enabling Q&A dialogue to take place any time of day or night around the world to provide quicker response for timely issues.

"I'm truly impressed with your turnaround time," said Ismael J. Carlo, director of support at a leading provider of collaborative network support solutions. "Your team is very responsive. Even though we're separated by thousands of miles and several time zones, I get responses so quickly that it feels like you're right here."

Video Tutorials Provide Easy How-To Instructions

A key feature of the online support portal, [video tutorials](#) by both the Paessler support team and PRTG users provide step-by-step instructions on getting started with PRTG Network Monitor, covering topics such as “Installation and Auto-Discovery,” “PRTG Advice” and “Core Server and Remote Probes,” which clearly explains, for example, how IT staff can use the PRTG Remote Probe feature to monitor local networks at other locations.

In addition to instructions for basic feature configuration, user-contributed video tutorials demonstrate how to configure advanced options like creating custom sensors, integrating a system tray notifier, defining a ping sensor as master, and even more complex tasks such as monitoring VoIP traffic in a virtualized environment with vSphere.

“The contributions our users have made to the video tutorials have been amazing,” Zobel said. “We’re very grateful for their help in demonstrating just how easy it can be to leverage PRTG’s powerful feature set to accomplish just

about any network monitoring task. And, we welcome additional contributions from other users as well.”

Online Resource Library for Network Monitoring

In addition to the interactive forum and the video tutorials, the Paessler support service features a blog by Dirk Paessler, founder and CEO of Paessler AG, which provides advice and tips, as well as analysis on current industry trends. The support portal also includes online manuals for PRTG and other products, an FAQ area and a support ticket system for individual e-mail support.

The entire Paessler support service listing can be found at <http://www.paessler.com/support>.

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 deliver 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, Germany, Paessler's global reach includes more than 150,000 active installations of its products. Founded in 1997, Paessler AG remains a privately held company and is recognized as both a member of the Cisco Developer Network and a VMWare Technology Alliance Partner. For more information, visit www.paessler.com.

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