



# The Milestone Review

FEBRUARY 2010

## inside

Easing the IPv6 transition ... page 3

Securing mobile data ... page 5

Ensuring Web app performance ... page 7

# Aligning Business and IT



F5's BIG-IP v10 release enables a more dynamic infrastructure, reducing costs and enhancing workforce efficiency.

**O**rganizations are moving into 2010 with a focus on maximizing efficiency. According to a survey by the Society for Information Management (SIM) conducted in November, companies are looking to make strategic investments in business intelligence, enterprise resource planning (ERP), virtualization and customer/corporate portals, reinforcing the drive to quickly deliver new services that reduce the cost of doing business.

With the recession lingering, companies are proceeding cautiously as they focus on agility, speed to market, and cost reduction for both the business and IT organizations.

F5 Networks anticipated this trend with the release of BIG-IP version 10, which redefines how application, server, storage, and network resources are aligned and managed to deliver services that fluidly adapt to changing business requirements. These services provide an agile framework of simple and efficient mechanisms to integrate emerging dynamic computing models such as virtualization, cloud computing and SaaS without having to completely re-architect existing systems.

"F5's BIG-IP version 10 release helps organizations align IT and business by streamlining application delivery, reducing CapEx and OpEx costs, and improving workforce efficiency," said Terry Shidla, CISSP, Milestone Systems. "BIG-IP v10 unifies application security, optimization and acceleration onto a single device, paving the way for enterprises and service providers to establish a more dynamic IT infrastructure."

A dynamic infrastructure is able to understand the context of an application, its deployment environment and its users, and thus apply relevant policies to optimize the delivery of that application. By unifying application services — such as optimization, security, acceleration and more — across a dynamic infrastructure, F5 solutions enable organizations to implement a comprehensive solution that is intelligent, consolidated and resource-efficient. BIG-IP v10 builds on F5's existing context-aware capabilities with its unique iSessions framework, which creates a secure site-to-site connection between two symmetrically deployed BIG-IP devices.

### Features at a Glance

**Streamlining Application Delivery through Unified Services.** F5 BIG-IP v10 unifies application delivery and WAN delivery services. The BIG-IP system now provides iSessions, the framework that encrypts and optimizes data between a symmetric deployment of BIG-IP Local Traffic Manager (LTM) devices. This capability improves transfer rates, reduces bandwidth consumption and offloads applications for more efficient WAN communication.

**Driving Down Costs by Consolidating the Application Delivery Infrastructure.** BIG-IP v10 helps customers unify individual devices onto a single solution, consolidating the ADN infrastructure three-to-one. BIG-IP LTM, BIG-IP Web Accelerator and BIG-IP Application Security Manager (ASM) modules now all run natively on F5's TMOS plug-in architecture, giving customers the means to secure and accelerate Web applications on a single BIG-IP device. Through this consolidation, customers can significantly cut hardware, power, space and cooling costs. In addition, IT staff can now efficiently support multiple customers, applications and business units-on the same device-through the BIG-IP device's network virtualization capability.

**Increasing Workforce Efficiency with Rapid Deployment, On-Demand Tools and Services.** F5's BIG-IP v10 offers enhancements

and new features designed to simplify management and improve the productivity of those managing BIG-IP devices. Highlights include integration with existing authentication systems, at-a-glance dashboard monitoring capabilities, and a rich library of Application Ready Templates. The templates are designed to simplify the creation of profiles, policies and other pertinent configuration parameters needed to optimize a BIG-IP deployment with specific applications, such as Microsoft SharePoint 2007, Exchange Web Access 2007, VMware View, Oracle Application Server 10g and SAP ERP. By using these templates, setup time can be reduced from several hours to a few minutes. F5 continues to enrich the BIG-IP solution with more Application Ready Templates and a new release of Enterprise Manager, which helps customers planning an upgrade from previous versions of BIG-IP to the most recent 10.0.1 release.

**Enhancing Network Visibility and Manageability with Enterprise Manager.** BIG-IP v10.0.1 also provides enhanced functionality for Enterprise Manager, F5's centralized management appliance for BIG-IP devices. The latest release of Enterprise Manager (version 1.8) simplifies security policy management for BIG-IP ASM. Using a centralized wizard, customers can quickly and easily deploy security policies to multiple ASM devices, resulting in faster and easier management, and further lowering operational expenses. This new version of Enterprise Manager also includes specialized wizards to help customers simplify their migration to BIG-IP v10.

*To discuss how F5 can enhance your application delivery, call Milestone Systems, F5's most experienced integrator: 866-646-9211. Or e-mail [info@milestonesystems.com](mailto:info@milestonesystems.com).*



Milestone Systems provides specialized network consulting services and web management/security solutions. The Milestone Review is designed to keep you informed about industry trends and ideas, as well as Milestone's products and services.

If you have any suggestions or comments, please e-mail us at [newsletter@milestonesystems.com](mailto:newsletter@milestonesystems.com).

Milestone Systems  
8401 Golden Valley Road,  
Suite 300  
Minneapolis, MN 55427 763-404-6236

# Easing the IPv6 Transition

Internet Protocol version 4 (IPv4) has served as the Internet's main communications protocol for more than 20 years, but it is rapidly approaching its upper limits. As of January, only about 10 percent of IPv4 addresses remain unassigned, and experts say those likely will be gone by 2012.

IPv6, the long-anticipated upgrade to IPv4, offers almost infinite address space, built-in security and enhanced support for streaming media and peer-to-peer applications. Although it has been available for a decade, IPv6 has been slow to catch on in the U.S.

For most organizations, the delay is due to the lack of a clear path to transition. IPv4 and IPv6 are different protocols and are not directly compatible, so programs and systems designed to one standard cannot communicate with those designed to the other.

Blue Coat secure Web gateway solution eases migration between IPv4 and IPv6.

## The Go-Between

This is not an insurmountable problem, however. For example, Blue Coat Systems recently announced the launch of an IPv6 secure Web gateway solution to enable the secure and seamless migration of applications, services and content between IPv4 and IPv6 environments.

The Blue Coat ProxySG appliance acts as an intelligent intermediary between requests and content making the retrieval of applications and data in either an IPv4 or IPv6 environment transparent to users. This enables enterprises, government agencies and service providers to reduce costs and increase efficiencies by taking advantage of IPv6 technology.

“While the network infrastructure to support IPv6 is largely built out, Blue Coat is the first to provide a solution that will smoothly migrate existing Web sites and services to IPv6 without affecting the performance of those services,” said Katsuyasu Toyama, director and general manager of the technology department at Internet Multifeed, a pioneer of Internet data center services in Japan. “The Blue Coat solution reconciles IPv4





## Your behind-the-scenes IT team

When you need IT help, you can't afford to settle for anything less than great. The Milestone Advantage is built on a secure foundation of people, products and relationships. From engineers to project managers and sales professionals to trainers, the Milestone Systems team comprises the "best of the best."

In addition, Milestone Systems has hand-chosen business partnerships with select market leaders and innovators whose products and services represent the best solutions available in the marketplace today.

**Contact us today to learn more!**



866.646.9211  
[www.milestonesystems.com](http://www.milestonesystems.com)

and IPv6 to make large-scale Web sites with complex content available to all users regardless of the domain they access content from."

Blue Coat's ProxySG appliances provide a scalable proxy platform architecture to secure Web communications and accelerate the delivery of business applications. ProxySG enables flexible policy controls over content, users, applications and protocols. IPv4 to IPv6 migration is but one element of these full-featured solutions.

### Supporting a Mix

To minimize network disruption and simplify migration, Blue Coat ProxySG appliances consistently enforce corporate IT policies across IPv4 and IPv6 applications and content spaces. This provides business process continuity without the complications associated with address translations, rewriting applications or upgrading the underlying network infrastructure.

By enabling the seamless deployment of IPv6, the Blue Coat solution frees organizations from the confines of IPv4 and allows them to begin deploying and utilizing IPv6 applications over their existing network infrastructure. Support for a mixture of IPv4 and IPv6 applications on the same infrastructure enables organizations to realize the technology advantages of IPv6 without disrupting business-critical processes.

"The Blue Coat migration platform permits IPv4 and IPv6 to coexist in the same infrastructure with little or no incremental overhead on existing clients, empowering organizations to leverage the best of both technologies simultaneously," said Qing Li, chief scientist and senior technologist at Blue Coat Systems. "By bridging the applications and services gap between the two

domains, the Blue Coat solution affords organizations the same level of visibility, acceleration and security regardless of whether the content is delivered over IPv4 or IPv6."


### Numbers Game

The move to IPv6 is inevitable. While IPv4's 32-bit addressing allows for about 4 billion unique IP addresses, IPv6 uses 128-bit addressing, theoretically allowing the creation of more than 340 trillion trillion possible unique addresses — enough to give every human on the planet trillions of addresses of their own.

In addition, the QoS features built directly into IPv6 will help improve the quality of encrypted voice over IP calls. IPv6 also will enable devices to multicast, which is the ability to send information and establish unique links to multiple devices without resending the same data to each device. That will make it easier to stream live video to multiple locations at once.

Even if organizations don't have immediate plans to implement IPv6, preparing for the inevitable transition now as opposed to later will only decrease the burden on IT administrators. The process doesn't have to be daunting if a thoughtful approach is taken. As IPv4 addresses continue to dwindle, BlueCoat's IPv6 secure Web gateway solution can help organizations ensure they don't get caught short.

*To find out how BlueCoat ProxySG appliances can help you ease the IPv6 transition, improve Web content security, and provide application acceleration, call Milestone Systems at 866-646-9211 or e-mail [info@milestonesystems.com](mailto:info@milestonesystems.com).*



# Is Your Mobile Data Secure?

Check Point Endpoint Security  
reduces risks from an  
increasingly mobile workforce.

**V**irtual working has become the reality of business today. The number of virtual workers — including telecommuters and mobile personnel — continues to increase dramatically, as employees take advantage of the latest connectivity tools to free themselves from the confines of headquarters.

The increase of worker mobility and flexibility has resulted in the creation of various worker classifications and nicknames, such as Corridor Warriors, Road Warriors, Home Workers and Telecommuters. And they have more options for gaining access to the corporate network with pervasive wireless connectivity and a proliferation of mobile devices such as smart cell phones and PDAs that exchange data with desktops, notebooks and wireless devices.

For all their productivity and collaboration benefits, all these devices and connections also create multiple avenues for introducing viruses, worms and other malware into an organization. That's

## **“With less than 30 percent of businesses saying they use data encryption, the majority of corporations are left dangerously exposed to the risk of a serious data breach.”**

why businesses need to expand their IT measures to safeguard the increasingly mobile workforce.

### **Data at Risk**

According to a recent survey of 224 IT and security administrators conducted by Check Point Software, more than 40 percent of businesses in the last year have more remote users connecting to the corporate network from home or when travelling compared to 2008. The clear majority (77 percent) of businesses report that up to a quarter of their total workforce consists of regular remote users.

Despite this growth in remote users, Check Point found just 27 percent of respondents say their companies currently use hard disk encryption to protect sensitive data on corporate endpoints. In addition, only 9 percent of businesses surveyed use encryption for removable storage devices, such as USB flash drives. A more mobile workforce carrying large amounts of data on portable devices leaves confidential corporate data vulnerable to loss, theft and interception.

“With less than 30 percent of businesses saying they use data encryption, the majority of corporations are left dangerously exposed to the risk of a serious data breach,”

said Juliette Sultan, head of global marketing at Check Point. “Fortunately, the survey data also shows enterprises recognize the need to address the issue, particularly with a growing mobile workforce.”

### **Defense in Depth**

Check Point Endpoint Security is the first and only single agent to combine all the critical components for total security on the endpoint. With more than 10 integrated security capabilities, Check Point Endpoint Security delivers higher levels of security while providing a transparent end-user experience. Endpoint Security is the only single agent to include Check Point WebCheck preemptive browser security, Full Disk Encryption, port and removable media protection and remote access VPN with traditional components of endpoint security.

WebCheck isolates against known and unknown Web threats with browser virtualization technology and provides advanced heuristics to stop users from going to dangerous sites. A dual browser mode segregates corporate data from the Internet, allowing users the freedom to surf with full protection against malicious software and phishing attempts.

Remote access VPN enables secure remote access to corporate resources by encrypting and authenticating data transmitted during remote access sessions. The new VPN Auto-Connect capability maintains connectivity while roaming between LAN, WiFi and GPRS networks, and automatically configures the VPN session when accessing from remote networks.

Full disk encryption provides the highest level of data security for data stored on laptops and desktops through a combination of pre-boot authentication and strong encryption algorithms. Media encryption and port protection protects from incoming malware by encrypting removable media such as USB storage devices, CDs and DVDs, and it controls read, write and execute activity on ports and devices. This feature also allows users to encrypt individual files and folders located on endpoints, removable storage devices and network shares, or create encrypted packages for secure file distribution.

*Check Point Endpoint Security can prevent the security risk associated with lost or stolen data. To find out more, call Milestone Systems at 866-646-9211 or e-mail [info@milestonesystems.com](mailto:info@milestonesystems.com).*



# What Do Users Really Experience on Your Web Site?

**Coradant TrueSight AIM helps ensure Web apps stay up and running.**

**A**esop's tale of the tortoise and the hare is meant to illustrate that the race does not always go to the swift. When it comes to application performance, however, the fable doesn't quite reach the winner's circle. That is an area in which speed and success are indisputably linked.

Poorly performing applications negatively impact productivity, customer service and the bottom line. As a result, IT managers have always been under pressure to ensure that business-critical applications meet high-performance demands.

The growth of Web-based applications has only intensified the demand for high performance. The Web 2.0 world — including Web-based communities and social networking sites such as MySpace and YouTube — is dramatically resetting user expectations for Web applications. Even as rich Web applications grow in complexity, the pressure to deliver a great experience for application users has never been greater.

## **The User Experience**

Traditional network monitoring and Web site monitoring tools are inadequate for managing Web applications. They are geared to report errors, but there is typically a flood of network errors on even the best-run sites. As a result, most errors are ignored until the problem impacts enough people that someone raises an alarm. Revenue is lost while the IT organization tries to wade through terabytes of log data to understand what happened.

“Existing monitoring tools only detect 26 percent of performance problems. IT learns about the other 74 percent only after end-users complain to the service desk,” said Jean-Pierre Garbani, Vice President, Forrester Research.



## MILESTONE TRAINING

Milestone Systems has a long history of providing relevant, quality training to our clients. We are an Authorized Training Center for F5 Networks and IronPort Systems in addition to offering classes in other technologies and certifications. We can customize a class to meet specific customer needs in numerous locations across the country. We can even come to your offices.

You can check out our upcoming courses or enroll online at [www.milestonesystems.com/training/](http://www.milestonesystems.com/training/)

**milestone**  
systems, inc.



Knowing the actual experience of the user is a necessary first step to providing a superior experience. Resolving problems quickly requires the right tool that sees the actual user experience and takes advantage of user performance information.

Coradiant's TrueSight AIM (Automated Incident Management) is designed to do exactly that, providing full visibility into the online user experience to enable organizations to deliver error-free, high-quality Web applications.

### Real-Time View

TrueSight AIM collects detailed, real-time information on every aspect of each user's online visit, providing an in-depth view of actual, delivered performance at the user level. It is unique in its ability to find, reproduce and validate fixes to application problems in real time.

TrueSight AIM understands hundreds of error conditions. It automatically converts all user incidents into a summary of those most important to Web health, grouped by type, duration, severity and user impact. It can then automatically localize Web problems, and provide all the tools and detailed data necessary to identify root causes and correct them.

This kind of problem-solving isn't just a time-saver; it's a transformation. Network administrators can get automated alerts on incidents that include the details they need to investigate. And with AIM, every part of every affected user's session is available for review and diagnosis.

TrueSight AIM can also be extended to a cloud computing architecture. That means organizations seeking the

agility, scalability and economic benefits of cloud computing for mission-critical applications can maintain full visibility into the experience of all end-users.

"Visibility to end-user experience is crucial in managing the performance of Web applications delivered via the cloud. Yet, due to the complexity of cloud computing, it is impossible to determine if the end-user is obtaining the desired service level without an integrated approach," said Bernd Harzog, a leading analyst with The Virtualization Practice. "An outside-in approach based on the end-user's perspective is required to manage the dynamic nature of a cloud infrastructure."

In addition, TrueSight AIM integrates seamlessly with existing business intelligence and enterprise management systems, making it easy to leverage the power of real user data throughout the entire organization. As with all Coradiant products, TrueSight AIM is supported with state-of-the-art hardware and is shipped fully configured. Deployment takes less than an hour and data collection from online users begins immediately. TrueSight AIM can be fully deployed and used to resolve Web applications problems on the very first day of deployment.

Slow and steady may have won the race in Aesop's fable, but that moral doesn't apply to Web application performance. With TrueSight AIM, organizations can quickly gain data-driven insights that optimize the economic and performance benefits of their Web applications. That combination of benefits is hard to beat.

*Want to know what users really experience when they visit your Web site? Call Milestone Systems at 866-646-9211 or e-mail [info@milestonesystems.com](mailto:info@milestonesystems.com) to test drive Coradiant TrueSight AIM.*