



HP Network Capture

Software Version 7.11

Release Notes

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HP Network Capture Overview

HP Network Capture records actual network conditions, enabling the import and recreation of network conditions into pre-production and testing labs. This data is used to accurately assess and analyze the performance of distributed applications using HP applications. Using HP Network Capture, network data can be imported into NV Appliance for the most accurate network emulation. Use HP Network Capture to:

- ▶ Record conditions to and from multiple locations simultaneously for WAN, Web, Mobile and Cloud networks for up to one month
- ▶ Monitor up to 25 links simultaneously
- ▶ Isolate best, worst and average conditions over a given time period and export the results to one of the HP NV emulation products
- ▶ Store Network Profiles for each measurement indefinitely
- ▶ Deploy numerous remote agents to measure between multiple endpoints
- ▶ Measure bidirectional bandwidth availability between two points
- ▶ Collaborate more easily, as team members can log in to the same UI

New Features introduced in Network Capture 7.11

- ▶ Network Capture version 7.11, formerly Shunra NetworkCatcher, has been rebranded HP Network Capture.
- ▶ Support was added for the following operating systems: Windows 2012 R2 (64-bit) and Windows 8.1 (32/64-bit)
- ▶ Support was added for .NET Framework 4.5.
- ▶ Problems installing the NC Agent on non-English operating systems were fixed.

Installation Information

For installation and upgrade instructions refer to the *HP Network Capture User Guide 7.11*.

The User Guide contains details on:

- Software prerequisites
- Hardware and software system requirements
- Installation and upgrade instructions

Licensing Requirements

The Network Capture Trial License provides:

- ▶ Up to 10 concurrent monitors
- ▶ Up to 100 endpoints
- ▶ 30 days usage; each run can record for up to 7 days

The Network Capture Professional License provides:

- ▶ Up to 25 concurrent monitors
- ▶ Up to 100 endpoints
- ▶ Analysis and Export
- ▶ Scheduling
- ▶ Unlimited usage; each run can record for up to 31 days

Tips

To ensure the most accurate results possible, HP recommends that customers use Robust Bidirectional Sample for connections with less than 2 Mb/s of available bandwidth and Bidirectional Estimate for connections with 2 Mb/s or more of available bandwidth. As a best practice, one should begin with Bidirectional Estimate; if the test indicates available bandwidth below 2 Mb/s, one should switch to Robust Bidirectional Sample for maximum accuracy.

Known Issues and Limitations

The following table lists known issues, limitation, and open bugs in Network Capture 7.11. Note that not all bugs have workarounds.

- ▶ If the Network Capture Server or Agent (Source or Target) is down, data is not collected.
- ▶ On first login after upgrading the Network Capture, it is necessary to clear the browser cache:
 1. Close all open Network Capture windows.
 2. Set the following options according to the browser:
 - Internet Explorer

In Internet Options > Browsing History > Delete > Temporary Internet files, select “Delete”

OR, click F12 to open “Developer tools” and click “Clear browser cache”

- FireFox

In Options > Network > Offline Storage, select Clear now

► Some firewalls block pings of 64 bytes

	Issue	Workaround
NC-800	Unidirectional and Bidirectional Bandwidth metrics cannot be used with PPP network adapters.	Use the Robust Bidirectional bandwidth metric.
NC-578	When MS Windows IP Routing is enabled, packet duplication occurs and peer-based measurements are inaccurate.	Disable MS Windows IP Routing.
NC-1039	Network Capture UI may not display correctly when using a zoom level higher than 100% or a low screen resolution.	
NC-1027 NC-2489 NC-1075	TCP-based protocols measure response time, and don't adequately reflect the latency and packet loss values. In addition, TCP measurements may be affected by MS Windows retransmissions, rather than measuring actual packet loss.	Use TCP-based protocols to measure response time and use ICMP or UDP to measure the latency and packet loss.
NC-1289	During the installation of the Network Capture Server (Web Server component), the installer checks to see that IIS is enabled, but does not check the IIS subcomponents.	Ensure that the following IIS components are enabled prior to installation (may vary according to the operating system): <ul style="list-style-type: none"> ► ASP.NET ► IIS 6 compatibility
NC-1522	When using Robust Bidirectional Bandwidth on a machine running Windows XP, lower available bandwidth measurements may be present when the round-trip packet loss rate is higher than 2%. That is, downstream available bandwidth results when Windows XP runs on the destination endpoint, and upstream results when XP runs on the source endpoint may be affected.	

	Issue	Workaround
NC-1536	Bidirectional Estimate bandwidth protocol measurements may be inaccurate when bandwidth and latency are emulated simultaneously in HP Network Virtualization.	Do one of the following: <ul style="list-style-type: none"> ▶ Use other bandwidth protocols in the monitor. ▶ Emulate only bandwidth with HP Network Virtualization. ▶ Use the NV Appliance for emulation instead of HP Network Virtualization.
NC-1677	IPv6 is not supported in Network Capture 7.11.	It is recommended to disable IPv6 support in all Server and Agent hosts.
NC-1738	When 100% packet loss is recorded, invalid latency values may appear on the graph.	
NC-1909	Inactive schedules are disabled when the monitor is running.	
NC-2197	Manually changing the duration of a monitor doesn't update the status of the Monitor.	
NC-2404	MySQL cannot be reconfigured after the Network Capture Server is installed.	MySQL configuration such as port settings, the 'root' user password and database connection type should not be altered after completing the Network Capture installation. If MySQL configuration changes are required, contact HP Support.
NC-2454	If the Network Capture Agent is connected via a VPN, it can be used as the Target for Unidirectional Bandwidth measurement, and as a Source and Target for "Robust Bidirectional" measurement. It cannot be used for "Bidirectional Bandwidth" measurement.	
NC-2617	When conducting analysis on a Monitor that contains both bandwidth and latency measurements, the analysis can be performed only on one of them at a time. If the "Find by Bandwidth" option is selected, analysis can be performed according to: <ul style="list-style-type: none"> ▶ Downstream: when only Downstream is displayed in the Results view 	

	Issue	Workaround
	<ul style="list-style-type: none"> ▶ Upstream: when Upstream, or both Upstream and Downstream are displayed in the Results view 	
NC-2654	When the Network Capture Agent host machine's CPU usage is heavy, elevated latency values may be present in the Results view.	Avoid intensive resource consuming processes on the machine on which the Network Capture Agent is installed.
NC-2703	After the Agent is restarted, it may appear as unreachable, when in fact it is able to communicate with Server.	Wait few minutes to allow Agent to complete initialization.
NC-2289	Using the Internet Explorer browser, may not be able to download until the Agent until Security options are adjusted.	
NC-2367	When selecting a new monitor before conducting a manual save, the automatic save does not retain the Duration settings.	Save the Monitor manually if Duration is modified.
NC-2376	Occasionally when the Network Capture Server machine is restarted, the Network Capture Server and/or Agent services may not start automatically.	Manually restart the Network Capture Server and/or Agent services.
NC-2418	HTTPS cannot be enabled if Port 443 is occupied with other applications, for example HP LoadRunner.	Use a customized port number during the installation of the Network Capture Server.
NC-2426	If less than 20 samples were recorded, the values of the 5th and 95th percentile columns in the Performance Statistics are not always accurate.	
NC-2590	A new Endpoint is created, instead of replacing the existing Endpoint, when an Agent is re-installed.	See the Network Capture User Guide, Installation instructions.
NC-2729	An Agent connected over 3G may become Unreachable, due to momentary round trip latency, when high latency values are present.	Select the 'Scan selected endpoint availability' or restart the Monitor; this may correct this issue.
NC-2734	In the Network Profiles, Loss statistics do not exist for the last mile data (any Client to a Data Center).	
NC-2771	Occasionally, completed Monitors appear as "Running" in the UI. This can occur when the Server or Agent involved in the Monitor is down for an extended period.	
NC-2772	The locally installed Network Capture client may fail to login to the secured Server.	Use the browser to connect to secured webserver.

	Issue	Workaround
NC-2780	SMTP configuration is removed after upgrade	Redefine the SMTP configuration during the installation of the Server.
NC-2943	The message "Initializing.." is displayed in the Results when choosing the 'Live Stream' option in the middle of run, if there were no results in the last 15 minutes.	
NC-2951	Subfolders cannot be created in the Profile tab.	
NC-2952	Protocol results may not be accurate in some scenarios when simultaneous measurements of bandwidth and latency involve the same Agent.	
NC-2962	After importing recordings from NetworkCatcher 4.6, it may not be possible to login to the UI temporarily.	Restart the Network Capture Service.
NC-2965	Upgrade of a large Network Capture database may take a long time.	
NC-3007	When monitoring using the UDP metric, the average loss may report a lower loss rate if not enough samples are present.	
NC-3044	Monitor based profile cannot be created when latency and packet loss values for export are set to 900 samples, with a 100 msec interval.	
NC-3047	If the Monitor-based profile has a duration of more than one day, upon import to the NV Appliance Modeler the sample interval and duration may be incorrect.	Export the .ntx file from the NV Appliance Modeler, edit the interval and duration and reimport the .ntx file.
NC-3050	If the Monitor-based profile has a duration of less than one day, upon import to the NV Appliance Modeler, the interval will be set to 1 second. Otherwise it will be set to 1 minute.	
NC-3445	Occasionally the installation of the Network Capture Web Server component fails.	Contact HP Support for instructions regarding manual installations and updates to the Web.Config file.