What's New

OptiView 6.0 (iCSA) software upgrade.
Integrated ClearSight Analyzer (iCSA) for OptiView Series III is the replacement for Integrated Protocol Expert and enhances the capability for application-centric analysis.

Benefits of iCSA include:

- Application centric Summary View displays the health of the most commonly used applications, giving you an instant view of performance

- Intuitive drill-down to flow based analysis or packet decode

- Real-time monitoring provides 7-layer statistics and automatic problem/issue identification

- Reconstruction and playback of application contents such as audio/video, web pages and emails from real-time traffic or trace files

- Powerful and easy-to-use multi-segment analysis shows packet timing as it transverses the network

- Seamlessly integrates 3rd party decode engines, such as Wireshark for customized decode views

Live Training

Gold membership now includes free enrollment to the OptiView Network Troubleshooting (2-Day) training course.

Gold Support for the OptiView® Network Analyzer

The Gold Support Program is Fluke Networks' comprehensive support and maintenance offering. With Gold Support you can have a performance verified OptiView that is up-to-date, with the latest software releases and MIB updates, along with the advanced technical support you need to fully troubleshoot the complexities of your enterprise network.

The key benefits of OptiView Gold Support are:

- Software upgrades and MIB updates
- Exclusive live and online training and webcasts
- Unlimited, no-hassle repair service
- Accessory replacement
- Loaner units from Fluke Networks during repair
- 24x7 Technical support, with priority Gold Access numbers
- Unrestricted access to our extensive Knowledge Base
- "Members Only" discounts and promotions

Gold = Total Value

The economic case for Gold Support is clear. Compare the cost of Gold to the cost of the individual services it replaces.

Software and Firmware Upgrades	$1,995
Live and Online Training	$2,150
Repair service	$5,023
Accessory replacement	$625
Loaner Unit – Two week rental	$1,840
24/7 Technical Support per call ($199 per call/4 calls/year)	$796
Total Value	**$12,429**

Software Upgrades and MIB Updates

Your OptiView will never be out of date. You'll receive access to all software upgrades via "My Account" on **www.flukenetworks.com**, giving you the latest functionality, improving technical efficiency and troubleshooting. Upgrades also include Management Information Base (MIB) library updates allowing your OptiView to see changes to your network as infrastructure firmware updates are applied. *Software upgrades are typically released annually and Gold Support will save you $1,995 for each release.*
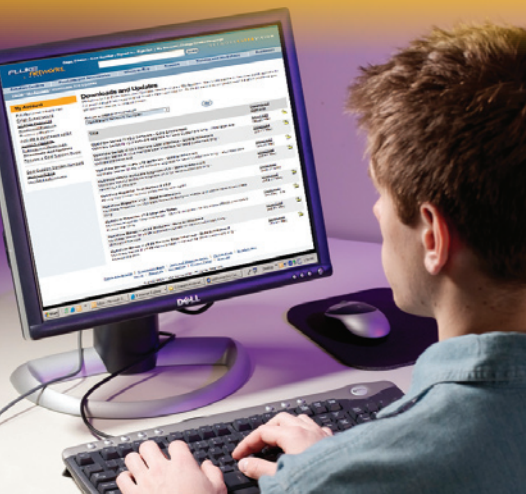
Live and Online Training

Your Gold membership now includes free enrollment to the OptiView Network Troubleshooting (2-Day) training course, held regionally throughout the US (**www.flukenetworks.com/training** for locations, dates and details). You can also access training materials via My Account at **www.flukenetworks.com** or attend monthly 'Ask the Expert' live webcasts to get the most out of your analyzer. *A minimum $2,150 value.*

Unlimited No-Hassle Repair Service and Accessory Replacement

If your OptiView needs repair, it will be handled via our No-Hassle repair service. Simply place your OptiView unit into the loaner unit shipping container. A return shipping label with all shipping covered by Fluke Networks is provided. During repair, we will also replace or repair all accessories you received with your OptiView that are defective or faulty. *Gold could save you $5,023, the cost of a typical repair, and an additional $625 on average if accessories are defective or faulty.*

Loaner Units from Fluke Networks

During repair, Fluke Networks' will provide you with an OptiView to use, free-of-charge. Use this loaner unit until your own OptiView is returned – all shipping will be paid by Fluke Networks. *Compare this to renting an OptiView for two-weeks at an average of $1,840. Loaner units must be returned within five business days of receiving your repaired unit.*

24x7 Technical Support

Extend the expertise of your staff. Gold Support includes direct telephone access via members-only phone numbers to our world-class Technical Assistance Centers (TAC), *access available only to Gold Members*. Our centers in Seattle, WA and Eindhoven, NL employ a full staff of highly trained technical experts that are on call, including weekends and through the night when most network changes are implemented, to answer complex networking questions, help you interpret the results and get the most out of your OptiView. *Priority TAC access is available for $199 (USD) per incident for Non-Gold members (during normal business hours only).*

Know-How along with "Member Only" Discounts and Promotions

Gold support incorporates unlimited access to our Knowledge Base of application and product information and gives you special "member only" discounts on new products, enhancements and reconditioned equipment.

As a Gold Support Member you will receive a unique Membership Number and PIN for secure access to your specific Gold member benefits website, as well as a membership card with phone numbers to the priority Gold TAC Support lines. For additional program details, visit **www.flukenetworks.com/gold**.

Gold Support Model Program	Mainframe Model	OptiView Network Analyzer	OptiView Management Appliance (WGA)	Integrated ClearSight Analyzer (iCSA)	ClearSight Analyzer	OptiView Reporter Pro (40 devices)	AirMagnet Wi-Fi Analyzer	AirMagnet Spectrum XT	NetAlly Application Advisor-10	OptiView NetFlow Tracker-10
OptiView		**Included Products Covered**								
GLD-OPVS3 1YR or 3YR: Choose 1-or 3-YEAR Gold Support coverage for the OptiView Series III Portable Network Analyzer	OPVS3-GIG OPVS3-GIG/RHD OPVS3-GIG/S OPVS3-GIG/W	✓		✓						
GLD-OPVS3/WS: 1-YEAR Gold Support coverage for the OptiView Series III Portable Network Analyzer with AirMagnet Wireless Option	OPVS3-GIG/S OPVS3-GIG/W	✓		✓			✓			
GLD-OPVS3-SXT: 1-YEAR Gold Support coverage for AirMagnet Spectrum XT running on the OptiView Series III.	OPVS3-SXT							✓		
GLD-OPVS3-WGA: 1-YEAR Gold Support coverage for the OptiView Series III Management Appliance	OPVS3-WGA-GIG OPVS3-OMA/GIG/SP		✓							
GLD-OPV-WGA: 1-YEAR Gold Support coverage for the OptiView Workgroup Analyzer	OPVS-WGA-GIG OPV-WGA-STD OPV-WGA-PRO		✓							
OptiView Suites		**Included Products Covered**								
GLD-OPVS3/PSVS/1YR or 3YR: Choose 1-or 3-YEAR Gold Support coverage for the OptiView Series III Portable Network Analyzer Professional Switch Vision Suite components.	OPVS3-GIG/PSVS OPVS3-GIG/RHD/PSVS OPVS3-GIG/PSVS/C OPVS3-GIG/PSVS/S OPVS3-GIG/PSVS/W	✓		✓	✓ CSA-1000	✓				
GLD-OPVS3/WS/PSVS: 1-YEAR Gold Support coverage for the OptiView Series III Portable Network Analyzer Professional Switch Vision Suite with AirMagnet Wireless Option	OPVS3-GIG/PSVS/S OPVS3-GIG/PSVS/W	✓		✓	✓ CSA-1000	✓	✓			
GLD-OPV/OMS/AT-ADV: 1-YEAR Gold Support coverage for the Advanced Portable Analysis and Troubleshooting Suite	OPVS3-GIG/OMS/AT-ADV	✓		✓		✓				
GLD-OPV/OMS/AT-PRO: 1-YEAR Gold Support coverage for the Advanced Portable Analysis and Troubleshooting Suite	OPVS3-GIG/OMS/AT-PRO	✓		✓		✓	✓	✓		
GLD-OPV/OMS/AT-EXPT: 1-YEAR Gold Support coverage for the Expert Portable Analysis and Troubleshooting Suite	OPVS3-GIG/OMS/AT-EXPT	✓		✓	✓ CSA-1045	✓	✓	✓		
GLD-OPV/OMS/MS-ADV: 1-YEAR Gold Support coverage for the Advanced OMS Suite	OPVS3-GIG/OMS/MS-ADV	✓	✓	✓		✓				
GLD-OPV/OMS/MS-PRO: 1-YEAR Gold Support coverage for the Professional OMS Suite	OPVS3-GIG/OMS/MS-PRO	✓	✓	✓		✓	✓	✓	✓	
GLD-OPV/OMS/MS-EXPT: 1-YEAR Gold Support coverage for the Expert OMS Suite	OPVS3-GIG/OMS/MS-EXPT	✓	✓ (3)	✓	✓ CSA-1045	✓	✓	✓	✓	✓
GLD-OPVS3-WGA/DSVS: 1-YEAR Gold Support coverage for the Distributed Switch Vision Suite	OPVS3-WGA/GIG/DSVS		✓		✓ CSA-1000	✓				
GLD-OPV/OMS/MA-ADV: 1-YEAR Gold Support coverage for the Advanced Monitoring and Analysis Suite	OPVS3-GIG/OMS/MA-ADV		✓ (3)			✓				
GLD-OPV/OMS/MA-EXPT: 1-YEAR Gold Support coverage for the Expert Monitoring and Analysis Suite	OPVS3-GIG/OMS/MA-EXPT		✓ (3)		✓ CSA-1045	✓				
GLD-OPV/OMA/EXPT: 1-YEAR Gold Support coverage for the OptiView Management Appliance – Expert Bundle which includes LinkRunner PRO with Reflector	OPVS3-OMA/GIG/EXPT		✓	✓	✓ CSA-1000					

For more information about our solutions, call **800-283-5853** (US/Canada) or **425-446-4519** (Other locations) or email **info@flukenetworks.com**.