

# LiveAction Remote Capture



## The Challenge

With the rise of remote and hybrid work environments, diagnosing network and application issues on end-user devices has become increasingly challenging. Traditional monitoring tools lack visibility into the user's unique environment, whether at home, in the office, or on the move. Without direct access to packet data from these remote devices, network teams struggle to troubleshoot issues effectively, leading to extended downtime, user frustration, and potential productivity loss. A remote packet capture solution bridges this gap, providing in-depth insights directly from the user's device, regardless of location.

## The Solution

The LiveAction Remote Capture solution empowers network teams to capture and analyze packet data directly from end-user devices, enabling efficient troubleshooting of performance issues across distributed environments. The solution includes two key components:

### Remote Capture Agent:

Deployed on user desktops, laptops, or servers to enable remote packet capture.

### Packet Analytics Solution:

Choose from Omnippeek for Windows or LiveWire for advanced analytics and centralized troubleshooting.

This combination creates a streamlined approach for capturing, analyzing, and diagnosing network and application performance issues on remote devices.

## Key Benefits

### + Unmatched End-to-End Visibility From Anywhere

Unlike many traditional solutions, LiveAction's Remote Capture Solution provides true end-to-end visibility from user devices to the cloud, enabling comprehensive insights into both local and remote environments. This ability to see into hybrid and remote networks allows teams to diagnose performance issues with exceptional precision.

### + Integrated Real-Time Analysis with Omnippeek and LiveWire

LiveAction offers best-in-class, real-time analytics through seamless integration with Omnippeek and LiveWire. This powerful analytics platform delivers detailed packet-level insights instantly, allowing IT teams to troubleshoot faster and with greater confidence.

### + Flexible and Scalable to Meet Growing Needs

Simplify network monitoring and accelerate troubleshooting by unifying all key network monitoring data types, including network packets, onto a single platform across the entire network, so that IT staff can focus on strategic initiatives.

# Key Components

## Remote Capture Agent

- Installed on desktops, laptops, or servers, enabling on-demand or organization-wide packet capture.
- Supports Windows 10+.

## Packet Analytics Solution

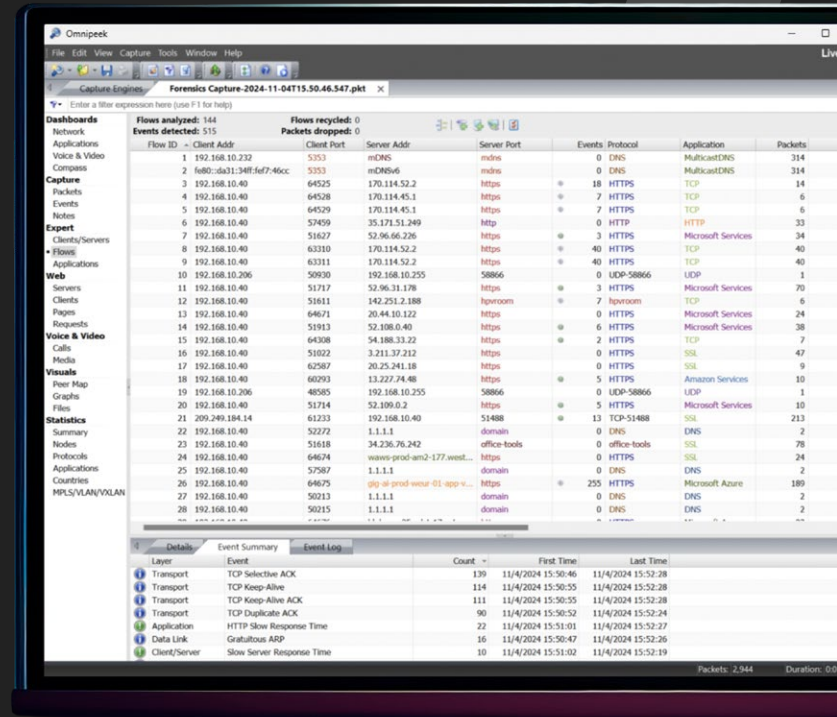
### Omnipeek

A powerful packet analysis tool used directly on windows laptops for quick, on-the-go diagnostics.

### LiveWire

Provides a centralized platform for network teams to remotely connect to user devices, initiate packet capture sessions, and analyze traffic.

Available virtual or as a hardware appliance.



## How It Works



### Agent Deployment

The LiveAction Packet Capture Agent can be deployed on Windows 10+ user desktops, laptops, and servers by default or installed as needed.



### Initiating Packet Capture

When a performance issue is reported, network teams use OmniPeek or LiveWire to remotely connect to the user's device, start a packet capture, and gather real-time traffic data.



### Data Analysis

The captured packet data is uploaded to Omnipeek or LiveWire, where network teams can perform in-depth analysis to identify and resolve issues.

# Key Use Cases

<p>Supporting Work from Home (WFH) Users</p> <p>Diagnosing End-User Application Performance Issues</p> <p>Network Latency and Connectivity Troubleshooting</p> <p>Investigating Application Errors and Service Disruptions</p> <p>Monitoring and Enhancing SaaS and Cloud-Based Applications</p> <p>Security Analysis and Incident Response</p>	<p><b>PURPOSE</b></p> <p>Troubleshoot network and application issues for remote employees who may be working over home Wi-Fi, VPNs, or other network types.</p>	<p><b>SOLUTION</b></p> <p>The remote capture agent allows network teams to gather packet data from WFH devices, enabling them to identify issues related to bandwidth, latency, or ISP connectivity.</p>	<p><b>BENEFIT</b></p> <p>Provides visibility into the unique network environments of remote employees, helping IT teams to address and resolve performance issues efficiently without requiring users to bring their devices on-site.</p>
	<p><b>PURPOSE</b></p> <p>Resolve user-reported issues such as application slowness or connection drops.</p>	<p><b>SOLUTION</b></p> <p>The network team uses the remote capture agent to initiate a packet capture on the user's device, collecting data that can reveal latency patterns, connection issues, or application errors.</p>	<p><b>BENEFIT</b></p> <p>Quickly pinpoint if the issue is client, network, or server-related, reducing downtime and enhancing user experience.</p>
	<p><b>PURPOSE</b></p> <p>Identify the root cause of network latency or connectivity issues between users and servers.</p>	<p><b>SOLUTION</b></p> <p>By remotely capturing packet data on the user's device, the team can identify latency sources, detect retransmissions, and analyze protocol-level traffic patterns.</p>	<p><b>BENEFIT</b></p> <p>Enhanced visibility into connectivity bottlenecks and the ability to resolve them faster, particularly useful in WAN or hybrid cloud environments.</p>
	<p><b>PURPOSE</b></p> <p>Diagnose application errors or network-induced failures causing service interruptions.</p>	<p><b>SOLUTION</b></p> <p>The LiveAction solution captures network traffic data, allowing the team to analyze specific protocols (HTTP, SSL, TCP) to identify application errors, packet loss, or dropped connections.</p>	<p><b>BENEFIT</b></p> <p>Improved insight into the root cause of application errors, supporting faster resolution of service disruptions.</p>
	<p><b>PURPOSE</b></p> <p>Ensure consistent performance for SaaS applications accessed over distributed networks.</p>	<p><b>SOLUTION</b></p> <p>The remote capture agent enables packet captures on devices accessing cloud applications, feeding data into Omnipeek or LiveWire for end-to-end analysis.</p>	<p><b>BENEFIT</b></p> <p>Identify performance bottlenecks for cloud applications and ensure optimal user experience, especially in hybrid environments.</p>
	<p><b>PURPOSE</b></p> <p>Capture and review network traffic on end-user devices to investigate suspicious activity or security incidents.</p>	<p><b>SOLUTION</b></p> <p>The remote capture solution allows security teams to perform detailed analysis of network traffic from potentially compromised devices.</p>	<p><b>BENEFIT</b></p> <p>Rapid identification and investigation of security threats on end-user devices, supporting proactive response and mitigation.</p>

## System Requirements

The Capture Engine can be installed on any system meeting the following requirements:

### Supported Operating Systems:

- \\ **Windows:** Windows 11, Windows 10, Windows Server 2022, Windows Server 2019, Windows Server 2016
- \\ **Linux:** Available as a **Docker container** or **Virtual Machine (VM)** on supported Linux servers.

### Recommended System Configuration:

- \\ **Processor:** Intel Core i3 or higher
- \\ **Memory:** 8 GB RAM
- \\ **Storage:** 40 GB available hard disk space

### Performance Recommendations:

- \\ For optimal performance, high-speed, multi-core CPUs and additional RAM are recommended to support faster packet capture and data processing.

## Pricing

The LiveAction Remote Packet Capture solution is available in a convenient, scalable bundle, designed to meet organizational needs:

### Starting Bundle

- \\ Includes 500 remote packet capture agents plus a LiveWire Virtual Appliance and Omnippeek for Windows.

### Scalability

- \\ Additional remote packet capture agents can be purchased in increments of 500 user devices.

For detailed pricing information and to discuss the best solution for your organization, please contact LiveAction Sales at [sales@liveaction.com](mailto:sales@liveaction.com).

## LiveAction

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The LiveAction Remote Capture Agent, integrated with Omnippeek and LiveWire, equips IT and network operations teams with the tools they need to diagnose, analyze, and resolve performance and security issues across complex networks, including remote and hybrid environments.

To learn more about the LiveAction Remote Capture Agent, visit [www.liveaction.com](http://www.liveaction.com)