allot

See. Control. Secure.

Q&A file

PacketShaper
replacement

August 2020

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Allot Secure Service Gateway to Replace PacketShaper

Allot Ltd. (NASDAQ: ALLT) (TASE: ALLT), a global provider of leading innovative traffic intelligence and security solutions for Enterprises and Service Providers worldwide, was chosen by Broadcom as the recommended vendor offering a transition from PacketShaper to Allot's Secure Service Gateway (SSG). Read More »

Why should I replace my PacketShaper with Allot SSG - Traffic Intelligence and Assurance Platform?

With this replacement, you will retain network efficiency with all existing visibility and control functionalities, and you will gain additional key capabilities such as:

- Superior Performance of up to 250 Gbps throughput & 600,000 policies in one device for easy scalability of all IT and network needs.

- Centralized Management including provisioning of policies to distributed deployments for improved productivity through reduction of duplicated efforts.

- Service Assurance with embedded inbound and outbound DDoS protection to ensure reputation and business critical applications.

- TCP Optimization to mitigate latency and maximize Quality of Experience (QoE).

- Web Security with Secure Web Gateway services such as URL filtering and anti-malware.

How dedicated is Allot to its SSG, Traffic Intelligence, and Assurance Platform?

Allot has 20+ years of experience supplying Traffic Intelligence and Assurance solutions to a large base of enterprise customers (1000+) throughout the world in a wide range of vertical markets. The SSG is part of Allot core technology. Allot will continue to bring vision and innovation to its Traffic Intelligence and Assurance solutions while being fully committed to its growing customer base.

Licensing and Renewal terms

I have a valid support contract with Symantec (Broadcom) – what am I entitled to?

A customer can purchase a new Allot SSG and will be credited for the remaining months/years for the Symantec support contract subject to the following conditions:

- A valid support contract that was purchased before March 31, 2020

- Purchase from Allot at least one year of support or the equivalent remaining term (whichever is greater)
  For example:

  1. A customer with 4 months of remaining support will get 16 months when purchasing a one-year contract from Allot.
  2. A customer with 24 months of remaining support will get 48 months when purchasing a 2-year contract from Allot.

Does Allot provide promotions for fast replacements during 2020?

Yes, please be in touch with the local Allot representative to get more information.

No new renewal means customers cannot renew now?

Correct. For more information about Broadcom EOL, please refer to their website

For customers with upfront multiple years support contract purchased beyond EOL 2022, will Broadcom still provide hardware and software support?

According to Broadcom they will honor all support contracts until 31-March-2022 (EOL). For more information about Broadcom support please refer to their website .

Do you have a plan to support federal customers with the US citizen support requirement?

Sure. We support federal government already with US citizens in sales, support, and PS functions.

Is the offer valid only for the SSG product line? What about SG9?

Sure. The PacketShaper transition offer is valid for the entire SSG and SG series.

Migration process, deployment, and related professional services & support

Does Allot have exact replacements for PacketShaper models?

Yes, there is full mapping between all PacketShaper models and Allot models. We will be able to recommend the most suitable replacement models once we understand specific customer needs.

How exactly does Allot perform automatic policy transfer from PS to Allot NetXplorer (Line/Pipe/Vc)?

Thanks to our PacketShaper replacement project experience with more than 80 accounts worldwide, we've developed a transition script, which smoothly transfers, in most cases, more than 80% of PacketShaper's defined policies to the Allot SSG – Traffic Intelligence and Assurance Platform. Additional minor professional services might be required, on a project basis, to complete the transfer process.

Can SSG be placed inline transparently, as well as shape the traffic?

Yes, that is the default deployment. L2 transparent inline deployment for analytics and shaping

How do we deploy the SSG? Do we deploy it inline? Does all the traffic go through the device? Should the SSG be deployed in front of the perimeter firewall or inside, like in the DMZ?

The Allot SSG appliance is deployed inline, usually on critical network junctions, such as the junction of the Internet, WAN, and LAN. This means that all the traffic goes through the device.

What are the key details of Allot TAC support and locations of support centers?

More info can be gained from these locations:

[Allot Support Center](#)

[Allot Contact Us](#)

Allot SSG – Traffic Intelligence and Assurance Platform capabilities

Can Allot support both centralized and distributed network architectures?

Sure. Through its centralized management and insightful UI, the Allot platform provides enterprise IT managers with visibility, control, and security for their network, ensuring the enterprise's service delivery and QoE for users.

What level of enterprise network bandwidth does your platform support?

The Allot platform supports all types of Enterprises – SMBs, SMEs and very large enterprises. Platform is powered by 3 product series:

- Allot Application Control Gateway (ACG) – for SMBs, SMEs and Edge points of large enterprises, covering 10Mbs-2000Mbps Throughput
- Secure Service Gateway (SSG) – For SMEs and large enterprises, covering 1Gbps – 40Gbps Throughput
- Allot Service Gateway (SG) – For large enterprises, covering 40Gbps – 250Gbps Throughput.

How is QoE measured on the user end? By injecting JavaScript code in the application?

The allot solution does not insert any JavaScript. We are using network KPIs like latency or retransmissions as well as video and browsing Key Quality Indicators (KQIs) to have QoE Analytics. For more detailed information, please contact your local Allot representative.

What are the best practices for High Availability at Allot?

Allot supports all kinds of High Availability, including active-active, active-passive. We recommend the high availability topology per customer needs and infrastructure.

What about virtual devices?

Allot platforms can be installed on virtual devices (both its DPI/data plane and management layers).

Can it support other authentication integrations? Radius, for example?

Yes, Allot SSG supports a variety of authentication protocols, including Radius and Diameter.

Does it support multiple internet service providers?

Yes. There are no limitations regarding support of multiple internet service providers within the same site or across multiple sites in cases of large enterprise with distributed data centers.

Do you support public cloud installations?

Yes, Allot virtual instances can be deployed in public cloud installations (E.G: AWS, Azure, Google and more).

Will the product identify Android and iOS mobile applications?

Yes. Mobile application traffic from Android and iOS devices is fully recognized and analyzed by the system.

With Allot, can we:

- **Reserve bandwidth?**

- **Make dynamic and static bandwidth partitions?**

- **Make burstable partitions?**

Allot QoS supports burstable traffic based on minimum and maximum priorities. When a minimum is allocated, the BW is dynamically, rather than statically, reserved.

- **Make policy command schedules?**

Sure, policy enforcement commands can be scheduled.

Does your NIC 'fail close' so traffic can continue to flow?

We have a dedicated external bypass (passive element) that, in case of appliance failure or maintenance, will 'fail close' to avoid traffic downtime.

If Allot is not doing SSL decryption, then how is Allot able to see the encrypted packet or user activity (for example, Facebook Messenger, video, etc.)?

SSL encrypted traffic is being analyzed utilizing advanced AI and ML algorithms. Encrypted data is being classified according to application and user behavior patterns Hence, system categorizes differently, for example, Facebook message and YouTube video. We constantly monitor and update the engine models to detect new applications so you're always up to date.

Are the reports customizable?

Yes, platform provides a rich set of pre-defined reports as well as an intuitive UI to enable authorized users to create their own desired dashboard and reports.

Are all reports in the dashboard readily available out-of-the-box? Or do they need to be configured?

The list of reports that appear on the dashboard are pre-defined and no further customization or configuration work is required.

How about reporting.... does Allot work with NetX as well, or does the native reporting have the same functionality as Intelligence Center?

Allot has its own reporting system with our own intelligence server.

Does Allot provide any load balancing capabilities?

Yes, the Allot SSG can use Intelligent Traffic Steering.

Considering remote workers use their private ISP, where is the enterprise interaction to give more bandwidth to remote users?

The solution for remote users improves their QoE when using the company's VPN with business-critical applications, prioritizing among them.

Allot Application Control Gateway (ACG) series

Some Bluecoat customers are being served with an all-in-one solution with both management and traffic intelligence "all in one box." How does Allot compare?

A new 'All-in-One' series is also available from Allot. This series is called Application Control Gateway (ACG). The ACG provides the entire Allot "See. Control. Secure." package and all its management capabilities in one appliance. It also provides a DIY deployment process thanks to its intuitive and easy-to-use UI.

Will the new low-end products, to be launched later this year, fit within SG and SSG product lines?

Yes. The new ACG series extends the SG and SSG series. It is the ideal solution to cover networks with throughput of 10Mbps to 2Gbps. The ACG series significantly extends our offering to the market. With the addition of the ACG series, we have a complete offering all enterprise types – SMBs, SMEs, and large enterprises.

With this new release, for the enterprise, should we buy the by-pass separately?

Yes. The bypass is an additional HW item.

Which product replaces the PacketShaper S200 for small implementations?

Our new ACG series is the correct replacement.

Is this FDX bandwidth or throughput?

Allot bandwidth will be throughput to maintain flexibility. It's important to remember that PacketShaper is FDX. So, if they have an appliance of 250M it means 250M inbound + 250M outbound. At Allot, a comparable appliance has 500M total, which can be flexibly used, as needed.

Watch the Webinar

To learn more about the transition from PacketShaper to Allot SSG, <u>Watch the Webinar</u> »