

Riverbed NPM+ Core Module

Endpoint-Based Network Visibility for Faster Triage and Troubleshooting

The First Step in Solving Modern Network Issues

When users report slow applications, NetOps teams must quickly determine whether the problem is isolated or widespread, network-related or application-based, or tied to a specific device, user, location, or path. That first step is often the hardest, especially when traffic moves through SaaS platforms, cloud services, VPNs, encrypted tunnels, or Zero Trust access paths that obscure the original connection.

Traditional network monitoring remains essential for understanding performance across data centers, WANs, cloud environments, and core infrastructure. But it is no longer sufficient on its own. Many user-impacting issues now begin at remote endpoints or move through encrypted access paths before they ever reach a monitored link, leaving gaps in the context teams need for fast triage.

NetOps teams need visibility closer to where these connections originate: at the endpoint, before encryption, tunneling, and Zero Trust obscure the connection details required for fast triage.

Riverbed NPM+ Core Module: Endpoint Evidence for Faster Network Investigation

Riverbed NPM+ combines three complementary modules delivered through the Riverbed Unified Agent: Core, Unified Communications (UC), and

Packet Capture. Together, they give IT teams endpoint-based visibility across everyday network troubleshooting, real-time collaboration performance, and deep packet-level investigation.

The **NPM+ Core Module** provides continuous connection-level visibility into network and application performance by analyzing packet activity on user and server endpoints. This helps NetOps teams understand how connections behave across applications, users, devices, interfaces, locations, and remote services. That perspective helps teams see connection behavior that traditional infrastructure monitoring may miss.

From User Complaints to Network Evidence

Most network investigations begin with a vague symptom: an application is slow, a connection is unstable, or a group of users is having trouble reaching a service. Without endpoint-level context, teams often spend valuable time proving where the issue is not. In Zero Trust and VPN environments, that delay gets worse because traditional tools may only see the outer tunnel, not the original application path or the endpoint context behind it.

NPM+ Core gives NetOps teams earlier clarity about scope, likely cause, and the right next step:

- Who is affected?
- Which application or service is involved?
- Is the issue isolated to a user, device, location, or application, or is it more widespread?
- What network or application performance indicators point to the likely cause?

Key Features & Capabilities

Endpoint-Based Network Monitoring

NPM+ Core observes network activity directly from user and server endpoints and converts it into connection-level performance insight. This gives NetOps teams a vantage point closer to where user-impacting issues begin.

Network and Application Performance Metrics

By analyzing endpoint packet activity and converting it into practical indicators of connection health, transport behavior, and application responsiveness, NPM+ Core helps teams identify the likely source of degradation. Metrics include throughput, connection setup time, round trip time, server response time, failed connections, resets, retransmissions, and zero-window conditions.

Context-Rich Troubleshooting

NPM+ Core connects performance data to the context engineers need to investigate issues quickly, including user, device, application, process, interface, location, IP conversation, server, port, and TLS name. This helps teams isolate whether an issue affects a specific user, device, application, location, or broader service path.

- Is traffic moving through a VPN, proxy, tunnel, or Zero Trust path that could contribute to the delays and obscure the original connection?

From there, teams can determine whether Core telemetry is enough to resolve the issue, whether UC-specific analysis is needed, or whether the investigation should escalate to packet capture. The result is a faster, more evidence-based path from initial symptom to next action.

Remote, Cloud, and Zero Trust Visibility

NPM+ Core extends operational visibility into remote work, cloud, SaaS, VPN, and Zero Trust environments where traditional monitoring may see only part of the path. By collecting endpoint telemetry before traffic enters tunnels, proxies, or encrypted access paths, IT teams can distinguish original endpoint activity from the outer access path without decrypting application payloads.

Analysis and Troubleshooting Dashboards

Dashboards in NPM+ Core support both trend analysis and focused investigation, helping engineers identify affected populations, compare patterns, and drill into the specific user, device, application, interface, or path involved.

Unified Agent Deployment

Delivered through the Riverbed Unified Agent, NPM+ Core simplifies deployment and reduces agent sprawl. The same agent foundation supports NPM+ Core, Unified Communications, Packet Capture, and Aternity capabilities, allowing organizations to expand endpoint observability without adding separate agents for each use case.

The Operational Impact

NPM+ Core helps organizations reduce the time and effort required to diagnose network-related issues that affect users, applications, and digital services.

- **Faster resolution of user-impacting issues:** Gives NetOps teams earlier clarity into where problems are occurring, helping reduce troubleshooting time and restore service sooner.

- **More reliable performance across modern work environments:** Extends visibility into the distributed, cloud-based, and access-controlled environments where employees and applications increasingly operate.
- **Better use of IT expertise and resources:** Helps teams resolve routine issues more efficiently, escalate complex investigations with greater confidence, and focus specialist time where it matters most.

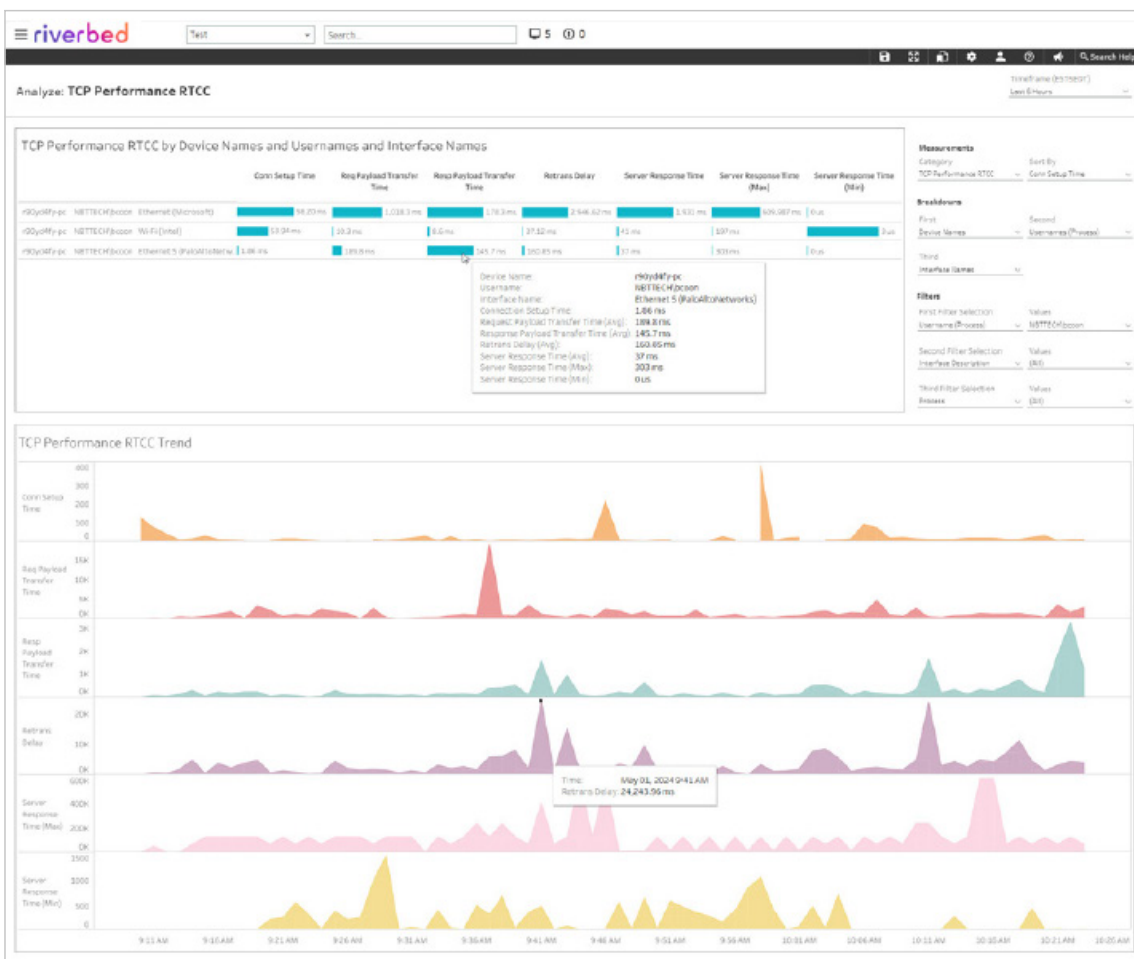


Figure 1: The NPM+ Core module provides next-gen network observability, delivering expert-level network and application analysis.

Why the Riverbed NPM+ Core Module

NPM+ Core gives NetOps teams a practical first layer of evidence for modern network troubleshooting. By analyzing packet data from the endpoint, it helps teams understand connection behavior across traffic traditional monitoring may not fully capture.

As one of three integrated NPM+ modules, Core supports everyday triage, while the UC Module adds specialized insight for real-time collaboration performance and the Packet Capture Module provides secure, remote control of packet captures for deeper packet-level investigation when needed.

Get Started Today

Discover how Riverbed NPM+ Core Module restores endpoint-based visibility across cloud, SaaS, remote work, VPN, and Zero Trust environments. Visit riverbed.com/products/npm-plus to learn more or [request a demo](#).

Related Products

NPM+ Unified Communications Module

Adds real-time voice and video performance insight when collaboration experience requires deeper UC-specific analysis across platforms such as Microsoft Teams, Zoom, Webex, and Google Meet.

NPM+ Packet Capture Module

Provides endpoint-based packet capture when complex troubleshooting or forensic investigations require packet-level evidence, including visibility before traffic is encrypted or tunneled.

Aternity Employee Experience

Correlates network performance with digital employee experience so teams can understand how network conditions affect users, devices, and application experience.



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.