

Questions from Systems Engineering March 15th Lunch and Learn Featuring Riverbed Technologies

How does this solution impact home users?

A. Riverbed offers a small office Steelhead device that is priced at \$3495. Note that if home users encrypt their sessions at the desktop that negates the potential for optimization.

How does this technology handle encrypted files?

A. Riverbed (nor any vendor) cannot optimize encrypted files as, by the nature of encryption, the byte patterns are obscured.

Can devices be used to increase the LAN speed?

A. Usually LAN speeds are in excess of 100 mbps with no latency, thus negating the need for any optimization.

What size Steelhead would I need for two remote sites in the same state and about 7-10 users per site?

What are the chances of files being corrupted?

A. Steelhead sizing is based on numbers of users AND WAN speeds at each site; if you can furnish the WAN speeds, we can size the units for you. Note that the 7 – 10 user models are probably the new Steelhead 200 that supports 1 mbps of WAN bandwidth and 75 TCP sessions.

We have remote users running thin-X clients to access our UNIX network. How des this work with optimized thin protocols?

A. Thin protocols usually carry little if any “repeatable sequences” that Riverbed’s algorithm looks for to perform our optimization. Our experience with screen scrapes and mouse movements is that the optimization is in the range of 10% versus many factors of X times optimization with other native applications.

Are the connections and bandwidth limits between your model offerings “hard limits” or recommended limits?

A. They are hard limits and when reached, the units will pass through traffic unoptimized so as not to be a bottleneck in the network.

If you already have a Citrix environment, what is the advantage?

A. See “Thin protocol” answers above

For WAN broadband interface, we need to support bother remote offices and individual home-based users, who won’t have a Steelhead. Can they use the same WAN link?

A. Sure; but they will be unoptimized at the remotes that do not have a Steelhead.

How does this technology address virus scanning? When do you plan on optimizing SSL and SQL traffic?

- A. We support any session that originates from a Steelhead enabled site; virus scanning could add some processing overhead by the nature of what operation is being performed.
- B. SSL is a future feature discussion that we can delve into with a Plan of Record discussion
- C. SQL optimization is in the unit today

TCP connections – does this equate to users/devices/services etc.?

How does it handle VoIP?

- A. Many TCP connections are usually generated by each user; the actual number depends on the specific application that is being used (note that if you run a “netstat” command, you can see how many connections any one user has open).
- B. VOIP is a UDP transmission and is passed through the Steelhead device unoptimized.

Will it increase the speed of antivirus or spyware scans?

A. See above response

What are the product warranty and support options?

A. Support is offered via 7x24 phone support, advanced hardware replacement and software updates for an annual fee (web service and email access to Riverbed support is also part of the offer).

Will there be a wireless portable version for road warriors?

A. This is a possible future feature discussion

What about using an Oracle database and doing remote site back-up?

A. Keep in mind that Riverbed will optimize ALL TCP traffic that we can see “in the clear (unencrypted)” and that applies to Oracle as well. Noteworthy however is that in many cases with database replication, the “fat client” is the bottleneck and not the WAN “chattiness” that Riverbed addresses.

What happens if a device fails? How long before a new one is delivered/installed/configured?

A. All Riverbed devices have a fail-through NIC, so in the event of a failure, the unit will pass through traffic (unoptimized). Riverbed’s support contract has an advanced replacement hardware component, so a new unit will be there next business day.

What is the average percent uptime for all installed production devices per year? Is it 99% or better?

When are you adding print server capabilities and dhcp capabilities to the Steelhead?

- A. I don’t know that we have the detailed stats that you are asking for regarding production devices as not all customers will tell us if there are production errors (they could re-boot the Steelhead and not need a replacement unit, as an example). For hardware failures, our failure rate is less than 1%.
- B. Print server capability is a future feature discussion (but note that our OS is Linux, so if we were to add this feature it would likely not be a windows print server).

What is the MTBF rating of the Riverbed devices?

A. See above

Does the Steelhead “learn” top patterns or is updated/patched by Riverbed?

A. The algorithm that we use does not need to be updated or patched as it looks for granular “byte level” sequences on all TCP flows out of the box.

The Steelhead optimizes Outlook XP and Exchange 2000 the best. How will the Steelheads improve Outlook 2003 and Exchange 2003 using RPC over RP/IP?

A. Our experience is that the opening of Outlook uses RPC and that is not a protocol that we optimize. It is our experience that the actual send / receive of email (using Outlook and/or Exchange 2003) still uses the MAPI protocol that we optimize well today (note the MAPI protocol was re-written from E2000 to E2003 and Riverbed supports both today).

When was Riverbed founded? How many customers at present and how many in Maine?

A. Founded in 2002 with first customer ship in May 2004. A present we have about 6 Maine based customers including Wright Pierce who was the first Riverbed customer (Riverbed has more than 650 total customers worldwide).

What's the story behind the names Riverbed and Steelhead?

A. CTO is an avid fly fisherman; hence the name of the company and product.