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Ruth Morton IT Pro Advisor
Microsoft Canada



[Interview] Neal Allen, International Top-Ranking Network Service/Troubleshooting Authority

I attended a special [somewhat private] security conference where Neal was presenting. He provided very useful insights and best practices for ensuring optimum network performance. This led to this interview.

Enjoy!

Stephen Ibaraki, [FCIPS](#), [I.S.P.](#), [MVP](#)



Neal Allen has been working for Fluke since 1989, and has been in the Fluke Networks networking products group since 1992 when it formed. Special focus has been placed on technical marketing, product development, beta testing, and special projects. In 2002 the Technical Assistance Center was restructured, and in the capacity of a level 3 escalation engineer, Neal has dealt with many of the issues surrounding analysis of the higher OSI layers while still maintaining awareness of the lower layers and how they affect monitoring and troubleshooting.

Several of the many special projects include:

- Assisting with or managing troubleshooting at all US Interop trade shows since 1993
- Assisting with troubleshooting at the 1996 Olympic Games in Atlanta
- Assisting with network service restoration at the Pentagon following the 9/11 attack
- Assisting with troubleshooting efforts onboard the aircraft carrier USS John C. Stennis while underway

Index and links to Questions

Q1 [Profile your current role with Fluke.](#)

Q2 [Going back in history, what lessons do you want to share from your work at the Olympic Games?](#)

Q3 [Do you have useful tips to add from your work at the Pentagon after the 9/11 attack and your troubleshooting efforts on the aircraft carrier?](#)

Q4 [Please share some stories from your work.](#)

Q5 [You participate in troubleshooting at Interop trade shows? Can you profile the most difficult problems in this environment and their solutions?](#)

Q6 [In your view, what are the most serious networking roadblocks for businesses?](#)

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Q9 [Which are your top recommended resources and why?](#)

Posted: Tuesday, March 06, 2007 12:07 AM by [cdnitrgr](#)

Filed under: [Stephen Ibaraki](#), [Interviews](#)

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[David Viner](#) said:

One additional way to ensure efficient troubleshooting is to keep up-to-date on the latest software for field techs. Fluke is continually improving their software to reflect new standards.



John Osley Director Community Evangelism
Microsoft Canada



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At Siemon, a hi-performance network cabling manufacturer, field testing is critical. We require our certified installers use the latest software revisions to ensure quality.

Also, as you discussed with the standards, there is a lot to know and navigate.

Valerie Rybinski, an active participant in standards development, just created a new resource called "De-Mystifying Cabling Specifications From 6e to 7A" that provides a nice introduction to cabling standards.

http://www.siemon.com/us/white_papers/07-03-01-demystifying_a.c

David Wall

Siemon

March 5, 2007 2:20 PM

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