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DATA SHEET

Riverbed AppResponse

Packet-Level Observability for Deep Network Insight

The Business Challenge

Modern IT environments are more distributed, dynamic, and complex than ever before. Applications span on-premises, SaaS, and cloud environments, while users expect a flawless experience from any location. Continuously evolving IT architectures introduce new layers of complexity that can mask the root causes of performance issues, making it harder for IT teams to understand where delays originate and which users and services are affected.

When performance degrades, teams must distinguish network problems from application, server, and service dependencies, often piecing together evidence from separate tools. Encrypted traffic adds another layer of difficulty, while intermittent issues may disappear before an investigation begins. Teams need reliable evidence of network and application interactions, both live and historical, and a faster way to connect that evidence to affected services and likely causes.

The Riverbed Solution

Riverbed® AppResponse enables faster network and application troubleshooting by combining high-speed packet capture and storage, deep packet inspection, application-aware analytics, and intuitive workflows. It supports flexible deployments across on-premises hardware, virtualized environments, and public cloud platforms, making it well suited to today's hybrid IT architectures.

AppResponse combines continuous packet capture with real-time and historical application monitoring to reveal interactions visible at its capture points. Retained packets preserve forensic detail for active and intermittent issues, helping teams test explanations and investigate past incidents without waiting for the problem to recur.

AppResponse combines packet evidence with dashboards, response time composition charts, and specialized analytics to help teams identify whether delays originate in the network, application, client, or server. DNS and SSL/TLS metrics add context to application, host group, and conversation analysis, while DTLS session monitoring extends visibility into encrypted traffic.

AppResponse provides the deep packet-based evidence that underpins Intelligent Network Observability. Riverbed IQ connects AppResponse signals with related operational context to accelerate investigation and guide or automate supported responses. Q, the conversational interface in Riverbed IQ, lets teams explore connected data, examine supporting evidence, and ask follow-up questions.

Key Features

Continuous Packet Capture and Fast Packet Access

- Capture and store packets continuously for real-time troubleshooting, historical analysis, and network and security forensics.
- Configure multiple capture jobs, selective packet recording, and storage allocation to match investigation and retention needs.
- Find packets with indexed IP address, protocol, and TCP/UDP port filters. Search and download directly without navigating through Insights or Navigator.
- Investigate incidents with microsecond-level resolution. Analyze multi-terabyte traces on the appliance and use Packet Analyzer Plus for detailed inspection and sharing.

Application-Aware Analytics and Troubleshooting

- Analyze live and historical performance by application, user, server, conversation, and custom host group. Use stored metrics for troubleshooting, trending, and capacity planning.
- Isolate client, server, and network delays with response time composition charts.
- Investigate network conditions including ARP, DHCP, microbursts, broadcast, and multicast issues.
- Visualize performance with heat maps, time-series charts, histograms, and TruePlot®, which reveals transaction patterns without averaging away spikes.
- Investigate with predefined Insights and Navigator drilldowns. Create, save, and share custom Insights and reports.
- Analyze FIX and market data feeds with built-in gap detection, and investigate virtual desktop traffic such as VMware PCoIP.

Protocol Analysis and Proactive Alerting

- Examine DNS activity, success and failure rates, and response times across applications, host groups, and conversations.
- Analyze SSL/TLS handshake behavior, certificate expiration, cipher details, and protocol versions. Alert on conditions requiring attention.
- Recognize DTLS sessions and classify missing, out-of-order, and unclassified packet gaps without decryption or endpoint agents.
- Track TCP connection concurrency, non-TCP conversations, and IPsec ESP volumes for performance and capacity analysis.
- Apply static thresholds and adaptive baselines to supported metrics, including DTLS. Configure minor, major, or critical alerts.

Specialized Analytics Modules

Specialized analytics modules extend AppResponse analysis across application streams, web transactions, databases, and unified communications. Module availability depends on licensing; available analysis depends on traffic visibility and supported protocols.

- **Application Stream Analysis (ASA):** Analyze TCP/UDP application performance with high-definition response time, throughput, delay, retransmission, packet-order, and zero-window metrics.
- **Web Transaction Analysis (WTA):** Discover URLs and end-user activity automatically. Analyze page and object response times, usage, and errors to understand web experience.
- **Database Analysis (DBA):** Identify SQL statements and database calls contributing to application delay through agentless transaction analysis.
- **Unified Communications Analysis (UCA):** Monitor VoIP and video across Zoom, Microsoft Teams, and Cisco Webex. Compare call quality across locations using jitter, loss, codec, call setup, and MOS metrics. Filter by MOS to isolate poor-quality calls.

AI-Driven Investigation and Response

- Correlate AppResponse alerts and events with related operational signals through Riverbed IQ to reduce noise and focus investigation on likely causes.
- Ask natural-language questions about connected AppResponse data through Q.
- Examine evidence through guided investigation and automate supported response tasks with predefined or custom runbooks.
- Create context-aware ServiceNow incidents through Riverbed IQ, with prioritization and routing.
- Send AppResponse traffic-policy alerts through webhooks and integrate alert notifications through SNMP and syslog.
- Get started with AI-powered operations using Riverbed Credits included with eligible AppResponse purchases.*

Secure and Efficient Operations

- Secure management and UI communications with TLS 1.3 and authenticate AppResponse–Portal connections with mutual TLS.
- Access an appliance Cryptographic Bill of Materials to support security assessment and compliance processes.
- Configure account lockout controls and local authentication fallback when the SAML identity provider is unavailable.
- Monitor appliance health and storage usage. Support scheduled backup and restore of configuration and performance data.
- Automate operational tasks through REST APIs, including storage configuration and license checks, with Swagger/OpenAPI documentation.
- Reduce administration with automated software cleanup, uptime visibility, and published security-fix information.

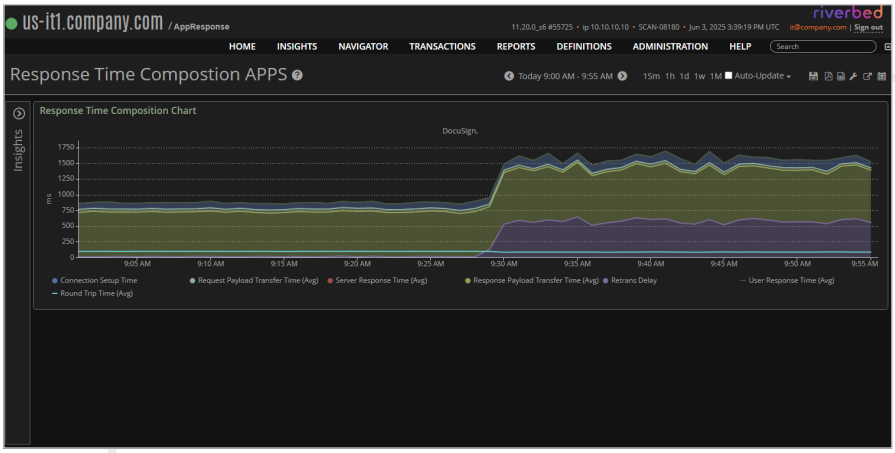


Figure 1: The AppResponse Response Time Composition Chart pinpoints delay sources across client, server, and network layers to accelerate root-cause analysis.

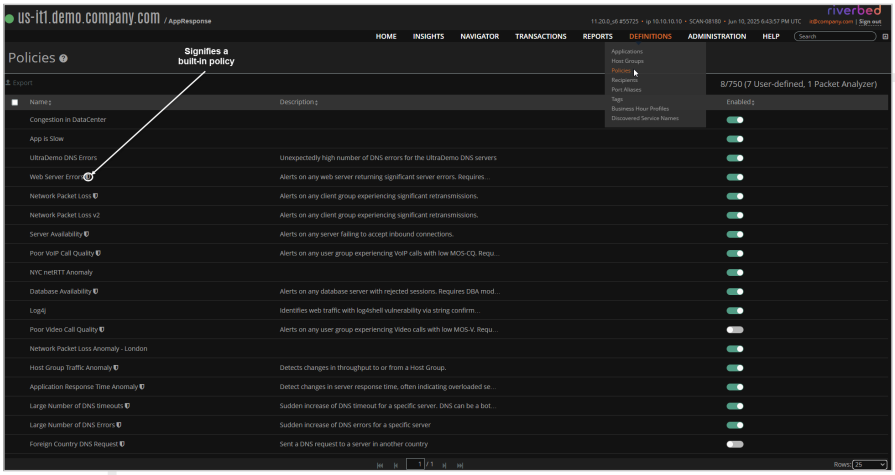


Figure 2: The AppResponse policy summary dashboard brings static and adaptive monitoring policies together to help teams identify and investigate performance conditions.

Key Benefits

Pinpoint What Is Slowing Critical Applications

Distinguish network delays from client, server, DNS, and encrypted-session issues with detailed packet-based analysis. Riverbed IQ adds related operational context to help teams establish where the problem originates, engage the right team, and restore application performance sooner.

Strengthen Network and Security Investigations

Investigate operational and security incidents with real-time and historical packet evidence. Encrypted traffic metadata and DTLS session analysis help teams investigate encrypted traffic. With Packet Analyzer Plus, NetOps and SecOps can review the same packet evidence, test explanations, and coordinate their investigation.

Accelerate Investigation and Scale Team Expertise

Use Q to ask follow-up questions and examine the evidence behind likely causes. Riverbed IQ correlation, guided workflows, and reusable runbooks help more team members apply established troubleshooting practices, reducing repetitive work and freeing specialists for complex problems.

Recognize Emerging Problems and Respond Sooner

Identify deteriorating performance through adaptive baselines, protocol analytics, and alerts. Riverbed IQ connects related operational signals to help teams assess developing conditions and guide or automate supported response steps, shortening the path from detection to action and helping limit user disruption.

Verify Recovery and Prove the Value of Change

Compare application and network performance before and after remediation, migrations, and infrastructure changes. Packet-derived metrics help teams confirm that service performance has returned to expected levels and assess whether changes delivered the intended improvement before closing an incident or approving a rollout.

Reduce Blind Spots Across Hybrid Environments

Apply consistent packet-based analysis across physical, virtual, and public cloud environments. Combine AppResponse packet evidence with endpoint, flow, and infrastructure data from other Riverbed products. This helps teams trace dependencies beyond individual capture points and spend less time piecing together evidence.



Figure 3: The All UC Traffic dashboard visualizes call quality metrics across VoIP and video services to help teams identify performance issues and user impact.

Flexible Deployment Options

AppResponse supports a range of deployment models to align with architecture and performance requirements.

- **Hardware Appliances:** Deploy purpose-built systems in core data centers and high-throughput environments for packet capture and analysis at scale.
- **Virtual Appliances:** Deploy on supported VMware ESXi, Microsoft Hyper-V, and Nutanix AHV environments. Supported VMware configurations include vSphere Distributed Switch packet mirroring and VMDirectPath I/O on selected models and adapters.
- **Cloud Appliances:** Deploy on AWS, Microsoft Azure, and Google Cloud Platform to bring packet-based insight to public cloud workloads.

For specifications, sizing guidance, and system requirements, refer to the NPM Product Family Specifications Sheet.

Related Products

Riverbed NetProfiler

AppResponse exports enriched flow records to NetProfiler, which can also process flow records from other premise and cloud sources. The combined solution allows teams to drill down from flow-based analytics into packet-level insights, accelerating root-cause investigation.

Riverbed NetIM

Adds infrastructure performance and topology context to packet-based investigations, helping teams understand how network device conditions affect application and network performance.

Riverbed NPM+

Extends visibility to endpoints, remote users, and Zero Trust environments, delivering telemetry that complements AppResponse data and helps teams investigate beyond traditional network capture points.

Riverbed IQ

Correlates AppResponse signals with related operational data to help teams investigate likely causes and automate supported response steps. Q provides a conversational interface to explore findings, examine evidence, and refine next steps.

Get Started Today

Put packet-level evidence to work with Riverbed AppResponse to pinpoint performance issues, strengthen security investigations, and verify recovery. Together with Riverbed IQ and Q, accelerate the path from evidence to understanding and response as part of an Intelligent Network Observability approach.

Visit the **AppResponse page on riverbed.com** to learn more or **request a demo**. For full specifications, refer to the **NPM Product Family Specifications Sheet**.

*Eligible AppResponse purchases include 8,000 Riverbed Credits for the AppResponse 4190 or 20,000 Riverbed Credits for the AppResponse 8190. Credits support AI processing, runbook execution, and associated data transfer across the Riverbed Platform. Unused credits expire at month end.

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About Riverbed

Riverbed, the leader in AIOps for observability, helps organizations optimize their user's experiences by leveraging AI automation for the prevention, identification, and resolution of IT issues. With over 20 years of experience in data collection and AI and machine learning, Riverbed's open and AI-powered observability platform and solutions optimize digital experiences and greatly improves IT efficiency. Riverbed also offers industry-leading Acceleration solutions that provide fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of market-leading customers globally – including 95% of the FORTUNE 100 – we are empowering next-generation digital experiences. Learn more at riverbed.com.

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